



Administrative Policy

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Owner:	Professional Appearance Standards Team
Approved:	Senior Leadership
Authorized:	Chris Peek, CEO

## CaroMont Health Professional Appearance Standards

### A. PILLARS of EXCELLENCE: People and Safety & Quality

Our People pillar is the foundation upon which we build organizational excellence and personal achievement. Our Safety and Quality pillar ensures highly reliable, safe care for patients and a highly reliable, safe work environment for staff.

### B. POLICY:

Presenting a professional and caring image provides clear evidence of the importance each person plays in helping our team and organization succeed. Our appearance reflects our commitment to CaroMont CARES. The diversity of duties and activities at CaroMont Health necessitates professional appearance standards that support safe care. Each person is accountable for achieving safe care and a professional image.

### C. PURPOSE:

Our patients, families, visitors, and colleagues expect excellence in our behavior and appearance.

- Professional appearance shows how we care.
- Professional appearance instills confidence in our patients, visitors, and colleagues that they can trust each person to deliver highly reliable safe care and exceptional service.
- Professional appearance assures patients that we are compassionate and competent.
- Decorum and professional appearance shall guide our appearance at all times.

### D. RESPONSIBILITY and SCOPE:

All CaroMont Health staff, physicians, contracted staff, volunteers, and students are responsible for presenting a professional image that supports CaroMont CARES. This policy outlines general standards for each individual to achieve a professional appearance for CaroMont Health.

- Each department, CMG practice, and affiliated company will implement the guidelines set forth in this policy.
- Department directors, CMG practices, and affiliated company leaders will determine the need to publish a department-specific professional appearance standards policy consistent with these guidelines.
- A uniform standard may be the best option to achieve a professional image. Uniforms provide standardization, identification, and promote a professional appearance. Each department, CMG practice, or affiliated company will evaluate the need for a uniform or department-specific standard.
- Department or affiliated company appearance standards may be more stringent than these guidelines but never more lenient.
- Vice Presidents are responsible for reviewing and approving the department-specific professional standards policy for their respective departments or affiliated company.

## General Information

- Each person will exhibit discretion in appearance on all CaroMont Health properties including clinical and business locations.
- CaroMont Health employees, contracted employees, volunteers, and CaroMont Health employed physicians in non-compliance with this policy will correct their appearance prior to performing work duties.
- A staff member may request a reasonable accommodation for specific individual circumstances (e.g. religious practice, medical need) by submitting a written request to their director. Department director may consult the Division Vice President of their division, if needed, to approve the accommodation.
- Each person may wear customary attire for training, conferences, seminars, or other events. Casual wear such as jeans or athletic-type attire may be appropriate for certain events or occasions.
- When representing CaroMont Health at an outdoor community event, we encourage each person to wear CaroMont-branded polo shirt or dress shirt with appropriate pants or shorts and shoes.
- CaroMont athletic trainers and CaroMont fitness staff working in a gym or on a field may wear appropriate and professional attire for their job function.

### **Hospital Issued Identification Badge**

- Badges will be worn when on duty including department or educational meetings on-site, on-campus educational meetings.
- Badges will be worn at chest height with the employee's picture visible at all times, unless there is a patient safety or workplace safety risk.
- CaroMont-branded badge reels and holders are preferred. Other badge reels and lanyards are permissible as long as lanyards present a professional image. Lanyards must be breakaway.
- Only badge or lapel pins issued by CaroMont or otherwise approved by the department director are allowed.
- No pins or badge adornment are permitted to obstruct identification information.
- No political pins or badge adornment are permitted.
- For complete identification badge guidelines refer to the Workforce Identification Badge Policy 402-1

### **Cleanliness and Scents**

- All CaroMont Health employees, employed physicians, contracted staff, volunteers, and students will report to work well groomed, clean, and professionally presentable.
- Each person must maintain good personal hygiene, including but not limited to regular bathing and dental/oral hygiene.
- For the benefit of patients, visitors, and colleagues, each person must refrain from using scented products, including but not limited to deodorants, perfumes, fragrances, colognes, scented lotions, or aftershaves.
- Tobacco odor must not be present on person or clothing while on duty.

### **Clothing**

- Clothing style, correct fit, color coordination, and cleanliness are essential to provide a safe, pleasant, healthy, and professional appearance.
- Clothing shall be clean, neat, professional in nature, and in good condition.
- Clothing shall fit appropriately and not reveal a bare midriff or cleavage excessively.
- Clothing constructed of denim of any color, denim appearance, or flannel will not be permitted.
- Printed or Embroidered T-shirts – knitted cotton or other fabric – are undergarments and may not be worn as outerwear.

- Solid colored t-shirts are permissible, but only if worn under lab coat or scrub jacket.
- CaroMont-branded t-shirts may be acceptable on designated celebration days as defined by Senior Leadership.
- Department director and vice president will approve uniform embroidery.
- Pant styles must extend below the knee.
- Dresses and skirts must be professional in appearance and no shorter than two (2) inches above the knee when standing.
- Leggings are acceptable in place of hosiery when worn with a dress or skirt. Leggings are not an acceptable substitute for pants.
- Pant hems may not drag the floor, or show wear (fraying, holes, etc.), including scrub-type attire.
- Professional sleeveless tops and dresses may be worn, provided the shoulder straps are at least 2 inches wide.
- Insignias on shirts or other clothing will be CaroMont-branded or other approved brands (e.g., non-CaroMont medical practices insignia or brands). No hospital competitor branding is allowed (e.g., Carolinas Healthcare, Novant Health, etc.).
- Manufacturer brand emblems or logos such as polo players, alligators, or Nike swooshes are acceptable as long as the emblem is not offensive. Personal monograms (i.e., person's name or initials) are acceptable.
- Appropriate undergarments must be worn at all times and must not be visible through clothing or on the outside of clothing.
- Outerwear such as sweatshirts and "hoodies" must be removed after arrival and while performing job duties.
- Approved jackets may be worn as part of the uniform for warmth. Long sleeve shirts that comply with a department or affiliated company uniform requirement are suggested as an extra layer for warmth.
- Approved jackets include fleece jackets with CaroMont logo/department name. These jackets shall be clean and laundered to maintain a professional and clean appearance, and ensure patient safety.
- Hats or other head coverings are not permitted, except as a required part of a uniform, for safety, or for religious and/or cultural reasons. Permitted head coverings shall not interfere with patient care. Additional exceptions may be considered when related to a medical condition (example: hair loss resulting from chemotherapy or other medical condition).
- Earphones or headphones are not permitted unless deemed a necessary part of the assigned job.
- Stethoscope covers are not permitted.
- Costumes are not permitted.
- Holiday attire is permitted for designated holidays defined by Senior Leadership. Holiday attire shall not interfere with patient or staff safety and shall maintain professional decorum.

## **Hair**

- Hair must be well groomed, neat and clean, not obstruct vision or present a safety hazard, or interfere with job performance.
- Beards must be neatly trimmed to no longer than 2 inches and must not interfere with the safety or technical requirements of the position or work assignment. Please reference policy on respirator fit testing. Beard length exceptions for religious beliefs and practices.
- Mustaches must be neatly trimmed, must not fall below the upper lip, and not interfere with the safety or technical requirements of the position or work assignment. (reference policy on Fit Testing)
- Extreme and/or distracting hairstyles and colors are not acceptable. Examples include extreme overall hair colors or highlights such as pink/purple/green/blue, high spiked hairstyles, and styles that are otherwise unprofessional.

## **Jewelry and Piercings**

- Jewelry must not interfere with safety, use of equipment, or job duties.
- Open gauges are prohibited while on duty. No colored gauges greater than ½ inches in diameter are permitted. Gauges larger than ½ inch must be flesh colored or clear. Flesh colored or clear piercing plugs may be utilized. These plugs must be flat to the surface of the body.
- All other piercings not covered by clothing, such as brow, lip, nose, nasal septum, tongue, etc. other than the aforementioned must be removed while on duty.

## **Nails**

- Nails must be neat and clean, and if polished, the polish must be neat and not chipped.
- Nail color and length must not interfere with your ability to do your job.
- Staff providing patient care must adhere to the Hand and Skin Antisepsis Policy 10018. This policy includes healthcare workers who have direct patient care responsibilities or handle or prepare products, equipment and environment used by patients (e.g. Environmental Services, Food Services, Sterile Processing, Supply Distribution, Pharmacy, Phlebotomy, etc.).

## **Shoes**

- Shoes must be neat, clean and in good condition.
- Shoes must be modest and appropriate for the work environment.
- Athletic type shoes are acceptable.
- Flip-flops are not allowed.
- For additional safety and protection, staff entering patient rooms or procedure rooms must wear closed-toe shoes.

## **Tattoos**

- Many of our patients, visitors, and colleagues may view tattoos as unprofessional and distracting. We encourage employees to cover visible tattoos, whenever possible.
- Visible tattoos must not be disruptive, offensive, or in conflict with CaroMont CARES.
- Examples of offensive tattoos include, but are not limited to, designs that are violent, threatening, vulgar, sexual, political in nature, or defacing religious symbols.
- Offensive tattoos must be completely and professionally covered at all times while in the work environment.

## **Disciplinary Action**

- For CaroMont employees, violations of this policy may be subject to disciplinary action, up to and including termination.

**Other requirements may apply to job responsibilities, and may be further outlined in department-specific professional appearance standards policy.**