

 Kaleida Health POLICY	Title: Standards of Appearance	# HR.21
	Owner: Human Resources	Issued: 6/01
Keywords: Standards of Appearance, Dress Code, Uniform		

I. Statement of Purpose

The Standards of Appearance Policy provides a consistent, organization wide expectation of the appearance for all Kaleida employees. Our patients and customers look to Kaleida employees to display the highest levels of professionalism and competence at all times. The Standards of Appearance policy sets Kaleida Health’s expectations for the professionalism in attire, hygiene and appearance that employees exhibit on a daily basis. It is an essential component of the Standards of Performance for Kaleida Health.

II. Audience

This policy applies to all Kaleida Health employees and volunteers. Management reserves the right to determine the limits of appropriate attire and appearance relative to the workplace.

III. Instructions

A. Apparel and Accessories

1. Apparel and accessories must be professional in style and color, and must be suitable for the healthcare environment and the business environment.
2. Suitable professional or clinical attire is expected to be maintained if presenting to Kaleida for meetings, committee representation, or educational opportunities.
3. No item of apparel, jewelry, or button may carry a message emblem or logo other than approved Kaleida marketing merchandise.
4. Items issued by Kaleida Health or union such as pins and buttons may be worn.
5. Clinical departments can require street clothes: psychiatry, home health, etc. Lab coats are permitted.

B. General Requirements

1. Hygiene

- a. Due to close contact with others, personal grooming and cleanliness are absolutely essential and required.
- b. All staff members will be free of body odor.
- c. Light perfume/cologne or aftershave should be avoided in patient care areas.
- d. Cosmetics should be conservative

2. Fingernails

- a. Direct Care Givers nails must be no longer than ¼ inch from tip of finger, clean and well-manicured and should not interfere with the performance of duties and should be appropriate for business.
- b. For Direct Care Givers and those who work in the clinical setting: neutral, clear, or light-colored nail polish is acceptable. For employees who work in non-clinical settings: darker/classic colors are also acceptable. Extreme nail polish colors and decorative fingernails may not be worn. Examples include but are not limited to green, yellow, blue, black or neon/florescent colors.

- c. No artificial nails or tips are permitted in patient care areas and may be prohibited in other areas such as food services, pharmacy, labs, environmental services (EVS) etc.

3. **Hair**

- a. Employees are expected to maintain good hygiene at all times.
- b. Facial hair must be neat, clean and trimmed at all times.
- c. Employees who have facial hair interfering with the proper fitting of respiratory masks/PPE will be required to shave unless they can provide proof of medical or religious reasons why they cannot shave. This may or may not be approved by the HR and/or Department Director.
- d. For those in direct patient care areas, hair that is longer than shoulder length, including loose and braided strands, must be styled off the shoulders, pulled back and secured.
- e. Hair accessories may be worn only for the purpose of preventing hair from falling forward must be professional and appropriate for the Kaleida clinical environment.
- f. Hair color should be within naturally occurring color tones. Extreme hair colors and hairstyles are not acceptable. Unacceptable hair colors are defined as shades that are unnatural in color, such as pink, blue, purple, green, etc.

4. **Tattoos**

- a. Tattoos must be covered to the extent possible.
- b. Staff shall cover tattoos with the use of their own supplies.
- c. Tattoos that are visible must not contain messages, pictures or symbols that are inconsistent with Kaleida policies and principles or are otherwise inappropriate in the workplace or offensive to patients.

5. **Piercing**

- a. Visible pierced body jewelry is limited to two earrings per ear.
- b. Nose piercing is permitted if small stud jewelry is worn. No added piercings, such as eyelids, tongue, eyebrows, lips, etc. are permitted.
- c. Ear gauges are not acceptable. Flesh colored or clear piercing plugs may be utilized. These plugs must be flat to the surface of the body.
- d. For the safety of staff members, stud or small hoop earrings only are permitted while providing direct patient care.

6. **Identification Badge**

- a. Each staff member must wear the official Kaleida Health employer issued photo identification badge while on duty.
- b. The identification badge must be worn and clearly visible at the lapel level. ID Badges may not be worn on Lanyards. Keys may not be worn with the ID badge.
- c. Employee identification badges may not be defaced in any manner and must be worn with the employee's name and picture showing for easy identification by customers and co-workers.
- d. Unauthorized Stickers may not be placed over the badge photograph or elsewhere on the identification badge.

- e. Employee badges may not be worn off duty, when the identification badge is worn the standard of appearance policy is in effect.
 - f. Employee presenting to work without their identification badge must purchase either a replacement badge or return home to retrieve the badge; time will be documented based on time and attendance policy.
7. **Jewelry**
- a. Jewelry will be conservative in style and kept to a minimum to prevent loss or injury to self or others.
 - b. Direct care providers: Jewelry should be minimized below the elbow to enhance hand hygiene.
8. **Undergarments**
- a. At no time may undergarments be exposed or visible through clothing.
 - b. T-shirts worn as undergarments must be clean and tucked in. Additionally, t-shirt sleeves must not be visible from under uniform sleeve.
 - c. Hosiery must be worn.
9. **Outerwear**
- a. Hooded sweatshirts or jackets, also known as hoodies, are not appropriate in any setting within Kaleida.
 - b. Uniform and lab jackets must be kept clean.
10. **Footwear**
- a. Shoes must be clean and well-kept, with slip-resistant soles. Shoes with laces must be tied and of the same color as the shoe.
 - b. Direct Care Providers: sneakers, nursing shoes/clogs/Crocs are acceptable. Clogs/Crocs must not have holes on the top or on the sides of the shoes.
 - c. Non Clinical Areas: High heels or platforms may be worn; however, style and height of the heels should be professional and appropriate for the work setting. Flip flops, beachwear and sandals with significant exposure of the foot are not appropriate professional attire and are not acceptable. Moccasins and slippers are not permitted.
11. **Uniformed Personnel**
- All apparel worn by uniformed staff should be of quality uniform material and be clean and pressed.
- a. Nurses (ALL RN Job Titles & LPN)
 - 1) Dress or two piece styles (top with pants or skirts) are acceptable.
 - 2) T-shirts and turtleneck shirts can be worn under the uniform top but must be solid white or black.
 - 3) Cardigan sweaters or warm up jackets of uniform material in coordinating colors are permitted. Sweatshirts are not to be worn.
 - 4) As of November 1, 2000 uniforms may not be teal, cranberry or navy.
 - 5) Scrub Type tops of coordinating color, in a solid or print may be worn. Uniform tops must be of uniform material.

- b. Uniformed Personnel other than Nursing personnel:
 - 1) Dress or two piece styles (top with pants or skirts) are acceptable.
 - 2) Tops must be of Uniform Material
 - 3) Color should not be solid teal, cranberry or navy
 - 4) T-shirts and turtleneck shirts can be worn under the uniform top but must be solid white or black.
 - 5) Scrub type Uniform tops & cover up jackets in a solid or print may be worn. Uniform tops must be of uniform material.
 - c. Hospital supplied scrub apparel
 - 1) Must be worn by all staff in urology, operating rooms, PACU, and other areas specified by Kaleida Health and its Collective Bargaining Agreements.
 - 2) This scrub apparel must be covered when leaving their work areas.
 - 3) Hospital apparel may not be worn by other staff exception an emergency situation and then must be approved by a manager.
 - 4) Hospital supplied apparel is not to be worn outside the hospital unless approved by a manager.
 - d. Nursing assistive personnel:
 - 1) Dress or two piece styles (top with pants or skirts) are acceptable.
 - 2) Uniform will be of scrub type material Color – solid teal, navy, cranberry. **CNAs in LTC, uniforms shall be of scrub-like material, but not prohibited to three colors listed above and must be business appropriate and not to include the name of any of other nursing facility or hospital.**
 - 3) T-shirts and turtleneck shirts can be worn under the uniform top but must be solid white or black.
 - 4) Cardigan sweaters or warm up jackets of uniform material in coordinating print or solid color is permitted. Sweatshirts are not to be worn.
 - e. In departments that have employer issued uniforms as dictated by their Collective Bargaining Agreement (CBA), those practices shall continue and employees will adhere to the CBA.
 - f. APP's – Nurse Practitioners and Physicians assistants are expected to wear professional business attire unless performing procedures they may then wear a uniform of solid color and of uniform material.
 - g. Security Personnel shall be governed by CS.1 - Security Officer Uniform Regulations.
- C. **The following items are not part of the Kaleida Health look and will not be worn while on duty:**
- 1. Capris, shorts or skorts
 - 2. Leggings, stirrup pants, sweatpants or pants made of spandex or lycra material
 - 3. T-shirts/sweat shirts worn as outer-wear (unless approved by Kaleida Health on special occasions or during special events)

4. Backless, strapless, spaghetti-string tops or dresses, miniskirts, sun dresses, halter tops, or tank tops
5. Revealing clothes such as low cut necklines, high slits in skirts, sheer, see-through material or shirts that show midriffs
6. Dark glasses/sun glasses (except for documented medical reasons)
7. Low-rise pant (including scrub pants)
8. Isolation or patient gowns worn when not in use for patient care, including PPE work outside of procedure areas
9. Recreational attire, including sport outfits and exercise/jogging shorts (while on duty)
10. Head wear, including hats, sweatbands, and bandanas, except for religious headwear or for medical reasons or as provided as part of a uniform by Kaleida Health. Head Bands to hold back hair are acceptable.
11. No denim material of any color unless there is a departmental policy that outlines an exception.
12. When dress is found to be inappropriate, employee will be sent home, without pay, to change into appropriate attire. Failure to return within the appropriate time frame will result in an unexcused absence.

D. Exceptions:

1. An individual may obtain a request for a physical exception to the dress code policy. The exception should be defined by a physician and must be in writing and presented to Employee Health and Human Resources for review and consideration.
2. An individual may request an exception in writing based on religious beliefs may be accommodated once it is reviewed by Human Resources and the manager, if it does not present a staff or visitor safety hazard or interfere with job performance.
3. Staff in facilities, which are not climate controlled, may wear uniform "Bermuda" shorts (of knee length) during the warm weather.
4. Staff in Home Care are to wear appropriate street clothes that follow the provisions of the VNA policy.
5. School health staff may participate in theme days at the schools with the approval of their manager/director.
6. Other exception requests can be presented to the unit director and must be approved by the appropriate Vice President.

E. Disciplinary Action:

Failure to follow the standards of appearance policy will be subject to the progressive discipline policy up to and including termination. Personnel who report to work out of compliance may be sent home at the discretion of management.

IV. Approved by - (Include date)

Director, Labor/Employee Relations	6/01, 10/07, 6/17, 9/17, 2/18, 7/19
Corporate Policy Approval Committee	6/17, 10/13/17, 2/18, 7/12/19

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V. References (Include evidence based research, Kaleida Health policy, and regulation as applicable)

Version History:

Effective Date:	Reviewed/ Revised
7/29/19	Revised
3/19/18	Revised
10/30/17	Revised
7/10/17	Revised
6/6/16	Reviewed no changes

Kaleida Health developed these Policies, Standards of Practice, and Process Maps in conjunction with administrative and clinical departments. These documents were designed to aid the qualified health care team, hospital administration and staff in making clinical and non-clinical decisions about our patients' care and the environment and services we provide for our patients. These documents should not be construed as dictating exclusive courses of treatment and/or procedures. No one should view these documents and their bibliographic references as a final authority on patient care. Variations of these documents in practice may be warranted based on individual patient characteristics and unique clinical and non-clinical circumstances. Upon printing, this document will be valid for 9/18/2019 only. Please contact Taylor Healthcare regarding any associated forms.