

EMPLOYEE APPEARANCE CODE

I. POLICY STATEMENT

It is the policy of the University Medical Center New Orleans (UMCNO) to provide guidelines to employees with regard to professional and appropriate attire and appearance while at work and on campus.

Employees must understand that their appearance makes a statement about their level of professionalism and how they represent the hospital.

Employees who report to work in violation of the policy may be asked to clock out, go home to change and report back to work in proper dress. Continued violations of the appearance code will subject employees to disciplinary action, up to and including termination.

II. UNIFORMS AND PROPER ATTIRE

Each department director or designee is responsible for the professional image portrayed by their department, establishing appropriate appearance and uniform codes for employees and communicating these rules to the employees. In areas where uniforms are not required, professional, business attire will be worn. Variances in appearance to meet the department's needs may be established by the department director or designee. The leaders are responsible for compliance of their staff's appearance.

Most employees must purchase uniforms on their own. However, UMCNO may provide uniforms in certain situations. Department Directors in these areas will have more information to provide.

Uniforms and professional dress must be adhered to daily. All attire must be clean, neat, wrinkle free and professional in appearance. Employees must adhere to the departmental requirements in addition to this policy. Clothes must fit appropriately and should be neither too loose nor too tight.

Blouses/shirts/scrub tops must be clean, wrinkle free and professional in appearance. They must be buttoned professionally and not see-through. Sleeveless professional blouses/shirts are allowed in non-patient care areas. Tank tops and t-shirts are not allowed as outer clothes. T-shirts worn under professional dress must be white or match the color of the uniform. Any wording or logos on shirts must not show through or be exposed outside the regular attire.

Slacks/uniform pants must be neat and professional at all times. Slacks should be pressed and stain free. Shorts are not allowed. Denim may not be worn except on hospital approved days or special events. Uniforms must match color. Leggings and tights are not a substitute for slacks or pants.

Skirts and dresses must be professional in fit, appearance and length. Short skirts/dresses and mini-skirts are not allowed. The length must be at least at, near or below the knee. Mid-thigh skirt length is not appropriate.

Jackets/coats/sweaters worn during the shift, must match uniform attire or conform to departmental standards. Lab coats worn in several patient care areas must be kept clean and free from wrinkles or tears. Athletic warm-ups, hoodies, or sweatshirts are not allowed unless approved and included with a hospital logo.

Footwear Must be clean, professional and conform to the department's safety regulations.

In patient care areas, comfortable but professional shoes must be worn. Healthcare professional shoes, clogs, or acceptable athletic footwear will be allowed. The color must conform to the department's standards for color and professionalism. In general, basic colors allowed in most departments are black, brown, white, gray or beige. It will also be acceptable that the main color of the shoe matches the color of the uniform. Multi-colored shoes, shoes with accents, logos, and/or laces that are extreme and differ from the uniform are not allowed (e.g. logos or shoe laces that are green, red, pink, orange, purple, etc., if not matching the color of the uniform are not allowed).

In non-patient care areas, shoes must be professional; athletic shoes are not allowed. Heel height must not exceed the 3" limit. Women's peep-toe shoes are allowed in non-patient care areas.

Unprofessional footwear is not allowed: brightly colored running or other athletic shoes, toe shoes, Crocs (except as approved in the Surgery Department), flip flop/sandals, etc.

Hosiery/Leggings may be worn as needed. Leggings and tights are not substitutes for pants, but may be worn under pants or skirts. Leggings (and jeggings) are not allowed. Stockings and panty hose are not required.

Undergarments must be worn and must not be visible through clothing or outside of clothing.

Eyewear is to be professional in appearance. Contacts must be professional in color and style. Sunglasses are not appropriate indoors and must be removed.

II. PERSONAL GROOMING AND ADORNMENTS

In addition to appropriate attire, UMCNO expects employees to maintain a high level of personal hygiene at all times. The following are specific guidelines that must be adhered to:

Hygiene

Employees must be neat, clean and free from offensive odor. Strong deodorants, fragrances, heavy perfumes or smelling of smoke are not allowed. Fingernails must be clean, free from artificial nails, have neutral or non-distracting colors (such as fluorescent colors) and the natural fingernail tip will be less than ¼ inch long in all patient care areas. In all areas, nails must be professional and not distracting in color or design.

Hair

Hair color must be a naturally occurring color: black, brown, blonde red (auburn) and gray. Hair will be clean and well-maintained.

Patient Care areas - Hair will be pulled back or pulled up as to not impede patient care. Hair in scarves, curlers and pin curls are not allowed. Men's facial hair must be neat, maintained and well groomed. False eyelashes must be professional length and either black or brown in color.

Make-up

Make-up, if used, must be professional.

Jewelry

Jewelry must be professional and not distracting or dangerous to patients or staff. It must conform to department specific guidelines. Earrings must be limited to not more than two per ear and not larger than the size of a quarter (1¼" long.) Gauges must be neutral color and filled while on duty. No open gauges are allowed in the ears. **In patient care areas**, not more than two rings per hand, will be allowed along with one watch or two bracelets per arm. Necklaces are allowed in patient care areas if it can be kept under shirts or blouses. Any visible necklaces must be professional and not considered offensive.

Body Art -

Tattoos are to be covered professionally in both patient care and non patient care areas.

Piercings in the nose, tongue and other visible area besides the ears are not permitted or they must be covered while on duty.

Hats/scarves/bandanas are not allowed at work unless it is required for religious accommodations. Additional consideration will be given to staff who have lost their hair due to medical reasons or treatments for medical issues. Any headwear must follow department and/or safety standards. Required head covering for personal protective equipment (PPE) or sanitary reasons are allowed for obvious reasons.

III STANDARDS OF CONDUCT ISSUES

Staff must be alert, courteous, helpful and professional while at work. Poor phone etiquette, wearing headsets, ear buds, or ear phones are not allowed except as required by the department for a job.

Eating, drinking, smoking and chewing gum in patient or public areas is prohibited. All consumption of food or drink must be in cafeterias, approved break rooms, or private offices as allowed per department. Eating may be allowed in conference or educational rooms as authorized by the instructor or administration. Other areas may be allowed by administration during special events for the hospital. Smoking is prohibited on campus.

Personal phone usage is not allowed except on approved breaks and away from patient and public areas. Inappropriate talking, texting, engaging in social media, surfing the Internet, shopping, playing games, taking photos, etc., is prohibited while on duty.

Anything that is not listed will be subject of management's interpretation of what is professional and acceptable. Violations will result in the person being instructed to stop the violation or to clock out and report back to work when they are in compliance.

IV. IDENTIFICATION BADGES

While on duty, an official UMCNO identification badge must be worn and visible at all times per the procedures outlined within ILH/UMCNO policy 8195 – Displaying an Appropriate Identification Badge. Any damage or loss must be reported and another one must be reissued.