LEGACY HEALTH

ADMINISTRATIVE

Policy #: 500.503  
Origination Date: 11/94  
Last Revision Date: 08/16

SECTION: HUMAN RESOURCES  
TITLE: 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 when on LH Premises, are required to wear a Legacy identification badge at all times during work hours or when off-duty and in non-public or restricted areas on Legacy property. 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, which supersede this policy.

<table>
<thead>
<tr>
<th>Appearance Standard</th>
<th>Patient Care Areas: Clinical and Support Staff</th>
<th>Non Patient Care Areas</th>
</tr>
</thead>
<tbody>
<tr>
<td>Footwear</td>
<td>Closed toed shoes required including crocs, clogs, or open heeled shoes or other appropriate for position and area. <strong>No flip-flops or slides.</strong></td>
<td>Dress boots, sandals, &amp; open toed shoes appropriate for work assignment. <strong>No flip-flops.</strong></td>
</tr>
<tr>
<td>Stockings or socks</td>
<td>Not required in clinical areas providing a professional appearance is maintained and department specific dress requirements are met.</td>
<td>Not required in non-clinical areas providing a professional appearance is maintained and department specific dress requirements are met.</td>
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<tr>
<td>Uniforms / scrubs</td>
<td>Worn in accordance with standards required by the department and employee position. (see below)</td>
<td>Not required.</td>
</tr>
<tr>
<td>Facial Jewelry</td>
<td>Facial jewelry limited to earrings worn in one’s ears and one minimal facial piercing—unless a safety risk is present. For example, long dangling earrings or large gauges,</td>
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</tr>
<tr>
<td>Visible Tattoos</td>
<td>Tattoos are acceptable as evaluated by the department. Department leadership may require some tattoos be covered while on duty if the content is deemed inappropriate. Tattoos that contain words or graphics which are sexually explicit, racially or ethnically demeaning, offensive to the general public, or contain profanity must be covered at all times.</td>
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<tr>
<td>Use of Fragrance</td>
<td>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.</td>
<td>In recognition that patients, families, visitors, volunteers and employees may have sensitivity and/or allergic reactions to various fragrant products, employees should be cautious that their use of personal products (including fragrances, colognes, lotions, powders, perfumes, or other similar products) is not pronounced when working. Other fragrant items such as scented candles, potpourri or other similar items are not permitted in the workplace.</td>
</tr>
<tr>
<td>Professional / Business Attire</td>
<td>Uniforms or scrubs if required. Clothing must fit appropriately – not too tight or excessively baggy. Not torn or ripped. Underwear must not be visible.</td>
<td>Business casual is appropriate. Clothing must fit appropriately – not too tight or excessively baggy. Not torn or ripped. Underwear must not be visible.</td>
</tr>
<tr>
<td>Nails</td>
<td>Must be neatly manicured and of reasonable length. Chipped nail polish promotes the growth of micro-organisms on fingers;</td>
<td>Must be neatly manicured and of reasonable length. No restrictions on artificial nails or adornments as long as they do not detract from</td>
</tr>
</tbody>
</table>
therefore, nail polish must be in good condition with no chipping. Artificial nails or enhancements are not allowed. These include, but are not limited to: tips, wraps, appliques (e.g. jamberry), acrylics, gels, shellacs, and any additional items applied to the nail.

**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.
- Denim jackets, shirts, and skirts are considered permissible attire. No denim jeans/slacks of any color and type are permitted with the exception of approved Legacy special events.
- Capri and calf-length cropped pants, are considered permissible attire.

**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, sideburns, mustaches and/or beards shall be clean, neat and well-trimmed.
- Extreme hair colors may not be appropriate for persons in positions providing direct patient care or in contact with the public.

F. Inappropriate Clothing, Grooming, Etc.

The following grooming, clothing and/or adornments are **not allowed** during scheduled work time:
- Jeans/Denim pants or slacks of any color and type.
  
  Exception: Employees not scheduled to work, but attending departmental meeting may wear jeans or other casual pants for attendance at a meeting only, or for approved Legacy special events (see below).
- Other casual pants including sweatpants, thermal pants, shorts, cargo pants.
- Sweatshirts, thermal underwear shirts, spaghetti strap tops, cropped tops and muscle shirts.
- Tight clothing of any type, including leggings and spandex. Leggings worn as trousers or slacks are not acceptable.
- Torn or ripped clothing.
- 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 that 2” above the knee).
- Body piercing, except one minimal facial piercing or earrings worn in ears, must not be visible during working hours.
- Offensive and/or inappropriate tattoos must not be visible while an employee or volunteer is on scheduled work time.

3. SPECIAL EVENTS
The Hospital or LMG President or System Office Chief Administrator may approve variances from the Personal Appearance Policy for special events and celebrations or to recognize Legacy supported causes.

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. WEATHER EXCEPTIONS
Legacy has identified fleet drivers, lab couriers, environmental waste transporters and hospice field staff as persons who are allowed to dress in accord with the weather to perform their job duties. These employees may wear shorts conforming to these standards:

- Shorts shall not be shorter than the top of the knee when the staff member is standing.
- Shorts must be of a dress or walking short style.
- Shorts must convey a professional image

During inclement weather, employees may wear footwear appropriate to the conditions to promote safety:

- Footwear (boots, traction boots etc.)

6. 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 LH.300.01 and LH.500.803

Approvals: Human Resources Leadership
Executive Council

Originator: Human Resources Leadership Team