

## Human Resources Policy

# Dress and Appearance Guidelines

*Effective Date: December 15, 2004*

## REASON FOR POLICY

Phoenix Children's Hospital (PCH) supports the image of a professional business environment while enhancing a family-centered care atmosphere. It is important that employees (team members) are easily recognizable to children and families through the use of name badges and their professional appearance.

## POLICY

The personal appearance of each PCH team member is a reflection of the professional atmosphere of the organization. Team members, including agency, temporary workers, volunteers and contract staff, are expected to use their best judgement in determining their appearance and dress. This is to be consistent with the organizational values and the positive image that PCH wishes to maintain. All PCH team members are accountable to maintain a positive and professional image.

## GUIDELINES & PROCEDURES

1. All team members, including faculty and residents, are required to wear PCH picture identification and safety information badges at all times. These badges must be clearly visible.
  - A. The PCH identification badge is a proxy card and allows the individual access into the hospital, parking areas and certain restricted areas as appropriate for their job responsibilities.
  - B. Because the PCH identification badge is a proxy card, no stickers and pins are permitted to be displayed on the ID badge – pins will disrupt the proxy reader technology.
2. All team members, agency and temporary workers, volunteers and contract staff are expected to dress in a neat, clean and business-like fashion appropriate to their job responsibilities. Proper personal hygiene is expected, including no excessive scents or odors (tobacco odor is to be considered).
3. Each work area/department is expected to develop its own professional attire guidelines that are consistent with this overall policy and that have appropriate Vice President approval.
4. Hair must be neat, clean and appropriately styled. Long hair must be secured so as not to fall into the face and interfere with work activities. No extreme hair colors or styles are allowed. Beards, mustaches and sideburns must be clean and neatly trimmed.
5. Nails should be clean, short, and neatly manicured. Artificial fingernails and fingernail enhancements are not permitted for those with patient contact. See the "Fingernail Standards" policy for more information.

6. Body tattoos should be covered whenever possible. Any tattoo designs that are unable to be covered must be appropriate for children and families.
7. Team members should not wear garments to work that may be distracting, unsafe, unusually revealing, discriminatory or offensive in any way. Appropriate under garments, which are inconspicuous, must be worn at all times, and should not be visible outside or through clothing.
8. Jewelry must be worn in good taste and not interfere with normal job activities. Visible body piercing (including tongue piercing) other than ears is prohibited.
9. Shoes are to be worn at all times, and must be clean, in good repair and professional in appearance. Open-toed shoes are not allowed, as they do not meet safety and OSHA standards.
10. PCH has implemented a casual dress program as a privilege for team members and allows casual dress in some areas on Fridays. Casual dress is not a policy; it is a program and may be, in management's sole discretion, changed at any time. Casual dress must be appropriate for the job responsibilities. Blue jeans of any type are not permitted for any reason.
11. Each work area/department should establish guidelines for casual day dress that are consistent with these overall guidelines and approved by the appropriate Vice President.
12. Team members attending meetings or training on company time are expected to be in appropriate attire per these guidelines.
13. Any initial noncompliance with the above guidelines may in management's sole discretion, result in corrective action. Repeated noncompliance will result in definitive corrective action.
14. In developing the dress guidelines for the department, the following should be considered:
  - Need for specific types of clothing (i.e. scrubs, polos, other uniform type clothing) relative to the business needs of the department,
  - Expectations of the patients and families (and other customers),
  - Safety and Infection control,
  - Professional image to be portrayed, and
  - Be non-discriminatory based on gender, race, sex, disability and religion or any other, federally protected status

<b>Policy Information/History:</b>					
<b>Manual:</b>	<i>Human Resources</i>	<b>Section:</b>	<i>General</i>	<b>Start Page:</b>	<i>503</i>
<b>Dates Created/Reviewed/Revised:</b>		<i>September 1983; June 1999; May 2002; March 2003; December 2004</i>			