



Policy Name: Employee Appearance		Policy#: ADM-028
Origin: Employee Services		Policy Type: Administrative
Effective: 06/04	Reviewed: 01/07	Revised: 07/05, 06/09
Approved By: Administration		

Purpose: How we dress, our grooming and identification have a major influence on how patients perceive their experience with us. Our goal is to create a patient experience that instills confidence in all that we do for everyone that we interact with. The dress code at Aurora BayCare Medical Center is business attire for those in the office setting and uniforms/scrubs in those identified patient care areas.

Policy:

A. General Guidelines

1. The patient and our visitors come first. Always dress to match your situation, utilizing the guidelines below as minimum standards.
2. These general guidelines will not always cover every situation, leaders and caregivers need to use the goal of “instilling confidence in the patient experience” as our primary decision making guide. Make sure to consider your involvement with internal colleagues.
3. Some departments may set additional standards above the minimum to meet the department service needs for internal and external patients and clients.
4. It is essential that all caregivers and their attire are neat, clean, pressed and never revealing or tight fitting. Clothing or accessories should never obstruct job performance or cause a safety concern. It is expected that all caregivers will follow good personal hygiene practices.
5. If someone is wearing something inappropriate, approach that person directly as a colleague or speak with your direct supervisor. Leaders are essential in ensuring the policy is applied consistently. If questions arise regarding this policy, leadership should consult with human resources.
6. A caregiver’s appearance should never compromise Aurora BayCare Medical Center’s mission, vision and values. Among other things this means that a caregiver’s appearance should not interfere with the patient’s perception of the caregiver’s competence, or interfere with the patient experience in any way. Ultra fashions are not acceptable.
7. You should always dress according to the expectations of the facility you are visiting and working. These general guidelines set minimum expectations. Some departments or facilities may have additional expectations according to their job responsibilities or contact with the external public. When visiting an alternate location, for any purpose, including education, always ask and meet their expectations.
8. Name badges are worn at all times as identification for our patients and caregivers. Name badges are worn above the chest, name side out, so that it is easily seen and read utilizing standard human resource badge holders. 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.
9. 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 or safety. Hair color should be natural shades or subtle undertones.
10. 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 ¼ inch long in all areas. Nail polish must be intact and must not be chipped. (See Addendum A)

11. Care providers who provide direct hands-on care in clinical areas, which requires a 5-minute scrub, should wear no artificial nails or nail polish. This includes OR, OB, catheterization lab, and electrophysiology lab.
12. OSHA Standard 1910.136(a) mandates that caregivers use protective footwear when working in areas where there is a danger of foot injuries due to falling or rolling objects, or objects piercing the sole, and where such caregiver's feet are exposed to electrical hazards. Closed toed shoes are required in departments and areas in which the above hazards exist including all patient care areas. In addition, OSHA requires that protective clothing/covering must be worn that will prevent blood or other potentially infectious materials from reaching the skin.
13. Where OSHA standards are not an issue, foot and leg cover is optional at all times.
14. There are many times during your work that you are meeting and interacting with community, business and governmental members. It is critical that during these interactions, your appearance instills confidence. When in doubt, error on the side of traditional business attire.
15. We make reasonable accommodations for disability or religious purposes; please discuss this with your direct supervisor and human resources. Aurora BayCare Medical Center meets all minimum standards as established by regulatory agencies or applicable laws.
16. A single small tattoo, no larger than 2x2, is allowed on the leg, ankle and feet. Any tattoo that does not meet the above criteria must be covered by clothing at all times. Any showing tattoo must not be disruptive or offensive and not be in conflict with our values or any other policy.
17. All skirts and dresses must not be worn more than 2 inches above the knee.
18. Makeup should be applied in moderation.
19. Shorter business pants that are coordinated or separates are acceptable at any time.
20. Appropriate sleeveless business attire for women is acceptable.
21. Non-employed individuals that provide services to our patients need to adhere to the expectations outlined in this policy, not limited to students, volunteers, medical staff, allied staff, vendors, contracted service staff and temporary staff.
22. Facility administrative and human resource leadership will announce celebration / recognition days. Aurora Health Care, Aurora BayCare Medical Center or Aurora sponsored shirts may be worn on these days and need to comply with the appearance policy.
23. Around holidays, tasteful holiday themed apparel or holiday colors may be worn. This includes vests, sweaters, fleece tops and sweatshirts.

B. Unacceptable Dress

1. Sweatshirts, t-shirts or any shirt, buttons, badges or banners with verbiage or logos are not permitted unless worn in conjunction with approved promotions or reasons specifically approved by the facility administrator and human resources.
2. Jean style clothing is unacceptable at all times.
3. Leotards, leggings, casual pants shorter than ankle length, tank tops, spaghetti straps or any outfits with bare shoulders or backs, muscle shirts, bare midriff tops, halter or tube tops, sheer outfits, sweat pants, stretch pants, stirrup pants or military fatigues are not acceptable. Any form of shorts, head coverings, hats, bandanas and scarves cannot be worn unless part of a defined approved uniform. Casual footwear that are sandals, flip-flops, backless or canvas are not acceptable. Business backless and open toe shoes are acceptable.
4. 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.
5. No visible words, phrases or logos are acceptable. ABMC or AHC approved logos and a small logo (as part of a designer brand no more than 1" x 1") is acceptable.
6. Aside from earrings, body piercing may not be worn. No other visible body piercing is allowed. This includes, but is not limited to, piercing in the tongue, nose or eyebrow. Concealing body piercing with a bandage is not acceptable.
7. Clothing that is too tight, form fitting, loose fitting, exposes cleavage, undergarments, mid-section, underwear or buttocks is not allowed.

C. Uniforms

1. Some caregivers are required to wear uniforms as appropriate attire as defined by your department leadership, in coloration with human resources. Examples may include clinical uniforms, scrubs, laboratory coats, maintenance, loss prevention and dietary uniforms. Please refer to your specific department/facility policy and expectations.
2. Each department/facility determines color or fabric of uniforms and the color of shoes, stockings and accessories, along with other more specific uniform requirements. Department/facility leadership, in consultation with human resources, will approve department dress and appearance policies. Any specific department/facility policies will always align with the "General Guideline" section of this policy.
3. Athletic shoes may be worn in patient care areas and other departments as deemed appropriate by responsibilities.
4. 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)

D. Business Casual Days

1. Fridays and weekends are business casual days in non-patient care areas. On these days, business casual items can be worn. Business casual dress is a step down from the traditional formal business attire. Examples of business casual include, but are not limited to:
 - a. Approved AHC or ABMC logo shirts
 - b. Dockers or khakis
 - c. Golf, polos, dressy t-shirts and coordinating sweaters
2. Leadership and human resources, at its discretion, may *occasionally* provide additional business casual, recognition and celebration days.

E. Responsibilities

1. Leaders
 - a. Serve as a role model of the appearance standards
 - b. Monitor and enforce the standards for our patients and caregivers
 - c. Work with caregivers in professional and confidential ways to address any challenges
 - d. Review appearance expectation periodically as needed
2. Caregivers
 - a. Be knowledgeable of appearance expectations
 - b. Adhere to the standards and if questions arise, talk with your leadership
 - c. Communicate with your leadership any challenges in meeting standards and work cooperatively to address the situation
 - d. Notify Human Resources if personal religious beliefs or accommodations that may be necessary
3. Human Resources
 - a. Consult with leadership on system wide and department specific standards
 - b. Support leadership in appropriate application of the standards
 - c. Work with caregivers and leadership in establishing accommodations for religious beliefs or disabilities
 - d. Inform all candidates of the standards and expectations

References:

Addendum A 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 with 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 Healthcare 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 of 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

- A. Aurora BayCare Medical Center will provide facility purchased and laundered scrub apparel (scrub suits, warm-up jackets, covercoats) only to those caregivers 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 CDC guidelines or site administration).
 - a. Restricted areas are those where sterile, invasive procedures are done, requiring an aseptic environment and where unwrapped supplies are sterilized.
 - 1) Includes areas such as surgery, central services, catheterization lab, autologous bone marrow reinfusion unit, digital vascular imaging and electrophysiology lab and morgue.
- B. Staff who do not meet above pre-requisites may purchase, launder and wear their own scrub apparel when it is the department or unit's policy to do so.