



Classification: Human Resources	YALE NEW HAVEN HEALTH POLICY & PROCEDURES		
Title: Standards of Appearance			
Date Approved: 12/21/2015		Approved by: System Operating Committee	
Date Effective: 01/01/2016		Date Reviewed/Revised: 04/13/2017	
Distribution: HR policy standardization update to YNHHS managers. Additional communication by respective HR team to managers/employees. MCN Policy Manager		Policy Type (I or II): Type I	
Supersedes: Dress and Grooming (BH B:9), Hospital Uniforms (BH B:19), Personal Appearance and Uniforms (GH B12), Standards of Attire (HSC II.A.23), Standards of Appearance (Grimes Center B:4), Personal Appearance and Uniform (NEMG B:5), Standards of Appearance (YNHH B:4)			

PURPOSE

This policy reflects the basic standards of appearance, whether or not a uniform is required for a particular position. The policy may be supplemented by additional rules based upon specific work requirements and bona fide job responsibilities. The policy also defines business casual attire in those instances where it may apply at the discretion of a department/work unit.

APPLICABILITY

This policy shall apply to the Yale New Haven Health System (YNHHS), its parent and subsidiary corporations, including but not limited to its Delivery Network hospitals (Bridgeport Hospital, Greenwich Hospital, and Yale New Haven Hospital), Northeast Medical Group, Yale New Haven Care Continuum (d/b/a Grimes Center), Corporate Professional Business Services (CPBS), each of their respective parent and subsidiary corporations, and each affiliated entity owned by or under common ownership and control with any of the foregoing, with the exception of Lawrence + Memorial Hospital, Westerly Hospital and VNA of Southeastern Connecticut.

This policy is applicable except where it is expressly superseded by collective bargaining unit agreements.

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POLICY

As an employer, we believe that a great first impression inspires confidence in the care and services we provide and distinguishes us as a provider and employer of choice. Consistent with this commitment, it is the policy of the employer to present a professional and identifiable image for our patients, their families and other visitors while at the same time ensuring a safe, comfortable, healthy, and respectful work environment.

This policy states the minimum standards of appearance for all YNHHS staff. Each YNHHS organization can further expand on, clarify or define its expectations to meet the safety, infection control, and/or patient satisfaction/customer service needs and standards of that organization. Employees are expected to follow the standards of appearance of the YNHHS physical location and work unit where their work is being performed, even if that organization is not their YNHHS employer.

PROCEDURE

A. Eligibility

1. This policy applies to employees, paid and unpaid interns, students, volunteers, travelers, and contract personnel of the employer at all of the employer's locations.

B. Responsibility

1. It is the responsibility of all employees covered by this policy to maintain the standards of appearance as set forth and to bring questions to the appropriate manager or Human Resources/Employee Relations. Management staff is expected to monitor and correct situations of non-compliance in accordance with the Conduct and Discipline Policy.
2. Management has the discretion to define appropriate attire and grooming for the work environment and the nature of the work performed within the scope of this policy.

C. General appearance

1. In all circumstances, professionalism and appropriateness are the guiding standards. Extremes of fashion in clothing, hair styles and accessories must be avoided, as well as any clothing or adornment that detracts from the employees' role and responsibilities.
2. The photo ID badge must be visible and properly displayed above the waist at all times while on property owned, leased or maintained by the employer. Employees are expected to follow the ID badge standards of the YNHHS physical location where their work is being performed, even if that organization is not their YNHHS employer. (For example, employees of any YNHHS organization physically working at Bridgeport or Greenwich hospitals must wear their ID badges on their lapel or

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collar). In YNHHS organizations where lanyards are permitted to be worn, they must be breakaway lanyards.

3. Personal statements expressed by symbols, messages or insignia must be appropriate and consistent with the employer's mission and patient satisfaction and/or customer service goals. Symbols, messages, or insignia include personal statements that are reflected on clothing, accessories, pins, buttons, stickers and fabric patterns.
4. All employees are generally permitted to wear union or other buttons, stickers, logos, or other insignia when they are working outside of an "immediate patient care area" or are working in other areas where these items do not present a potential safety hazard. Employees are not, however, permitted to wear buttons, logos (excluding approved YNHHS and/or affiliate logos) or insignia while working in "immediate patient care areas." "Immediate patient care areas" are defined in the employer's No Solicitation and No Distribution Policy.

D. Grooming and hygiene

1. All employees will maintain reasonable personal hygiene and grooming standards essential to a positive first impression. Scents of any kind (perfumes, lotions, hair products, etc.) must be used sparingly and are not permitted where there is sensitivity to fragrances.
2. Staff members with noticeable tobacco odor in their clothing may be asked to change into alternate clothing or be sent home, on their own time, to change. Repeated incidents will subject the staff member to progressive discipline according to this policy and the Conduct and Discipline Policy.
3. Hair must be clean and neat and worn off the face when working with patients or as required for safety and sanitation. Styles and ornaments may not be extreme or impede performance or patient care. Facial hair must be clean and trimmed according to applicable health standards and the employer's policies.
4. Consistent with the employer's culture of safety and applicable health standards, the fingernails of all staff must be clean and trimmed. The fingernails of healthcare workers; staff whose job requirements may cause contact with patients, patient care equipment, supplies, medications and food; or other staff as identified by the employer must not exceed ¼-inch beyond the fingertip. Nail polish, if worn, must be free of cracks and chips. Artificial fingernail applications are prohibited, as are rhinestones, sparkles or other foreign bodies/nail jewelry. For additional information, refer to the related infection control or administrative policies at the respective delivery network (also see Related Policies section of this policy).
5. Cosmetics and hair coloring must not be extreme or distracting.

E. Jewelry and accessories

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1. Jewelry must be discreet and appropriate, and not cause a safety or infection control hazard. Earrings must be small and unobtrusive, and not detract from the professional image or represent a safety risk.
 2. Visible body piercings (other than earrings) are prohibited. Tongue piercings can impact communications and are therefore prohibited. Certain exceptions for piercings may be made for genuine cultural or religious observances consistent with the law and the ability to make accommodations.
 3. Tattoos and body art that are considered offensive, sexually explicit, racist or threatening must be covered.
 4. YNHHS or affiliate logo caps and other authorized head coverings (i.e. surgical caps) may be worn correctly and as appropriate to the task and work environment. See section F.5 of this policy regarding accommodations based on religion and/or cultural observances and practices.
- F. Clothing and attire (non-uniform)
1. Employees are expected to dress in a manner that presents a professional and neat personal appearance and reflects the employees' job responsibilities and organization's service excellence standards. Clothing and attire should be discreet, represent the employer properly and always be clean, neat and pressed. Any item of clothing (including jewelry, makeup and hair styles) that distracts or detracts from the employer's public image, or impedes job performance, infection control or safety will not be permitted.
 2. Extremes of fashion and provocative clothing do not reflect a professional work environment and are prohibited. Undergarments must not be visible or obvious, and must be appropriate for the employer's work environment. Dress or clothing which exposes bare midriffs, chests or back will not be permitted. In addition, mini and high slit skirts are not permitted.
 3. Managers' attire should set the standard for creating a great first impression. Clothing should reflect the individual's role within the organization and model service excellence standards.
 4. Clothing or accessories related to safety or infection control may vary based on the work environment.
 5. Reasonable accommodations based on religion and/or cultural observances or practices such as, but not limited to, style of dress, head coverings, grooming requirements will be considered on a case-by-case basis.
 6. Footwear must be safe, practical and appropriate to the attire in the work area. Extremely high heels (stilettos), sandals and beach shoes ("flip-flops") are prohibited. Employees in non-clinical areas may wear open-toe ("peep toe") shoes. Socks or hosiery may be required where there is a safety or sanitation concern. Employees who

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regularly work on patient care units are required to wear soft-soled footwear that does not create excessive noise on non-carpeted surfaces.

G. Uniforms

1. General guidelines

- a. In areas where a uniform is required, the general guidelines as described above will also apply.
- b. Uniforms must be kept in good condition (not frayed or torn) and worn in the way the item of clothing was intended to be worn. They must fit properly and any alterations may not change the original design and appearance.
- c. For infection control purposes, uniforms issued by the employer in some areas are not to be worn off the employer's premises. Please refer to work unit-specific infection control guidelines.

2. Footwear

- a. Uniform shoes must have non-skid soles and fit comfortably and securely. Footwear worn with uniforms must comply with employer-identified standards and colors. Socks or hosiery must be worn. Athletic or walking shoes (sneakers) may be worn but must be plain and in employer-identified colors.

3. Lab coats and lab jackets

- a. Lab coats/jackets worn by staff must convey a professional appearance. Physicians, clinicians and other staff who wear lab coats/jackets should refer to the Medical Staff office at their organization or to organization- and/or work unit-specific guidelines pertaining to such things as the acquisition/replenishment, laundering or personalization of lab coats/jackets.

H. Laundering of uniforms

1. In cases where scrubs or uniforms are not permitted to leave the employer's premises in order to meet certain sanitation guidelines, the employer will provide laundry service free of charge.

I. Accountability

1. Every employee has the responsibility for holding one another accountable for presenting a professional image and impression. Employees who report to work in unacceptable attire, improper grooming or uniform may be sent home without pay to remedy the circumstance. Employees, if sent home, must return back to work in a timely manner. After counseling, continued violations of the Standards of Appearance policy will result in progressive discipline according to the Conduct and Discipline Policy. Any deviations from the Standards of Appearance policy for special

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occasions or employer-approved celebrations must be approved in advance by the responsible manager.

J. Business casual

1. Consistent with the employer's goals of employee satisfaction, *non-clinical* areas may permit "casual" attire during certain designated periods. This is at the discretion of the entity as well as the vice president responsible for the work area or his/her designee. Business casual must maintain a professional work environment and is defined as follows:
 - Men: Long pants and belt, polo shirt, casual shoes, collared-shirt open at neck.
 - Women: Slacks, jerseys, casual skirts and dresses. YNHHS or approved YNHHS affiliate logo wear may be worn where appropriate and consistent with this policy.
2. Casual attire does not include: Shorts, blue jeans, denim (any color), skorts, culottes, gauchos, capris, leggings, t-shirts, sneakers, sandals, "flip-flops" or beach wear. These items are prohibited in all of the employer's areas.

REFERENCES

N/A

RELATED POLICIES

Conduct and Discipline

Fingernails, Natural and Artificial (YNHH Administrative Policies and Procedures Manual)

Identification

Policy IC-4A: Hand Hygiene (Greenwich Hospital Infection Control Policy)

No Solicitation and No Distribution