

**Baystate Health**

**Appearance Standards**

**I. POLICY:**

In order to maintain a focus on patient care and to present an image consistent with professionalism, and that fosters trust and instills confidence and respect for our patients, visitors and the community we serve, it is the policy of Baystate Health to require personal cleanliness, good grooming and appropriateness of dress while employees are at work. The following factors are taken into consideration in defining these Appearance Standards:

**Patient, Employee and Public Safety**  
**Infection Control**  
**Job Responsibilities**  
**Fragrance Control**  
**Professional Image**  
**Personal Hygiene**

**II. PURPOSE:**

Baystate Health has established a Positive Image as one of every employee's key performance expectations in our five Service Standards. Employees will dress in a way that establishes confidence and respect for the institution, while maintaining the health and safety of patients, visitors and employees. Appropriate personal appearance and professional behavior is an ongoing requirement of employment.

**III. SCOPE:**

All Baystate Health Employees, Physicians, Volunteers, Residents, Students and Temporary Staff.

**IV. PROCEDURES:**

The following standards have been established in order to create a common understanding of acceptable and unacceptable attire and appearance that support a positive image and are deemed appropriate while at work.

- ID badges or name badges are part of each employee's required attire and should be worn at all times. The badge should be clearly visible, picture side out, and located between the shoulders and above the waist (not to be worn at belt level) for easy reading and identification of the employee by the patient or other customers.
- Recognizing that patients, employees, and visitors to our facilities may have sensitivity and/or allergic reactions to various fragrant products, personal fragrant products (fragrances, colognes, lotions, powders and other similar products) are not to be worn. Other fragrant products (scented candles, potpourri and other similar items) are also not permitted in the workplace.

- All employees are expected to maintain appropriate levels of personal hygiene and good grooming.
- Any employee with direct patient care responsibility may not wear artificial nails per infection control requirements. (Please see Fingernail Policy – [CO 2.220](#))
- For safety reasons, open-toed shoes are not appropriate in patient care areas where employees interact with patients, families and visitors
- Dress sandals/open-toed shoes are appropriate in non-patient care areas, unless for safety reasons as determined by the manager.
- For safety and public health reasons, stockings or socks are required in patient care areas where employees interact with patients, families and visitors
- Stockings or socks are not required in non-patient care areas, unless for safety reasons or public health reasons as determined by the manager.
- All clinical staff will wear professional clinical attire; scrubs/uniform or shirts/tops should be worn as required by the department and position.
- Uniforms are to be worn in accordance with standards required by the employee's department and position. Guidelines for departments requiring employees to wear uniforms:
  1. All new uniform selections must be reviewed and approved by the requesting department's division head prior to procurement.
  2. Employees should submit a request for uniforms from their department manager. Uniforms may be exchanged for a change in size, or if uniforms are worn out or damaged.
  3. Full-time employees will be issued a minimum of three (3) complete sets of uniforms, or three (3) lab coats. Part-time employees will be issued a minimum of two (2) complete sets of uniforms, or two (2) lab coats.
  4. Soiled uniforms are to be taken home and laundered by employee, unless the uniform is considered protective equipment.
  5. All employees are expected to present for work each scheduled day with a clean, wrinkle free uniform.
  6. All uniforms issued to an employee will be kept by the employee upon termination of transfer.
- Minimal facial jewelry is acceptable limited to up to two (2) earrings in each ear and one minimal nose stud; unless a safety or infection control risk is present as determined by the manager.

- Discreet, small and appropriate tattoos are acceptable as evaluated by the manager. All other tattoos must be covered at all times while at work.
- Ties are encouraged in patient care areas as professional business attire at the discretion of the manager.
- Ties are not required in non-patient care areas unless appropriate when meeting with external members of the business community.
- Acceptable professional attire is to be worn as required based on position and job responsibilities. Business casual is appropriate on days when there are no meetings with the public or members of the business community.
- In order to consistently maintain a positive image at all times while at work employees are expected to remain mindful of the business and location of their work on any given day and comply with the appearance requirements of that department or entity. When representing Baystate to an external audience, employees are expected to respect patient and customer expectations and wear appropriate attire that supports a positive image and professionalism.

The following clothing or appearance is deemed not appropriate at Baystate Health and should not be worn or visible at any time while at work:

- No Jeans
- No Extreme Hair Styles or Colors (such as Green or Purple)
- No Extensive or Inappropriate Tattoos
- No Extensive or Inappropriate Facial Jewelry
- No Excessive Jewelry (such as multiple bracelets, rings, etc.)
- No Shorts
- No Midriffs, Tank Tops, low-cut or revealing clothing
- No flip flops
- No sandals (except for dress sandals/open toed shoes in non-patient care areas)
- No inappropriate messages on clothing
- No hooded sweatshirts
- No hats or inappropriate head coverings (except for religious or medical reasons or for infection control)

***Accountabilities:***

Each employee is accountable for understanding and abiding by the expectations of appearance for their work, exercising good judgment in their personal appearance that is consistent with their job, and presenting the organization in a positive and professional manner at all times while performing their job on any given day or location. Any employee who is unsure of the appropriateness of certain dress should discuss it with their manager first.

Managers are accountable for ensuring that employees meet the standards for professional appearance and evaluating appropriateness of appearance while ensuring their employees' appearance is consistent with Baystate's desired image of professionalism.

Employees who present for duty inappropriately dressed or without their ID badge may be asked by their manager to leave the premises in order to change into clothing which complies with the above outlined standards. Repeated offenses of these standards may result in corrective action.

**V. REVIEWED/APPROVED BY:** Human Resources Executive Team, February 12, 2009

**Approval:**



Paula C. Squires, SPHR  
Senior Vice President, Human Resources

**Replaces:**

**Policy Name:** HR-114 Appearance Standards &  
Uniforms

**Policy Date:** 05/18/2009 & 05/01/2005