



OHSU

Professional Appearance Policy

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Reviser (Title): Manager, Employee Relations	Owner (Title): Vice President, OHSU Human Resources	

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 working at an OHSU worksite as well as those working from a telework site and whose work requires them to be on camera with patients, patient families, or patient representatives. 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, visitors, 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.

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. Examples include but are not limited to; 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 for a group of 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:



OHSU

Professional Appearance Policy

physicians (MD, DO), physician assistants (PA), nurse practitioners (NP), registered nurses (RN), medical assistants (MA), certified nursing assistants (CNA), physical and occupational therapists (PT/OT), phlebotomists, technicians, environmental services technicians, room service associates and managers in a clinical setting.

7. 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.

KEY WORDS: dress code, clothing, garments, outfit

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 (503 494-1820).

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.

POLICY REQUIREMENTS:

1. Minimum standards and exceptions
 - a. This policy outlines the minimum professional appearance requirements. A director, or their designee, may set higher standards for workforce members based on patient contact or job function by using the Professional Appearance Policy Addendum, available from Human Resources (503 494-1820). Directors or designees must obtain advance approval of higher standards in writing from a Director of 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.



OHSU

Professional Appearance Policy

3. Procedure for soiled clothing

- a. If a workforce member’s uniform or clothing becomes soiled with blood or body fluids, please refer to the Standard Precautions Policy.

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 or slits no higher than mid-thigh when sitting or standing. • Dresses (strapless, halter or with spaghetti straps) worn under a jacket, cardigan, sweater or lab coat. • Professional short sleeve, cap sleeve and sleeveless dresses. 	Sheer or revealing dresses or skirts with hemlines or slits higher than mid-thigh when sitting or 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. 	Hats and surgical caps containing other than the approved OHSU logo.
Headphones and ear buds	Ear buds and Bluetooth devices used for OHSU work assignments.	While in publicly accessible indoor areas, employees will not wear personal headphones and ear buds.
Jackets	<ul style="list-style-type: none"> • Suit-like jacket styles and casual sport jackets. • Vests and jackets with the approved OHSU logo. 	<ul style="list-style-type: none"> • Sweatshirts with or without hoods. • Athletic jackets with other than the approved OHSU logo. • Fleece and high-lint sweaters 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 and have no visible stains or spots. • If there is a logo, it must be the approved OHSU logo. 	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, with 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).



OHSU

Professional Appearance Policy

		<ul style="list-style-type: none"> ○ With advance approval for a specified event (e.g., fund-raising event). ● Shorts of any length and cut-offs. ● Athletic and sweat pants. ● Pants worn below the hips or exposing underwear.
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 or working in patient care areas: Shoes with closed toes and, 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"> ● Refer to the OHSU Surgical Scrub Attire Policy which governs the utilization of the OHSU-provided and -laundered surgical scrubs. ● Personal scrubs or uniforms for workforce members providing direct patient care. These may be of any color or print, except light blue that resembles OHSU-provided surgical scrub attire. Personal scrubs must be made of cotton or a cotton-polyester blend. 	<ul style="list-style-type: none"> ● 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.
Ties and scarves	For workforce members providing direct patient care: bow ties, or neckties and scarves that are securely clipped or tucked into the shirt.	For workforce members providing direct patient care: neckties or scarves that are untucked or without a clip.
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. ● T shirts with approved OHSU logos. 	<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 logos or printing of any kind, excluding the approved OHSU logo. ● Tank tops or other athletic shirts.



Professional Appearance Policy

5. Acceptable and unacceptable accessories and grooming

Item	Acceptable	Unacceptable
Body art and tattoos	Visible forms of body art and tattoos appropriate in content and consistent with OHSU policy and Code of Conduct.	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. 	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. Workforce members providing direct patient care must pull back facial hair longer than collar length and secure it appropriately. May be required to be covered as determined by the department management. 	
Glasses	Regular glasses of all styles.	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 may be required to wear approved medical hair cover-up in certain work environments. 	
Identification badges	<ul style="list-style-type: none"> OHSU photo identification badge issued by Transportation and Parking, consistent with Identification Cards Policy # 07-15-001. Badges worn above the heart and visible at all times unless patient/employee safety issues require temporary placement elsewhere. Legible badges in good condition. ID badge sleeves should be clean and free of debris and dirt. Name, title, department and photo fully visible. 	<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.



OHSU

Professional Appearance Policy

	<ul style="list-style-type: none"> ID badges must be worn on OHSU issued and approved clips or pulls. OHSU-issued and authorized stickers (e.g., TriMet pass sticker, flu vaccination). 	
Jewelry	<ul style="list-style-type: none"> Jewelry that does not interfere with patient care, job performance, infection control or safety. Plugged ear gauges. For workforce members providing direct patient care: keep jewelry to a minimum. 	<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. Excessive facial piercing is prohibited.
Nails	<ul style="list-style-type: none"> Neatly manicured, clean fingernails. Smooth nail polish (regular, gel or shellac). Workforce members providing direct patient care: Looking at your hands with palms facing you, parallel to your eyes; fingernails should not be visible. 	<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.
Pins, buttons and stickers	<ul style="list-style-type: none"> No proprietary insignias, pins or buttons can be worn unless they relate to activities sponsored by OHSU or are authorized under labor agreements. For purposes of this section, the wearing of union pins, insignia or buttons in the workplace is protected activity unless they impede OHSU's right to maintain discipline, present a safety concern, have a message that has an inherent disruptive influence, contains controversial language which is susceptible to derisive and profane construction or is disruptive to harmonious employer-employee relationships and contact with the public. This is in no way meant to limit union members protected activity or their rights of association. Generally, determinations regarding the wearing of such items will be made in collaboration with Human Resources. For purposes of this paragraph, the right to maintain discipline relates to the employer's reasonable attempts to ensure policy compliance. For example, directing removal of a button or insignia that is inherently disruptive (e.g., so controversial as to cause patient, coworkers, visitors or the general populous to react adversely to 	<ul style="list-style-type: none"> Pins, buttons or stickers that include controversial or offensive messaging or promote commercial, religious or other causes.* Attached to the ID Badge, sleeve or holder. <p>* Pins, buttons, stickers and messaging may not reflect negatively on the professional image of OHSU as an employer, disturb patient care, disturb patients, or present a safety concern. Messaging that is other than OHSU branding may not create the appearance of OHSU's endorsement of the opinion or belief.</p>



Professional Appearance Policy

	its viewing) is contrary to evidence-based care or safety guidelines if allowed to continue.	
Skin	Skin that is intact and clean.	Broken skin or areas that have the potential for drainage must be covered with an appropriate bandage.

RELATED DOCUMENTS:

- Surgical Scrub Suit Attire Policy

EXTERNAL LINKS/RELEVANT REFERENCES:

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

APPROVING COMMITTEE(S):

- Human Resources
- Ad-Hoc Professional Appearance Policy Review Committee, comprised of representatives from the following departments:
 - Infection Prevention and Control
 - Hospital Transportation
 - PreOp Services
 - Patient Experience
 - Nursing
 - Food and Nutrition
 - Ambulatory
 - Environmental Services
- Nursing Practice Council
- Infection Prevention and Control Department
- OHSU Policy Steering Committee

REVISION HISTORY (Revision history – brief description of change, triennial review, regulatory update, replaced policy statement, etc.)

Revision History Table

Document Number and Revision Level	Final Approval by	Brief description of change/revision
HC-SMM-101-POL Rev. 061522	PSC	Updated persons affected to include remote teleworkers. Removed leggings from unacceptable column in pants section. Added language to address expectations for facial hair longer than collar length. Removed language in hair section related to styles that result in limited washing.