

PROFESSIONAL APPEARANCE (DRESS CODE)

Originator: Human Resources

Approved By: Mark T. Steele, M.D., Chief Medical Officer/Chief Operating Officer

Policy: All employees represent Truman Medical Centers (TMC) in their appearance as well as by their actions. It is the policy of TMC that an employee's dress and grooming must be appropriate to the particular work situation and in all instances clothing is clean, in good condition and exhibits a proper fit.

Scope: Corporate Facility Department

Hospital Hill	Lakewood	Long Term Care	University Health Surgery Center
X	X	X	X

Procedure

I. Standard Daily Office Attire:

- A. Daily attire should be business professional and appropriate for an employee's position and duties (unless governed by more specific individual department guidelines).
- B. Common sense and good judgment should prevail at all times when determining appropriate work attire.
- C. Clothing should be clean, unwrinkled, in good condition, properly fitting and non-revealing. Dress and skirt lengths should be modest and appropriate. Below the knee capri pants are permitted.
- D. Appropriate undergarments must be worn and must not be visible through clothing. For those employees who do not have regular patient contact or do not have job functions that would make open-toed shoes a safety hazard, open-toed shoes are allowed. Managers will have the final decision as to what is considered a safe work area for open-toed shoes. Heel height must not interfere with the ability to perform duties. Managers may allow athletic-type shoes in some areas.
- E. The following are **prohibited**:
 - 1. Tennis/running shoes, casual sandals and flip flops;
 - 2. Shorts, sweat shirts/pants;
 - 3. Leggings and stretch pants;
 - 4. Halter tops, tube/tank tops, spaghetti straps or any other tops that show bare backs or midriffs;
 - 5. T-shirts or exercise/athletic attire;
 - 6. Denim of any color, including jackets, jeans (unless approved by Administration), cutoffs, shorts, skirts, etc.; and
 - 7. Buttons, pins, insignias or symbols that could distract from TMC identification.

II. Special Occasions and Exceptions:

- A. Casual Fridays – Business casual dress will be acceptable on Fridays. Departments will define business casual for their areas.

- B. Logo Fridays – TMC logo shirts and khakis.
- C. Chief's Day, United Way, etc. – Dress code may be altered as determined by Administration.
- D. Community-based patient care – More relaxed, casual attire may be appropriate for employees providing community-based patient care. Employees should seek approval from their supervisor before wearing this level of dress.
- E. Wearing traditional business attire may be necessary when visiting or meeting with outside business interests.

III. Uniforms and Scrubs

- A. Employees in certain departments may be required to wear uniforms or specialized clothing that presents a standardized appearance. Specifics of the uniform should be defined within individual department uniform guidelines and should be reviewed by Human Resources.
- B. Uniforms must be clean, neat, unwrinkled and in good repair.

IV. Health, Safety and Customer Service Factors

- A. Employee's dress and grooming must not interfere with the operation of safety equipment (e.g. respirators, hard hats, ear shields and goggles).
- B. Employees who deliver patient care must tie back or otherwise secure long hair.
- C. Employees who work in food service must secure their hair and wear hairnets over hair that is in accordance with established health standards.
- D. Fingernail length or appearance must not interfere with the delivery of patient care, job performance or wearing of gloves where required. Length and appearance will be governed by customer/patient satisfaction feedback, customer/patient service needs, and safety and infection prevention and control requirements.
- E. Jewelry cannot interfere with employees' ability to perform their work based on customer/patient satisfaction feedback, customer/patient service needs, and safety and infection prevention and control requirements.
- F. Visible body piercings should be discreet, professional, not interfere with job duties, or pose a safety hazard to the wearer or others. Small clear studs may be used for facial or tongue piercings.

V. Grooming and Hygiene

- A. Good grooming includes maintaining a neat, clean and well-groomed appearance. In addition, personal hygiene such as clean hair, body and fingernails is a must. Many people have allergies or reactions to scents (e.g. perfume, scented lotions). Therefore, scents are inappropriate in a healthcare environment and workplace.
- B. In general, tattoos should be covered. Any visible tattoos cannot be vulgar, profane or intimidating to patients, visitors, or other Workforce Members.

- VI. TMC identification badges should be worn above the waist at all times, with unobstructed employee name and picture in accordance with the [Identification Badges](#) policy.

VII. Requests for exception to these appearance expectations due to religious or health beliefs should be submitted to Human Resources for review and consideration.

VIII. Sanctions:

- A. Unit/Clinic/Department leaders are responsible for interpreting appropriateness of appearance based upon the expectations of this policy. Employees whose appearance falls outside of the expectations outlined in this policy should be requested to make efforts to remedy the situation immediately. If the employee is unable to accomplish an immediate remedy, the employee may be sent home (dependent upon the impact to the business) to change and would be expected to return to work.
 - 1. For hourly employees, time lost for such action will be unpaid and may be subject to the provisions of the Attendance and Punctuality Policy.
 - 2. Time lost for the first infraction may be made up at the supervisor's discretion.
- B. Repeated violations of the policy will result in corrective action up to and including separation of employment.