

## LEGACY HEALTH SYSTEM

### HUMAN RESOURCES

**Policy #:** 500.503  
**Origination Date:** 11/94  
**Last Revision Date:** 12/09  
**Next Review Date:** 12/12

Page 1 of 4

---

**SUBJECT: PERSONAL APPEARANCE**

---

#### POLICY

It is the policy of Legacy Health to balance the individuality of employees and volunteers with Legacy's commitment to customer service, professional image, job functionality and safety. Due to the nature of our business, we must demonstrate a patient/customer focus with regard to dress and appearance. Employees' and volunteers' dress must be neat in appearance and appropriate to their work environment and the requirements of their position at all times. Employees and volunteers should be aware and conscientious of their personal hygiene and cleanliness of attire.

#### 1. IDENTIFICATION

All Legacy employees and volunteers must wear an authorized identification badge while on duty. Badges, buttons, or other insignia may be worn but must be non-political and non-soliciting as described in 500.803, Solicitation, Distribution and Posting policy. Identification badges should be visible and readable. ID badges are to be worn on the upper torso attached to a collar, lapel, pocket, necklace or lanyard. (See 300.01 Identification of Individuals.)

#### 2. APPEARANCE STANDARDS

The chart below describes basic appearance standards for employees and volunteers. Additional criteria & information is listed below the chart. Individual departments may establish additional Personal Appearance guidelines specific to their operations.

| Appearance Standard | Patient Care Areas<br>Clinical and Support Staff   | Non Patient Care Areas   |
|---------------------|--|--|
| Footwear            | Closed toed shoes required including crocs, clogs, or open heeled shoes or other appropriate | Dress boots, sandals, & open toed shoes appropriate for work assignment. <b>No flip-flops.</b> |

|                                |  |  |
|--------------------------------|--|--|
|                                | for position and area. <b>No flip-flops or slides.</b>   |  |
| Stockings                      | Required in patient care areas.  | Not required in non-clinical areas providing a professional appearance is maintained and department specific dress requirements are met.   |
| Uniforms / scrubs              | Worn in accordance with standards required by the department and employee position. (see below)  | Not required.  |
| Facial Jewelry                 | Facial jewelry limited to two earrings in each ear and one minimal nose stud – unless a safety or infection control risk is present as determined by compliance.   | Facial jewelry limited to two earrings in each ear and one minimal nose stud – unless a safety or infection control risk is present as determined by compliance.   |
| Visible Tattoos                | Discreet, small and appropriate tattoos are acceptable as evaluated by the department. All other tattoos must be covered whenever possible during work time.   | Discreet, small and appropriate tattoos are acceptable as evaluated by the department. All other tattoos must be covered whenever possible during work time.   |
| Use of Fragrance               | In recognition that patients, families, visitors, volunteers and employees may have sensitivity and/or allergic reactions to various fragrant products, employees may not use personal products (including fragrances, colognes, lotions, powders, perfumes, or other similar products) when working. Other fragrant items such as scented candles, potpourri or other similar items are not permitted in the workplace. | In recognition that patients, families, visitors, volunteers and employees may have sensitivity and/or allergic reactions to various fragrant products, employees may not use personal products (including fragrances, colognes, lotions, powders, perfumes, or other similar products) when working. Other fragrant items such as scented candles, potpourri or other similar items are not permitted in the workplace. |
| Professional / Business Attire | Uniforms or scrubs if required. Clothing must fit appropriately – not too tight or excessively baggy. Underwear must not be visible.   | Business casual is appropriate. Clothing must fit appropriately – not too tight or excessively baggy. Underwear must not be visible.   |
| Nails                          | Must be neatly manicured and of reasonable length. No artificial nails or enhancements including, but not limited to tips, wraps, appliqués, acrylics, gels and any additional items applied to the nail.<br>Nail polish must be neat, not chipped, and not distracting. Dark colors such as purple, black, blue, orange, green are not appropriate.   | Must be neatly manicured and of reasonable length. No restrictions on artificial nails or adornments as long as they do not detract from professional appearance or interfere with assigned work.  |

|                               |
|-------------------------------|
| (See LHS 600.35 Hand Hygiene) |
|-------------------------------|

### **A. Scrubs and Uniforms**

Certain positions may require a regulation uniform for purposes of appearance, cleanliness, safety and identification. Other positions and departments may provide an option to employees and volunteers to wear a uniform or scrubs.

- Where a uniform or scrubs are permitted or required, they should be worn at all times when an employee or volunteer is on duty. Departments requiring or permitting uniforms and/or scrubs will set standards for styles, colors, laundering, purchasing and replacement.
- Scrub attire: jacket, top & pants are to be color coordinated. Sleeveless and cap sleeves on tops are not acceptable unless a jacket is worn at all times.
- Tops must cover the abdominal area including during movement.
- Scrub jackets may have short or long sleeves.
- Legacy logo vests/jackets may also be worn over scrubs if approved in the department.
- All scrubs/uniforms must be neat & clean, in good repair and free of stains/discolorations.

### **B. Business and Casual Attire**

- Business and casual attire should be clean, in good repair, and free of stains or discolorations.
- Clothing must fit appropriately and allow safe body mechanics.
- Casual attire may be permitted if authorized by department, site and/or functional areas. A department/site approved addendum is intended to supplement this policy.
- When permitted in other areas, casual attire is allowed when an employee or volunteer does not have business meetings on or off site, at other operating units or with an outside vendor or visitor.

### **C. Footwear**

- Shoes shall be clean and in good repair and appropriate for the employee's or volunteer's work assignment.
- Shoes with flexible soles, low heels and closed toes are recommended for safety and optimum body mechanics.

### **D. Jewelry**

- Jewelry should be kept to a minimum.
- Jewelry should be appropriate and safe for the work environment and not pose a risk to the employee or volunteer, other employees or volunteers or patients (i.e., large hoop or dangling earrings).

### **E. Hygiene and Grooming**

- Employees and volunteers shall be clean and free from strong odors, including perfumed fragrances.
- Hair color is to be within the normal color range. Hair, sideburns, mustaches and/or beards shall be clean, neat and well trimmed.
- Hairstyle is to be within reasonable healthcare business standards.

### **F. Inappropriate Clothing, Grooming, Etc.**

The following grooming, clothing and/or adornments are not allowed during scheduled work time:

- Jeans/Denim of any color and type.  
Exception: Employees not scheduled to work, but attending departmental meetings may wear jeans or other casual pants for attendance at a meeting only.
- Other casual pants including sweatpants, thermal pants, shorts, cargo pants.
- Sweatshirts, thermal underwear shirts, T-shirts, tank tops, sleeveless tops, spaghetti strap tops.
- Tight clothing of any type, including leggings and spandex.
- Clothing containing any sayings, advertising, political statement, etc. Clothing bearing a small manufacturer's logo (such as Nike, The North Face, Columbia ) and approved Legacy apparel are allowed.
- Revealing styles such as sheer fabrics, low necklines or short dress or skirt lengths (skirt length should not be shorter than 2" above the knee)
- Body piercing, except one minimal nose stud or two earrings per ear, must not be visible during working hours.
- Large and/or inappropriate tattoos must not be visible while an employee or volunteer is on scheduled work time.

### **3. SPECIAL EVENTS**

The Chief Administrative Officer or Senior Vice President may approve variances from the Personal Appearance Policy for special events and celebrations.

### **4. EXCEPTIONS**

Where an employee or volunteer is disabled, has a verified medical condition or, as a member of a religious group with a religious tenet/doctrine, is required to wear certain dress styles that are exceptions to this policy, Legacy will accommodate the employee or volunteer provided that safety, health and hygiene requirements are satisfied. The employee or volunteer has the responsibility to inform his/her manager of this request for exception to the policy. Human Resources may be consulted as appropriate.

### **5. NON-COMPLIANCE**

Employees or volunteers who fail to comply with this policy may be sent home on unpaid time and asked to return promptly in appropriate attire. Employees or volunteers who continue to violate the policy will be subject to appropriate corrective action.

References: Legacy standards 300.01, 500.803  
Approvals: Human Resources Leadership  
Executive Council  
Originator: Human Resources Leadership Team