



STANDARDS OF APPEARANCE	
Summary Statement	Augusta Health wants to deliver the best in care to our community and patients. As an organization, we want to be the provider of choice – the place that people think of first when in need of healthcare services. Employees have a large, if not the largest, effect on where people choose to come for healthcare. Part of this effect is in the professional image that employees present in their work with patients and the community. To make sure that image is consistent throughout our facilities, Augusta Health has developed standards of appearance.
Effective Date/Last Revision Last Review Date	May 1, 2014 October 8, 2014
Applies to:	All employees, volunteers, students, medical staff members and other healthcare providers with clinical privileges, and contract workers.
Definitions	Professional Dress Business Casual Dress Leisure Dress
Procedures	<ul style="list-style-type: none"> • General Guidelines • Employee Responsibilities • Leader Responsibilities
Related Links	Standards of Appearance Guidance Chart Tobacco-Free Workplace

Definitions

Professional Dress

Suits, pants or skirts with jackets, sport coats or sweaters, dresses, dressy two-piece knit suits, or twin sets. Skirts and dresses are to be no more than three (3) inches above the knee.

Business Casual Dress

This is comfortable clothing for the workplace. Anything listed under professional business clothing is accepted. Additionally, chinos, khaki pants, any other cotton or synthetic pants, golf slacks, wool pants, or pants that match a suit jacket. Shirts (men are to have a collar), dress shirts, sweaters, tops, and turtlenecks may be worn, within the



guidelines below. Shoes are to be business shoes, dress shoes, or clean and professional athletic shoes. Denim, sweatpants, hooded sweatshirts or hoodies, or sandals/flip-flops are not acceptable. Skirts and dresses are to be no more than three (3) inches above the knee.

Leisure Dress

This is t-shirts, denim jeans or skirts, Capri or cropped pants, cargo pants, shorts, and sandals or work boots. This dress is not acceptable in any workplace at Augusta Health, unless a special event is designated.

General Guidelines

- Being well-groomed and neat is the main guideline to follow in dressing for work. Good judgment is most important when deciding whether one looks groomed and neat. The [Standards of Appearance Guidance Chart](#) is helpful in directing employees and others working at Augusta Health on acceptable appearance. In general, the appearance that Augusta Health expects is as follows:
 - All clothing is to be clean, neat, correctly sized, wrinkle-free, and in good condition.
 - Sunglasses are not to be worn inside any building.
 - Clothing is not to show bare midriffs (body between the chest and hips), cleavage, or be bare over the shoulders. Dresses or skirts are to be conservative in style and length (no more than three (3) inches above the knee).
 - Undergarments are not to be seen.
 - Hats, do-rags, or bandanas on the head are not to be worn unless they are part of an approved uniform.
 - Hands must be able to be easily cleaned when working in patient care areas. Numerous rings and bracelets could get in the way of this cleanliness. Because of this, employees are to be moderate in wearing rings and bracelets. Avoidance is preferred. Jewelry is not to dangle into the patient care space or hang over the patient in the delivery of care. Jewelry and other accessories are to be conservative and are not to interfere with the performance of job duties or cause a safety risk for the employee, patient, or others. Earrings are to be limited to two (2) per ear, and the top earring is to be only a post. In patient care areas or work areas that may present a safety hazard, earrings are not to be bigger than nickel size in diameter and are not to hang more than one and one-half (1.5) inches below the bottom of the ear. Gauged or pierced ears may not be larger than 10 millimeters; however, gauged ears are discouraged. Dental and tongue jewelry is not to be worn while working; spacers must be flesh-



colored. Rings are to be no more than two (wedding set counts as one).

- Visible body piercings other than earrings are not allowed in the workplace.
- Tattoos that have profanity or are offensive to any group of persons are to be completely covered during work time.
- Acrylic or other artificial nail tips/ornamentation increase risks of transferred bacteria to patients. This includes acrylic nails (gel nails are acceptable), bending, tips, wrappings, jeweled, pierced, lettering, and tapes. These nails and products are not acceptable, except to clerical staff not crossing over into any patient care duties. Nails are to be clean, neat, and trimmed. Nail length may not interfere with job duties or performance; employees in clinical areas or handling patient supplies, medications, food, ice, or specimens are not to have nails that exceed one-fourth (1/4) inch past the employee's fingertip. Nail designs are not to be worn at work, and polish colors are to be moderate and not chipped.
- Hair is to be clean and well-groomed. Extremes in hairstyle and unnatural hair colors are not acceptable. Hair decorations such as feathers, tinsel, or tiaras are not acceptable. Any facial hair is to be neatly trimmed and ensure the fit of any required respiratory masking. Anyone providing direct patient care with shoulder-length or longer hair is to secure it away from his/her face. Anyone in food service is to secure hair so not to interfere with sanitary food service. Due to allergies of those in the workplace, including patients, use of colognes, perfumes, or scented lotions is to be avoided. For the same reason, employees are not to have the odor of tobacco smoke when on duty.
- Chewing gum and/or sucking candy is discouraged and is not to be used at any time in the presence of patients, visitors, or guests or while on the telephone. Gum smacking, popping, and bubble-blowing are not considered professional and are to be avoided.
- Use of tobacco is not allowed on Augusta Health property (including leased properties). This includes cigarettes, cigars, pipe tobacco, chewing tobacco, and snuff. Nicotine replacement products, including gum, lozenges, nasal spray, and inhalers, may be used during work hours. Use is to be discrete and in line with doctor or product manufacturer directions. For more details, please see HR Policy [Tobacco-Free Workplace](#).
- T-shirts are not acceptable, except during approved special events or as part of an approved uniform. If worn, t-shirts are to be free of any graphics, language, or affiliation(s) other than Augusta Health-related graphics or language.
- Professional dress is always acceptable in any workplace. If an employee is visiting another facility or unit/department, the employee's clothing and appearance are to follow or go beyond the standards of the area being visited. If wearing a uniform is required by the unit or department, it is to meet the organization



guidelines.

- Photo identification (ID) badges are to be worn at all times when on duty. Badges are to be of current issue. The badge is to be worn at an employee's chest level or above. Name badge extenders, if provided by one's unit or department, are to be worn at all times. Information or certifications may not be placed behind the photo card unless approved. Work-related adornments, tape, pins, stickers, or clips may not be placed on the badge. The ID badge photo is to face out so it can be seen and read by others, including patients. Badges are to be kept neat and clean by employees; loose or damaged badges are to be replaced. If lanyards are worn, they are to have a break-away cord for safety reasons in the case of entanglement. Lanyards are to have no writing, logos, advertising, or affiliation(s) on them other than Augusta Health (lanyards may be solid colors with no writing, also).
- There may be times when the standards of appearance may be relaxed for a specific event. This only happens for a brief period of time, and it must be approved by the CEO or his/her designee. Examples could include a reward for campaign participation, a severe weather event (emergency event), a physical work location move, or an off-site or after-hours event.
- Winter holiday-patterned scrubs and clothing may be worn anytime during the month of December; spring holiday-patterned scrubs and clothing may be worn anytime during the months of March and April. For the following holidays, holiday-patterned scrubs and clothing may be worn up to one week before and on the recognized holiday: Valentine's Day, St. Patrick's Day, Fourth of July, Halloween, and Thanksgiving.
- Employees who make incorrect clothing or accessory choices will be counseled by their unit or department leader. The employee may be sent home without pay to change into correct clothing. If an employee continues to make incorrect standard of appearance choices, this could cause formal counseling, up to the end of employment with Augusta Health.
- The standards of appearance set forth above apply to all employees. In addition, employees have additional standards of appearance based on the employee's workplace. Below are some of the considerations a unit or department may require:
 - Units or departments may specify uniform, shoe, and sock colors. The material for each may also be specified by the unit or department. If uniforms are required by a unit or department, reimbursement for uniforms is at the discretion of the vice president. Colored and/or patterned socks are to match the colors of the uniform. Patterned socks may not be unpleasant in nature to patients or others. (Examples of patterns



unpleasant in nature would be a pattern of violence, sex, or a defaced religious symbol.)

- Some units or departments may require scrub suits, masks, shoe covers, safety shoes, and/or gloves. Acceptable patterns on scrubs are to be determined by the vice president. Any of these items are to be worn only in areas directed by unit or department policy and are not to have monograms, logos, or the name of another healthcare provider. Only employees directed to wear any of these items are to wear them. Any of these items that are laundered by the hospital are not to be worn off-campus.
- Footwear is to be right for the work area. Safety is to be the major factor when selecting footwear for work. For this reason, shoes in patient care areas and other areas that may pose a safety hazard are to have a solid top surface and closed toes. Socks are to be worn with professional style Crocs (professional crocs are specified on the store label). In patient care areas, shoes must be impermeable to liquids (shoes with mesh must have a liner); open-heel shoes are acceptable.

Employee Responsibilities

- Employees are to know, understand, and follow the standards of appearance. Good judgments in clothing and appearance decisions are the employee's responsibility. If there are any questions about this policy, employees are encouraged to ask their unit or department leader for guidance.

Leader Responsibilities

- Leaders are to communicate the standards of appearance with new employees. This is to be part of the employee's departmental orientation.
- Leaders may more clearly define the necessary and correct work clothing in a unit or department. For example, a unit or department may require a certain scrub color. Departments may select whether professional dress or business casual dress is required; this decision requires vice president approval.
- Leaders are expected to make adjustments whenever possible in the standards of appearance for requesting individuals based on any medical or religious reasons. If further guidance is needed, please do not hesitate to contact Human Resources.
- Leaders may contact Human Resources for assistance with interpretation, counseling, or any other needs in relations to this policy.



Standards of Appearance Guidance Chart

ITEM	ACCEPTABLE	NOT ACCEPTABLE
Clothing	Clean, neat, non-wrinkled, in good repair and appropriate size.	Soiled, wrinkled, torn, noticeably worn, too tight or too loose. When standing, sitting, stooping, bending, or reaching, skin shows around the waistline or at the cleavage line.
Photo ID	Worn in an easily visible spot (for example, shoulder or chest) on outer layer of clothing at or above the chest. May use lanyard, according to policy guidelines.	No photo identification, or worn in a place that is difficult to read (for example, waistband, lower pocket of lab coat), non-approved lanyard or clip.
Hair	<p>Clean and neat. Secured away from face when in direct patient contact and of a natural color.</p> <p>Direct patient care or food service areas: hair longer than shoulder length should be confined so it does not interfere with customer service or patient care.</p> <p>Beards, sideburns, and mustaches are neatly trimmed.</p>	Extremes in hairstyle or unnatural color, unkempt facial hair.
Hygiene	Use of deodorant and good oral and body hygiene.	Not using deodorant, excessive or heavy scent of tobacco smoke, body odor, perfume, fragrant lotions, aftershaves, and mouth odor.
Jewelry	No more than two (2) earrings per earlobe; in patient care areas or other areas that may pose a safety hazard, hoops should be no larger than nickel size and hang no longer than 1.5 inches.	Multiple necklaces, bracelets, or rings on more than two (2) fingers, pierced jewelry visible anywhere besides the ear.
Make-up	Natural looking	Excessive make-up.
Body Piercing	No visible piercings other than two earrings per ear or gauged ears no bigger than 10 millimeters.	Tongue jewelry, nose piercings.
Tattoos	Tattoos that have profanity or are offensive to any group of persons are to be covered during working	Any exposed tattoo that has profanity or is offensive to any group of persons.



ITEM	ACCEPTABLE	NOT ACCEPTABLE
	hours.	
Bandanas/ Do-rags	None. No hats, ball caps, or cowboy hats while at work (unless required by unit or department.)	In any work area.
Undergarments	Adequate and appropriate undergarments are worn. No exposed undergarments.	Visible underwear.
Shoes	Clean, polished, and with laces tied. Open-toe sandals or shoes in the following areas: office setting or when nature of work would not pose a safety hazard. Clinical area: athletic shoes are a majority white color or as approved by department dress code.	Scuffed, dirty, unpolished, untied, visibly worn shoes, sandals, or flip flops. Open-toe shoes are not allowed in clinical areas or other areas that may pose a safety hazard.
Skirt	Length between three (3) inches above the middle of the knee and to the ankle, modest slit.	Skirts shorter than three (3) inches above the middle of the knee or longer than the ankle, split skirts/culottes with appearance of shorts, high slits (extending more than three (3) inches above the middle of the knee).
Pants	Pants long enough to reach the ankle.	Extremely baggy pants, stretch pants, stirrup pants, pants that appear tight, leggings, denim jeans, Capri/cropped pants, or spandex. Shorts, as approved by departmental policy, are approved in Valet Parking, Child Care Center, and Lifetime Fitness Center. Spandex or stretch pants, as approved by departmental policy, are approved in the Lifetime Fitness Center.
Necklines	Conservative neckline that does not reveal underwear or cleavage.	Plunging neckline or shirts unbuttoned beyond the top button or exposed chest hair.
Fabrics	Fabrics should be those traditionally acceptable for business or standard hospital uniforms.	Sheers (including transparent), clinging fabric, open-weave knits.
Shirt/Top	Buttoned with shirrtail tucked in. Hemmed top may be worn out if so designed and it does not expose midriff when arms are raised.	Unbuttoned shirrtail out, t-shirts, sweatshirts, shirts with inappropriate logos and statements or writing/symbols. Tank tops and



ITEM	ACCEPTABLE	NOT ACCEPTABLE
	Sleeveless if three (3) inches of material from neck to shoulder.	spaghetti straps. Tying shirttail or shirt arms at waist. Blankets. Isolation gowns.