



Effective:
10/27/03

HUMAN RESOURCES POLICY MANUAL EMPLOYEE APPEARANCE POLICY

I. PURPOSE

To create an employee image that is professional, functional and service oriented. Each employee is a representative of Aurora Health Care (AHC) and therefore his or her appearance on the job is important. Our patients, their families, and others have the right to expect competent, professional care and service while at any Aurora Health Care facility. We believe that a professional appearance through appropriate dress, grooming, and identification demonstrates respect and enhances the confidence placed in us by our patients, their families, and others.

II. POLICY

To patients, their families, and others, the employee is Aurora Health Care. These individuals' perceptions, along with coworkers' perceptions about the level of service we provide, are in part based upon personal appearance. It is essential that all employees and their attire are neat, clean, well groomed, and modest, and that attire is in good repair. It is expected that all employees will follow good personal hygiene practices.

An employee's appearance should never compromise Aurora Health Care's mission, vision, and values. Among other things this means that an employee's appearance should not interfere with the customer's perception of the employee's competence, show disrespect to the customer, or interfere with the provision of care and service to patients in any way.

Identification, grooming, and dress all work together to support job performance and safety. All employees shall work to assure that the following standards are adhered to:

This policy represents minimum allowable standards of appearance. Individual sites, departments, or work areas may have additional standards of appearance to complement the AHC policy.

Disregard for this policy may result in disciplinary action.

Determination of appropriateness, as addressed in this policy, will be decided upon by the employee's supervisor in collaboration with Human Resources.

Leadership personnel are responsible for promoting compliance with this policy and should be willing to guide employees on personal appearance, grooming, personal hygiene, and professional presentation.

A. IDENTIFICATION

Name badges are worn at all times the employee is on duty in accordance with AHC's guidelines on employee nametags. The most important function of the name badge is to identify employees to the people we serve (patients, visitors,

guests, co-workers, etc.) in a way that enhances our service delivery. Name badges are attached to the clothing, worn above the waist, name side out, so that it is easily seen and read by the people we serve. Name badges must be worn using Human Resource approved badge holders only. Logos, vendor names, or other verbiage is not allowed on name badges or holders. Stickers, service awards or other items will cover up no part of the name or other information on the badge. (Refer to AHC System Administrative Policy #126)

B. GROOMING

Strong perfumes, colognes, and other scents may not be worn. Strong is defined as any scent that can be detected at a distance of 3 feet.

Hair, mustaches, and beards must be neatly trimmed and/or styled so as not to come in contact with patients or interfere with job performance. Hair color should be natural shades.

Make-up should be applied in moderation.

Artificial fingernails or extenders must not be worn when providing direct patient care (direct patient care defined as having direct contact with patients as part of job requirements). Natural nail tips must be kept less than 1/4 inch long. Nail polish must be intact and must not be chipped. (See addendum A)

Footnote: these recommendations are adapted from the "Guidelines for Hand Hygiene in Health-Care Settings" Recommendations of the Healthcare Infection Control Practices Advisory Committee and HICPAC/SHEA/APIC/IDSA Hand Hygiene Task Force, MMWR, October 25, 2002, Vol. 51, No. RR-16.

Care providers who provide direct hands-on care in clinical areas, which require a 5-minute scrub, should wear no artificial nails or nail polish. This includes OR, OB, catheterization lab, and electrophysiology lab. (Specific guidelines attached)

Jewelry should not interfere with daily work activities, or present a safety hazard.

Employees may be required to cover any visible tattoos.

Aside from earrings, jewelry may not be worn in any visible body piercings including but not limited to, piercings in the tongue, nose or eyebrow. Jewelry worn in non-visible piercings, which may pose a safety risk because of job responsibilities, will not be permitted. In addition, methods to conceal unacceptable jewelry in a piercing, such as using a bandage, are not permitted.

C. DRESS

Sweatshirts, t-shirts or any shirt, buttons, badges, or banners with verbiage or logos, are not permitted unless worn in conjunction with approved promotions/reasons specifically approved by the area supervisor or facility administrator.

Appropriate undergarments should be worn at all times.

Clothing should be of a length suitable to the work environment.

Footwear should conform to departmental and safety standards and not interfere with job performance. Socks, stockings or pantyhose must be worn at all times.

The following clothing is deemed unacceptable, inappropriate and cannot be worn:

Blue jeans made of denim, non-professional denim clothing of any kind, leotards, leggings, tank tops, outfits with bare shoulders, bare midriff tops, halter or tube tops, sleeveless, sheer or form fitting tops, sweat pants, capri pants or military fatigues. Any form of shorts, t-shirts, head coverings, hats, bandanas, and scarves cannot be worn unless part of defined approved uniform.

D. UNIFORMS

Uniforms, including scrubs, are required to be worn by persons performing certain jobs. Refer to specific departmental policy(ies).

Each department determines color or fabric of uniforms and the color of shoes, stockings and accessories, along with other more specific uniform requirements. Area/department leadership in consultation with Human Resources will approve department dress and appearance policies.

Regular, scheduled "casual days" are not allowed. "Special Uniform" days shall be limited and associated with specific facility or department approved promotions or events. Specific department policies will define acceptable and unacceptable dress.

Scrub Apparel are common uniforms in health care and may be considered as a department uniform worn when consistent with identified guidelines (See Addendum B).

***THIS POLICY SUPERSEDES PREVIOUS SITE POLICIES**

Reference: Aurora Health Care System Administrative Manual

Submitted by:

Administrative
Approval:

Date of Approval:

Cancellation: No Previous Policy

FINGERNAIL REFERENCES:

1. American Academy of Pediatrics, The American College of Obstetricians and Gynecologists. *Guidelines for Perinatal Care*, fourth edition. 1997. Ch. 10 p.256.
2. AORN: Standards, Recommended practices, and Guidelines (Association of Perioperative Registered Nurses) 2000.
3. APIC Text of Infection Control and Epidemiology 2000, p.53-4.
4. CDC and HICPAC: Draft Guidelines for Environmental Infection Control in Healthcare Facilities 2001 with reference to Guideline for Handwashing and Hospital Environmental Control 1981. Updated 5-17-01.
5. Hedderwick et al. Pathogenic Organisms Associated with Artificial Fingernails Worn by Healthcare Workers. *Infection Control and Hospital Epidemiology* 2000; 21:505-509.
6. HICPAC/SHEA/APIC/IDSA Hand Hygiene Task Force, Guidelines for Hand Hygiene in Health-Care Settings, MMWR, October 25, 2002, Vol. 51, No. RR-16.
7. icanPREVENT.com, General Information on Hand Health and Hand hygiene. Cited references: Larson, E. Skin hygiene and infection prevention: more of the same or different approaches? *Clinical Infectious Diseases* 1999. Nov.29 (5): 1287-94.
8. McNeil, Shelly, Foster, Catherine, Hedderwick, Sara and Kauffman, Carol. Effect of Hand Cleansing with Antimicrobial Soap or Alcohol-Based Gel on Microbial Colonization of Artificial Fingernails Worn by Health Care Workers. *Clinical Infectious Diseases* 2001; 32:367-372.
9. Moolenaar et al. A Prolonged Outbreak of *Pseudomonas aeruginosa* in a Neonatal Intensive Care Unit: Did Staff Fingernails Play a Role in Disease Transmission? *Infection Control and Hospital Epidemiology* 2000; 21:80-85.

Addendum B

Scrub Apparel Policy

AHC will provide facility purchased and laundered scrub apparel (scrub suits, warm-up jackets, covercoats) only to those employees meeting at least one of the following pre-requisites:

1. Staff is required to wear scrub apparel by federal or state regulations. (None currently exists)
2. Staff working in restricted or high security areas (as decided upon by CDC guidelines or site administration):
 - Restricted areas are those where sterile, invasive procedures are done, requiring an aseptic environment and where unwrapped supplies are sterilized.
 - Includes areas such as surgery, central services, catheterization lab, autologous bone marrow reinfusion unit, digital vascular imaging, and electrophysiology lab, morgue.

Staff who does not meet the above pre-requisites may purchase, launder, and wear their own scrub apparel when it is the department or unit's policy to do so.