



Current Status: Active

PolicyStat ID: 10267516



Effective: 4/25/2016

Reviewed: 8/17/2021

Last Revised: 8/17/2021

Next Review: 8/16/2024

Policy Lead: Abraham Cortes: Sr HR Business Partner

Policy Area: Human Resources

Entities: NCH Foundation, NCH Home Care, NCH Medical Group, Northwest Community Day Surgery Center II, LLC, Northwest Community Healthcare, Northwest Community Hospital

Applicability: NCH Policy Manual

Appearance Standards

Brief Summary of Policy

It is the policy of Northwest Community Healthcare, including all of its subsidiaries and entities (NCH), that NCH employees, independent contractors, and volunteers present a professional appearance to our customers.

Our Mission

We exist to improve the health of the communities we serve and to meet individuals' healthcare needs.

Our Vision

Northwest Community Healthcare will be an Integrated System of Care that delivers innovative, exceptional and coordinated care while creating value for the communities and populations we serve.

Policy

A. General

1. Individuals representing NCH are expected to be professional in their appearance, reflecting an important element of customer service. Business attire or appropriate uniforms are required at all times. The department manager is responsible for establishing additional standards/guidelines appropriate to the department and for enforcing this policy.
2. If the manager assesses the standards for dress code, uniforms, and personal appearance have not been met, an employee may be sent off duty, without pay, to correct the situation, Repeated non-compliance with the appearance standards will be grounds for corrective action.
3. Please Note:
 - a. Lab coats (warm-ups) must be the uniform color or white. The lab coats for the Medical Group and ICC physicians and advanced practitioners are grey.

B. Professional Appearance Standards

1. The following guidelines should be adhered to at all times:

	APPROPRIATE APPEARANCE STANDARDS	INAPPROPRIATE APPEARANCE STANDARDS
Body Art/ Tattoos and Jewelry	<p>All Body Art/ Tattoos need to be covered during work hours.</p> <p>Jewelry does not conflict w/ ability to effectively perform responsibilities.</p> <p>Factors which determine whether the jewelry is appropriate include but are not limited to:</p> <ul style="list-style-type: none"> ▪ Safety or infection control ▪ Perceived offense on the basis of race, religion, sex, etc. ▪ Community norms ▪ Customer complaints <p>In cases where a conflict may occur due to the jewelry, the manager will work with Human Resources and the employee may be required to remove the jewelry.</p>	<p>Exposed Body Art/Tattoos</p> <p>Jewelry that is offensive or against community norms</p>
Fingernails	<p>Clean, and trimmed. In clinical/ patient areas, nails should not exceed one half (1/2) inch from fingertip.</p>	<p>Dirty, ragged nails</p> <p>Nails longer than one half (1/2) inch from fingertip in clinical/patient care areas.</p> <p>For employees with direct patient care: any artificial fingernails or extenders</p>
Footwear	<p>Clean, polished, laces tied</p> <p>Safe for the work environment.</p> <p>Stricter requirements may be applied to the clinical, patient care settings</p>	<p>Unlaced or casual flip flop style sandals</p>
Hair	<p>Neat, clean, natural style, For safety, longer hair must be tied back to avoid falling into patient's face or grasp.</p>	<p>Unkempt hair or facial hair. Longer hair that is not tied back to avoid falling into patient's face or grasp.</p>
Hats	<p>Professional head gear/surgical caps worn within the department for safety and infection prevention.</p> <p>Religious head coverings may be acceptable per department standard</p>	<p>Non work-related hats</p>

Hosiery/ Undergarments	Hosiery or socks must be worn in clinical areas. Hosiery or socks should be in a shade that compliments the appearance. Appropriate undergarments should be worn at all times.	Bare legs and/ or feet (clinical areas only)
Hygiene	Essentials are regular bathing and oral hygiene, the use of deodorant and personal hygiene products Breath mints Complimentary make-up	Due to patient and employee respiratory sensitivities, allergies and asthma: any fragrance which produces a scent or odor strong enough to be perceived by others including, but not limited to colognes, perfumes, aftershave. Odor from tobacco products. Body or mouth odor Excessive make-up
Name Badges	Must be worn at all times in a visible spot over outer layer of clothing with employee name and photo forward-facing. For clinical/patient care settings, wear badge on the upper torso.	No badge worn at all, a defaced badge or a badge worn in a place that is difficult to read
Overall Clothing	Clean, neatly pressed or wrinkle-free, appropriate size and finished hems. Uniforms and business formal may be required by specific departments. Non-clinical/non-patient care departments may adhere to business casual attire as long as it does not interfere with a more strict departmental requirement relative to location, audience or nature of business being conducted.	Any clothing that does not follow department policy or that is outside of a required uniform. Soiled, wrinkled, faded, frayed, torn, or clothing worn too loosely or too tightly. Overly casual attire (e.g. leggings, sweat pants, yoga pants, workout clothing, shorts)
Shirts	Conservative, modest neckline	Unbuttoned, T-shirts with logos other than an NCH logo and/or writing. Any shirt that reveals bare backs, midribs, shoulders, or plunging necklines, including tank tops
Skirts	Appropriate length and size with finished hems	Skirts, or slits in skirts, shorter than three (3) inches above the knee, or form fitting styles

2. EXCEPTIONS: On holidays or special events, employees may wear clothing or accessories

appropriate for the observance as announced by NCH.

3. Non-clinical departments have the option of requiring uniforms to standardize the appearance of the team members. Implementing or changing a uniform program requires review and approval by the respective Vice President for budgetary impact. The selection of apparel pieces is made by the department and may be subject to change based on functionality of the uniform, standardization across the system and branding standards.

C. **Scrub Uniforms**

1. Scrub uniforms are worn to provide a hygienic environment and infection-free conditions.
2. Scrub uniforms that are the property of NCH may not be removed from the NCH premises.

D. **Uniform Selection, Acquisition and Reimbursement**

1. Medline (and its vendor partners) is the approved vendor for NCH uniforms. The uniform type and color is designated by role within the department. The uniforms will display the designated NCH part of NorthShore logo. Uniforms worn on duty are restricted to the selections authorized by NCH.
2. Employees will utilize the online uniform ordering portal to order the initial set of uniforms and all replacement uniforms. The initial set of uniforms will be paid for by NCH. The initial allotment of uniforms is determined by the uniform type and the employee's part-time or full-time status. All replacement uniforms will be paid by the employee. NCH will incur the expense of uniforms for new hires, rehires, and transfers ONLY. Staff do not get new uniforms if they increase their hours (change in FTE) or transfer to a role within the same job code, OR wear the same color. Employees will be expected to work directly with the uniform company for sizing, payment and returns. Laundering and repair of uniforms, will be at the employee's expense unless otherwise specified.
3. Any new roles in scrubs or other uniform must have VP of department and Executive Director of Supply Chain approval. Uniform vendors other Medline or its partner vendors must be reviewed and approved by Executive Director of Supply Chain.
Only employees that get name on lab coats (first, last and then 1 set of credentials: Alvin Ailey, MD)

Definitions

Uniform: A required mode of dress where the color, style and vendor are stipulated by NCH. "Uniform" shall not apply to NCH provided gowns or other protective garments.

References (i.e., Laws, Standards, if applicable)

Replaces policy previously called *HR Policy #301, Appearance Standards*.

Related Policies or Procedures

EFFECTIVE: 5/15/1981

REVISIONS: 1/1/2015

REVIEWED: 1/2015

Attachments

No Attachments

Approval Signatures

Step Description	Approver	Date
Executive Review	Stephen Scogna: President & CEO	8/17/2021
Vice President Review	Dominice LaPorte: VP Human Resources	8/16/2021
Manager Review	Ann Erickson: Sr HR Business Partner	8/16/2021
Policy Committee Review	Laura Sheppard: Accreditation Officer	8/16/2021
Policy Committee Review	Policy Committee Chair: policy_committee	8/16/2021
Policy Lead	Abraham Cortes: Sr HR Business Partner	8/16/2021

Applicability

Northwest Community Healthcare

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