

Policy # HC-HR-101-RR	Title: Professional Appearance	
Effective Date: 05/01/2014	Category: Human Resources	
Origination Date: 5/1998	Next Review Date: 05/01/2017	Pages 1 of 7

PURPOSE:

This policy outlines dress and grooming guidelines intended to promote a consistent professional image throughout OHSU Healthcare. OHSU Healthcare believes that the professional appearance of OHSU workforce members helps patients and visitors feel comfortable and confident in the care they receive. Patients’ perceptions of professionalism directly impact their confidence in the competence of OHSU staff. A high level of professionalism also enhances OHSU’s reputation as a leader in the community.

PERSONS AFFECTED:

This policy applies to all OHSU Healthcare workforce members. This includes all workforce members (faculty, researchers, represented and unclassified administrative), registered and visiting students, volunteers, board members, visiting healthcare practitioners, temporary workforce members, vendors while doing business with OHSU Healthcare and others working for or on behalf of OHSU Healthcare.

POLICY:

All OHSU Healthcare workforce members will maintain a professional appearance that contributes to patient, family, visitor, co-worker and other stakeholders’ experience of an orderly, clean, safe and professional atmosphere for care. OHSU Healthcare workforce members are expected to maintain a professional image while representing OHSU. Each supervisor will ensure compliance with this policy and consistently enforce its provisions.

DEFINITIONS:

1. **Appropriate fit:** Clothing that fits neatly without exposing body areas normally covered by undergarments. Clothing that is excessively tight, revealing, oversized or baggy is not acceptable. Shirts, sweaters and jackets with buttons or snaps should not expose the midriff, chest or any undergarments. Baggy pants worn below the hips or exposing underwear are prohibited.
2. **Good condition:** Clothing that is clean and free of odor, fading, stains, tears, shrinking or wrinkles.
3. **Immediate patient care area:** Any area where patients are present for clinical reasons. This includes the entrance to any unit or clinic, nursing stations, patient rooms, treatment rooms, corridors used by patients, and reception or waiting areas.
4. **Supervisor:** Any unclassified employee who has direct reports. Examples include but are not limited to: vice president, director, manager and supervisor.
5. **Uniform:** A type of clothing required by OHSU to Healthcare workforce members.
6. **Workforce members providing direct patient care:** Any Healthcare workforce member who directly touches a patient or spends significant time in an exam room or hospital room. Examples include but are not limited to: physicians (MD), physician assistants (PA), nurse practitioners (NP), registered nurses (RN), medical assistants (MA), certified nursing assistants (CNA), physical and occupational therapists (PT/OT), phlebotomists, technicians, housekeepers, room service associates and clinical managers.

8. Workforce members providing patient support services: Any Healthcare workforce member in clerical and office positions must comply with the same requirements as workforce members providing direct patient care due to their involvement in assisting with patients as needed. Examples include but are not limited to: health unit coordinators (HUC), patient access service specialists (PAS) and interpreters.

RESPONSIBILITIES:

It is the responsibility of all OHSU Healthcare workforce members to understand and comply with the professional appearance policy. Supervisors are responsible for ensuring compliance with the policy. Any dress and grooming issues that are not explicitly mentioned in this policy or aligned with the spirit of the policy are subject to a review by the supervisor. For guidance about policy interpretation and decision-making, supervisors should contact OHSU Healthcare Human Resources (503 346-0781).

Meeting professional appearance requirements is a condition of employment for all OHSU Healthcare workforce members. Any workforce member whose appearance does not comply with this policy may be sent home by a management representative or faculty member without pay and only authorized to return to the work setting when their appearance meets these requirements.

PROCEDURES:

1. Minimum standards and exceptions

- a. This policy outlines the minimum professional appearance requirements. A director may set higher standards for workforce members based on patient contact or job function by using the Professional Appearance Policy Addendum, available from Healthcare Human Resources (503 346-0781). Directors must obtain advance approval of higher standards from OHSU Healthcare Human Resources. These standards should be communicated in the department orientation and to all incumbent workforce members who are affected.
- b. This policy supersedes all existing departmental policies.
- c. If a department is considering requiring uniforms, HR must be consulted before any planning or implementation. Uniforms are a subject of bargaining and are addressed in the Collective Bargaining Agreement.
- d. Individuals who have a condition, practice or belief that conflicts with this professional appearance policy should speak with their supervisors about needed accommodations. For guidance about decision-making, supervisors and workforce members may contact OHSU's Affirmative Action Equal Opportunity Department (503 494-5148) to request an accommodation on the basis of disability, religion or other protected status.

2. Transitional clothing

- a. Workforce members may arrive on or leave campus wearing transitional clothing, e.g. biking, walking or less formal attire. During their shifts or scheduled work hours, workforce members must follow the professional appearance expectations relevant to their work areas.

3. Procedure for soiled clothing (Standard Precautions Policy, # HC-CLN-ICP-P042)

If a workforce member's uniform or clothing becomes soiled with blood or body fluids:

- a. Put on gloves and remove clothing immediately; handle clothing as little as possible.
- b. Do not rinse clothing.
- c. Wash contaminated skin with soap and water before changing into hospital scrubs. Paper scrubs are available from Logistics (503 494-5666) with a 24-hour notice.
- d. If skin or mucous membranes are contaminated, workforce member should contact Occupational Health (503 494-5271).
- e. Cloth hospital scrubs can be obtained through the following process:
 - i. Workforce member contacts the Logistics Warehouse (503 494-5666) to request a temporary surgical scrub station personal identification number.
 - ii. Workforce member uses the temporary PIN to access one set of hospital-owned surgical scrubs. The same PIN is used to return the scrubs within 48 hours or at the start of the next scheduled shift.
 - iii. Put soiled personal clothing in a plastic bag and seal immediately.

- iv. Once home, place hospital-furnished clothing in plastic bag, to be returned to the hospital for laundering.
- v. At home, wash soiled personal clothing separately from other laundry using 160°F (71°C) water and detergent. For water cooler than 160°F (71°C), use detergent and a product that contains bleach. Mechanical tumble drying of the clothing is recommended.

4. Acceptable and unacceptable clothing

This section outlines acceptable and unacceptable clothing for OHSU Healthcare workforce members.

Item	Acceptable	Unacceptable
Dresses and skirts	<ul style="list-style-type: none"> • Dresses and skirts with hemlines no higher than 2” above the knee when standing. • Sundresses and tank dresses worn under a jacket, cardigan, sweater or lab coat. 	<ul style="list-style-type: none"> • Flannel, denim, backless, strapless, sheer or revealing dresses or skirts with hemlines higher than 2” above the knee when standing.
Hats and head coverings	<ul style="list-style-type: none"> • Hats or head coverings worn indoors if approved by department management based on working conditions. • Hats or head coverings worn for religious or medical purposes. 	<ul style="list-style-type: none"> • Hats and surgical caps containing other than OHSU-issued and authorized logos.
Headphones and ear buds	<ul style="list-style-type: none"> • Ear buds and bluetooth devices used for OHSU work assignments. 	<ul style="list-style-type: none"> • While in publicly accessible indoor areas, employees are discouraged from wearing personal headphones and ear buds where patients and visitors may be seeking assistance with directions.
Hosiery	<ul style="list-style-type: none"> • Hosiery, when worn, must be in good condition. 	<ul style="list-style-type: none"> • Cut out tights, fishnet stockings.
Jackets	<ul style="list-style-type: none"> • Suit-like jacket styles and casual sport jackets. • OHSU-approved vests and jackets. 	<ul style="list-style-type: none"> • Sweatshirts with or without hoods. • Athletic jackets with other than OHSU-issued and authorized logos. • Fleece in clinical or patient care areas. • Jackets around the waist. • Blankets or patient linens.
Lab coats	<ul style="list-style-type: none"> • A lab coat must be clean. • If there is a logo, it has to be an OHSU-approved logo. 	<ul style="list-style-type: none"> • A lab coat embroidered with the name of other facility or individual.

Pants	<ul style="list-style-type: none"> • Slacks, pants or trousers. • Calf length professional pants. • Khakis. 	Denim, beside these exceptions: <ul style="list-style-type: none"> ○ If a part of an approved uniform (e.g., Facilities Management). ○ With advance approval from department director for a limited duration or project (e.g., physical move of storage items). ○ With advance approval for a specified event (e.g., fund-raising event). • Shorts of any length and cut-offs. • Athletic and sweat pants. • Baggy pants worn below the hips or exposing underwear. • Leggings in place of pants.
Shoes	<ul style="list-style-type: none"> • Business professionals: Shoes in good, clean condition appropriate to an office environment. • Workforce members providing direct patient care: Shoes with closed toes and backs, low heels and non-skid soles. 	<ul style="list-style-type: none"> • Dirty, unpleasant odor or stained shoes. • Sandals, slippers, flip-flops, shoes that separate and outline the toes. • Bare feet.
Scrubs	<ul style="list-style-type: none"> • OHSU-provided and -laundered surgical scrubs for workforce members in operating rooms and procedure areas, as identified in and governed by the Surgical Scrub Policy # HC-PC-252-POC. • Personal scrubs or uniforms for workforce members providing direct patient care. These may be of any color or print, but must be made of cotton or a cotton-polyester blend. 	<ul style="list-style-type: none"> • OHSU-provided and -laundered surgical scrubs worn by workforce members not working in operating rooms and procedure areas. • Personal scrubs worn by workforce members not providing direct patient care or not authorized by the department. • Scrubs worn more than once without laundering, due to potential contamination issues. • Scrubs with scalloped or ruffled edges, any type of holes such as eyelets, or other embellishments, belts or ties at the front or on the sides. • Scrubs with logos from medical schools or other healthcare organizations, except for students from partner schools.
Tops	<ul style="list-style-type: none"> • Sleeveless tops worn under a jacket, cardigan, sweater or lab coat. • Long or short sleeve shirts with a collar, polo and dress shirts. 	<ul style="list-style-type: none"> • Tops that reveal the midriff when the workforce member lifts or bends over. • Tops exposing the cleavage, chest, bra, back, shoulders, lower back or undergarments. • Tops made of sheer or revealing fabric that allows undergarments to be seen. • Tops and shirts with silkscreen logos or printing of any kind, excluding OHSU-approved logos. • T-shirts, tank tops or other athletic shirts.

5. Acceptable and unacceptable accessories and grooming

Item	Acceptable	Unacceptable
Body art and tattoos	<ul style="list-style-type: none"> • Visible forms of body art and tattoos appropriate in content and consistent with OHSU policy and Code of Conduct. 	<ul style="list-style-type: none"> • Tattoos with graphics or wording that may be considered offensive, must be covered.
Body odor	<ul style="list-style-type: none"> • Workforce members must be physically clean, including oral hygiene, clean hair and fingernails, and free of pervasive body odors such as smoke or sweat. • OHSU Healthcare is a fragrance-free work environment. 	<ul style="list-style-type: none"> • Applied fragrances such as perfumes, aftershaves or other personal care products with fragrance.
Facial hair	<ul style="list-style-type: none"> • Neat and trimmed facial hair. • May be required to be covered as determined by the department management. 	
Glasses	<ul style="list-style-type: none"> • Regular glasses of all styles. 	<ul style="list-style-type: none"> • Sunglasses worn indoors unless medically necessary.
Hair	<ul style="list-style-type: none"> • Hair should be neat and clean. • Hair of any color. • Workforce members providing direct patient care must pull back hair longer than collar length and secure it appropriately. • Workforce members with styles that result in limited washing may be required to wear approved medical hair cover-ups. 	
Identification badges	<ul style="list-style-type: none"> • OHSU photo identification badge issued by Transportation and Parking, consistent with Identification Cards Policy # 07-90-001. • Badges worn above the heart and visible at all times. • Legible badges in good condition. • ID badge holders should be clean and free of debris and dirt. • Name, title, department and photo fully visible. • ID badges should be worn on clips or badge pulls. • OHSU-issued and authorized adornments and stickers (e.g., anniversary pin, snowflake pin, TriMet pass sticker). 	<ul style="list-style-type: none"> • Lanyards used to hold ID badges. • Clips with vendor names, logos or identifiers of other institutions, unless otherwise protected by collective bargaining. • Personal adornments. • More than one red rose issued by the Rose Award program.

Jewelry	<ul style="list-style-type: none"> • Jewelry that does not interfere with patient care, job performance or safety. • Earrings. • One facial surface piercing with stud jewelry. • Plugged ear gauges. • For workforce members providing direct patient care: total of two rings small enough to allow for the use of gloves with no risk of tearing the gloves. 	<ul style="list-style-type: none"> • Other body or oral piercings (including micro dermal implants) not removed or covered while on duty. • For infection control purposes, some units may prohibit wearing any rings while providing direct patient care.
Nails	<ul style="list-style-type: none"> • Neatly manicured fingernails. • Smooth nail polish (regular, gel or shellac). • Workforce members providing direct patient care: fingernails 1/4 inch in length. 	<ul style="list-style-type: none"> • Chipped or cracked nail polish. • Workforce members providing direct patient care: artificial nails, glitter, appliques or other additions that would result in a non-smooth layer of polish.
Other accessories	<ul style="list-style-type: none"> • Immediate patient care areas: Discrete professional association identifiers (pins, buttons or stickers on the badge holder or clothing) directly related to the business of OHSU, as long as they do not reflect negatively on the professional image of OHSU as an employer, disturb patient care, disturb patients or present a safety concern (i.e., pins for Golden Rose, length of service, education). • Non-immediate patient care areas: Pins, buttons or other messages are permitted except under special circumstances, including where such messages disrupt patient care, disturb patients, or reflect negatively on the professional image of OHSU. • For workforce members providing direct patient care: bow ties or neckties that are securely clipped or tucked into the shirt. 	<ul style="list-style-type: none"> • Insignias, pins, buttons or stickers pertaining to commercial, political, personal, union or other causes or activities that disrupt patient care, disturb patients, pose a safety hazard or reflect negatively on the professional image of OHSU. • For workforce members providing direct patient care: neckties that are untucked or without a clip.
Skin	<ul style="list-style-type: none"> • Skin that is intact and clean. 	<ul style="list-style-type: none"> • Broken skin or areas that are bleeding or have the potential to bleed must be covered with an appropriate bandage.

RELEVANT REFERENCES:

- AORN (2013). Recommended Practices for Surgical Attire in Perioperative Standards and Recommended Practices, pp. 51-62.
- Identification Cards Policy, # 07-90-001
- Standard Precautions Policy, # HC-CLN-ICP-P042
- Surgical Scrub Policy, # HC-PC-252-POC

RELATED DOCUMENTS/EXTERNAL LINKS:

- AAEO's reasonable accommodation request form: <http://www.ohsu.edu/xd/about/services/affirmative-action-and-equal-opportunity/aaeo-services/accommodation.cfm>.

TITLE, POLICY OWNER:

- Vice President, OHSU Healthcare Human Resources

REVIEW COMMITTEES:

- Professional Appearance Policy Review Committee
- Human Resources Advisory Committee
- Professional Practice Leaders
- Risk Management
- Legal Department
- Affirmative Action Equal Opportunity
- HR Directors
- Healthcare Cultural Advocacy Team
- Healthcare Human Resources Department
- Nursing Practice Council
- Department Administrators/Faculty Practice Plan Forum
- Hospital Financial Services Management Team
- AFSCME
- AURN/Management Collaborative
- Professional Board
- Clinical Chairs
- Healthcare Policy Steering Committee

FINAL APPROVAL:

- OHSU Healthcare Administrative Team

Supersedes: 05/21/1998; 06/05/2000; 10/15/2003; 08/08/2008