

Harbor City Hospital / South Bay Medical Center – Medical Center Wide – Policies & Procedures

Department: <b>Medical Center Wide - 1000's</b>	Old Policy Number:	On-Line Number: <b>MCW 1128.00</b>
Section: <b>Administrative</b>	Effective Date: <b>7/03</b>	Page: 1 of 4
Title: <b>Dress and Personal Appearance</b>	Review / Revision Date: <b>10/05, 10/07</b>	
Accountable Department or Committees: Ambulatory P&P Committee, Nursing Administration Approved by: Medical Executive Committee	<input checked="" type="radio"/> Med Center-Wide <input type="radio"/> Department-specific	<input type="radio"/> Clinical <input checked="" type="radio"/> Non-clinical

**WORKPLACE SAFETY MESSAGE:** Wear shoes that are comfortable, provide support and protection.

**PURPOSE:**

- To promote a professional image of our employees.
- To instill confidence with our patients and their families.
- To ensure safety of patients and staff.

**PHILOSOPHY:**

Research shows that providing an outstanding patient care experience significantly improves the patient's adherence to the treatment plan and loyalty to Kaiser Permanente. First impressions are critical to the patient's overall opinion of the care experience. Habit One of the Four Habits of Caring is "Invest in the Beginning." Patients feel confident and trust in the quality of their care when our words and our actions exceed their expectations.

Our patients often judge each of us by our appearance before we even say a word. Our grooming and personal attire have an impact on the patient's trust and confidence in their health care. This policy establishes a standard that enhances professionalism, a care experience centered culture, and our public image. Since employees are also members of Kaiser Permanente, this policy not only makes the lives of our patients better, but also the lives of our families and each of us as well.

**DEFINITIONS:**

- Direct Patient Care - employees who normally and routinely provide hands-on care.
- Non-Patient Care - employees who do not care for patients, i.e., materials management personnel, engineering, environmental services.
- Scrubs - two-piece solid blue tops and bottoms with Kaiser Permanente identification worn in the surgical areas.
- Uniform - color coordinated two-piece top and pants/skirt with solid or print design.

**POLICY:**

- Managers support, model, and enforce the Dress and Personal Appearance Policy.
- Managers provide each employee with a copy of the Dress and Personal Appearance Policy.
- Each employee signifies in writing (Exhibit A) that he/she has received, read, and understood the Kaiser Permanente South Bay Medical Center Dress and Personal Appearance Policy and has had the opportunity to discuss it with his/her manager.
- Manager submits the Acknowledgement of the Dress and Personal Appearance Policy to Human Resources Department.
- Employees who violate the Dress and Personal Appearance Policy, at the discretion of the supervisor, may be sent home without pay to obtain suitable attire, and may be subject to progressive corrective action, up to and including termination.
- Name badges, issued by Security, must be worn at all times by all employees above the waist and facing forward. Employees who have a pattern of violations may be subject to progressive corrective action.
- Personal ear/headphones and wireless cell phone headpieces may not be worn.
- Employees refrain from eating, drinking, chewing gum, applying lip balm or cosmetics, and cleaning contact lenses in patient care areas.
- Employees wear Kaiser Permanente uniforms, if authorized by the department manager.

- Managers/Unit Based Teams define and approve any additional specific restrictions or exceptions to the dress and personal appearance policy. Consideration may be given to the type of work and work area pertaining to their department responsibilities/functions.
- If an employee requests an exception to any portion of this policy for religious or other reasons, the employee submits a written explanation in advance to the manager for pre-approval.

## STANDARDS FOR PERSONAL GROOMING AND DRESS ATTIRE:

### Personal Grooming

- Hygiene: Maintain personal cleanliness, including regular bathing or showering, use of deodorant, clean teeth/oral hygiene and nails.
- Nails: For details see Hand Hygiene Policy MCW 7310.00.
- Hair: Neat, clean, combed and groomed. No extreme hair color and/or hairstyle that may serve as a distraction to others.
  - Length: Shoulder length or controlled style; to permit eye-to-eye contact, promote safe working conditions and reduce risk of contamination.
  - Accessories: Non-distracting items, such as barrettes, bows, combs and headbands are acceptable. Distracting items, such as rollers, hats, bandanas, are not permitted.
  - Facial hair: Neatly trimmed, clean and groomed.
- Fragrances/Colognes: May use perfumes, colognes, and after shave lotion sparingly. Perfume or cologne may NOT be used in direct patient care settings.
- Make-up: Moderate and appropriate for health care environment.
- Jewelry: Conservative in style and quantity, and must not compromise safety and infection control practices (i.e., hand hygiene and glove use). Rings, other than a plain band, are discouraged for employees who provide direct patient care. Exposed pierced facial jewelry including, but without limitation to, nose, tongue, lip or eyebrow, may not be worn.
- Tattoos: Cover visible tattoos with clothing.

### Dress Attire

- Employees must wear clothing that is clean and neat, laundered, pressed and unwrinkled, in good repair, that does not look worn, This includes holes, tears, patches or frays.
- Fit/Fad: Leggings, mini-skirts, bare midriffs, tee-shirts, tops or dresses with spaghetti straps or strapless, jogging outfits (including jackets), blue denim jeans, overalls, sweats, hooded garments, and shorts are not permitted. Clothing should not be baggy or oversized and must fit so that undergarments and/or skin are not exposed. Casual clothing and attire with statements not related to Kaiser Permanente are inappropriate and is not permitted. Plunging necklines and exposed cleavage are inappropriate and unacceptable. All clothing garments, including uniforms/scrubs/street attire, are not to be so tight as to limit twisting or bending, show skin at the waist, or show color, contour of undergarments, or the fabric of the undergarments.

### WOMEN (DIRECT PATIENT CARE):

Uniform: Neat and clean color coordinated top and/or blouse, skirt, pants, and jacket. Dress length no shorter than 2" above the middle of the knee when standing. Fashion extremes revealing undergarments in any position (walking, sitting or bending) are unacceptable. Nurse practitioner/physician assistant/clinical manager wears issued white coat.

Hosiery/Socks: Clean and in good repair, hosiery with skirt or dress. Not required with pants or mid-calf length skirts.

Shoes: Closed toe, clean and in good repair to maintain balance, support body weight and job functions, and not pose a safety hazard.

Sweater/Jacket: Solid color, undecorated cardigan (long-sleeved, buttons down the front) or uniform jacket with ribbed cuffs.

**MEN (DIRECT PATIENT CARE):**

Uniform: Neat and clean shirt and pants. White, short sleeve undershirt. Nurse practitioner/physician assistant/clinical manager wears issued white coat.

Socks: Clean and in good repair.

Shoes: Closed toe, clean and in good repair to maintain balance, support body weight and job functions, and not pose a safety hazard.

Sweater/Jacket: Solid color, undecorated cardigan (long-sleeved, buttons down the front) or uniform jacket with ribbed cuffs.

**WOMEN (NON-PATIENT CARE):**

Attire: Neat and clean, dress, blouse, skirt, slacks, business-style capris, blazer. Fashion extremes revealing undergarments in any position (walking, sitting or bending) are unacceptable.

Hosiery/Socks: Clean and in good repair, hosiery with skirt or dress. Not required with pants, mid-calf length skirts, or business-style capris.

Shoes: Clean and in good repair to maintain balance, support body weight and job functions, and not pose a safety hazard.

- Sweater: Complimentary to the outfit.

**MEN (NON-PATIENT CARE):**

Attire: Neat and clean shirt; trousers fitted at the waist line and ankle length. Fashion extremes revealing undergarments in any position (walking, sitting or bending) are unacceptable.

Socks: Clean socks in good repair..

Shoes: Clean and in good repair to maintain balance, support body weight and job functions, and not pose a safety hazard.

Sweater: Complimentary to the outfit.

**ATTIRE EXCEPTIONS:**

Because of the nature or type of work performed, employees with pre-approval may wear denim jeans, polo-type shirts, or coordinated uniform as defined on page 1

