

	MANUAL CORPORATE	Section HR	Pages 6	Number 030-HR
Subject: PROFESSIONAL IMAGE STANDARD (formerly Dress Code)			Date May 29, 2014	
Supersedes: May 18, 2011	Cross Reference: <u>012-OHS, 004-OHS,</u> <u>007-OHS, 082-MED</u>		Issuing Authority: Chief Human Resources Officer	
<input checked="" type="checkbox"/> Charlton Campus	<input checked="" type="checkbox"/> West 5th Campus	<input checked="" type="checkbox"/> King Campus		

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### 1.0 Standard Statement

St. Joseph's Healthcare Hamilton (SJHH) has established a *Professional Image Standard*, which outlines dress and grooming guidelines to help everyone in the organization be safe, confident, and comfortable. Our Professional Image Standard is designed to maintain and perpetuate the reputation of SJHH for delivering an integrated high quality care experience, pursuing and sharing knowledge, and respecting our rich diversity. By adhering to the Professional Image Standard, all who represent this organization throughout the facility will project competence and credibility during their interactions with patients/clients, colleagues and the general public. At the same time, the Standard ensures that all individuals working within SJHH will support the hospital's vital effort to create and preserve a safe and respectful therapeutic environment, control infection, and facilitate treatment and healing.

Given the wide range of SJHH employees responsibilities and work situations, department managers will adjust the policy's Standard when necessary, such as to meet heightened safety and/or infection control requirements in a clinical setting, or to fulfill other specialized obligations that might arise for those representing SJHH to the broader public. This means that attire meeting the standards in one area of SJHH may not be suitable in another area; each individual shall make every effort to be aware of the specific standards and expectations depending on their location and function.

These policies are for internal use only at **SJHH** and are **CONTROLLED** documents as are all management system files on the intranet. Any documents appearing in paper form are not controlled and should **ALWAYS** be checked against the intranet version (electronic version) prior to use

The Standard was created to allow for expression of ethno-cultural practices and is not intended to discriminate against any group or individual. The Standard is meant to apply very broadly, regardless of the individual's interaction with patients/clients, families, suppliers, contractors, or volunteers. If there is any doubt about whether the Standard should apply to a particular individual functioning in a role within SJHH, then the Professional Image Standard does apply and should be followed.

Notwithstanding other groups to which the Standard applies, **it applies definitively to all** on-duty regular and temporary, full-time, part-time, per-diem employees, physicians, students and trainees, and volunteers working on behalf of SJHH, or any other individual using the institution for clinical experience or clinical research, on all shifts, on all sites, seven days a week, 24 hours a day.

All levels of management, including department managers and supervisors are responsible for teaching, role modeling and enforcing the Professional Image Standard through consistent application. Preceptors, Clinical Tutors and Residency Program Directors are responsible for learners' compliance with this policy.

Individuals who fail to comply with this policy and Professional Image Standard may be subject to the termination of their relationship with SJHH.

## 2.0 Definitions

Individual: For the purpose of this policy, the term individual refers to all on-duty regular and temporary, full-time, part-time, per-diem employees, physicians, students and trainees, volunteers, contractors, and vendors working on behalf of SJHH, or any other person using the institution for clinical experience or clinical research, on all shifts, on all sites, in all programs, seven days a week, 24 hours a day.

## 3.0 Equipment/Supplies

None

## 4.0 Principles

- When making choices about what to wear in the workplace, the following principles apply:
- Dress to prevent the spread of infectious diseases
- Incorporate occupational health and safety recommendations for appropriate attire while in the hospital setting.
- Dress to promote patient and family confidence.
- Dress appropriately for the clinical/duties/work situation while recognizing applicable hand hygiene policy and occupational health and safety policies.
  
- This policy outlines the minimum requirement for professional appearance. A manager/supervisor shall retain the discretion to set standards based on the needs of patient populations or functions of the particular role of individuals.

## 5.0 Procedure

### 5.1 Identification

- SJHH staff must be readily identifiable as an employee of SJHH. All staff members are required to wear fully visible employer issued identification badges that include **the employee first and last name, photo ID and** their title.
- Any other individual using SJHH for clinical experience or clinical research or to perform contract or any other work on the premises must be readily identifiable and wear fully visible, employer or academic institution issued identification badges. These badges will include at a minimum, the **name of the employer/ organization/institution and the individual's first and last name, and title.**

### 5.2 Profession Image Standard

- Personal Hygiene – Attention to the principles of hygiene while working is necessary. Each individual employee is responsible for maintaining personal hygiene and cleanliness.
- The wearing of attire required for cultural or religious reasons is respected and accommodation of the Professional Image Standard for individuals may be made. The need for accommodation should be clarified and/or discussed on an individual basis with the manager.
- Hair must be neat, clean, and worn away from the face. Long hair is to be tied/pinned back in clinical areas.
- Facial hair including mustache and beard must be short and neatly trimmed and maintained and not interfere with the performance of duties and safety.
- Headwear shall be removed in all clinical settings when in the building, if headwear is not part of the required uniform.
- All clothing worn at work should reflect the professional image of SJHH. Clothing should not be wrinkled, torn, frayed or have patches or holes.
- Clothing may not interfere with, or become wet when, performing hand hygiene (082-MED Hand Hygiene Protocol). Long sleeves are discouraged unless they can be easily pushed back and stay back during hand hygiene or direct patient care with the exception of the OR Suite.
- Denim clothing of any colour or kind shall not be worn unless specially authorized as part of a hospital event.
- Clothing made of sheer or revealing fabric shall not be worn.
- Clothing or adornments/accessories that contain profanity, slogans, advertisements, cartoons, drawings, sports logos, or profanity shall not be worn.
- Clothing with revealing neck or hem lines shall not be worn. Skirts shall be worn with a hemline around the knee.

- Tops - Crop, tank, halter, midriff or hooded sweatshirt tops shall not be worn.
- Pants – Leggings, jogging, yoga pants or shorts shall not be worn.
- Footwear – For safety reasons, all individuals must wear shoes that are appropriate to their duties to prevent slips, falls and foot injury. Shoes providing support, comfort, traction and protection against foot injury in the workplace are mandatory.  
In clinical areas, sandals, flip flops, open-toed, open-backed, and thong footwear or slippers are not to be worn.  
In all work areas flip flops, thong footwear or slippers are not to be worn.  
Heel height should not interfere with performance of duties and safety.  
For protective footwear, refer to policy 012-OHS entitled Protective Footwear.  
It is the responsibility of the manager/delegate of all units and departments to ensure that their employees wear footwear/foot protection appropriate in the circumstances where exposed to the hazard of foot injury (012-OHS).
- Jewelry - One flat ring without projections or mounted stones and a wristwatch are the only hand adornments or accessories permitted in clinical areas (082-MED Hand Hygiene Protocol) with the exception of the OR Suite where no jewelry or other hand adornments or accessories are permitted. For safety, no hoop earrings or dangling necklaces or other adornments or accessories of any kind shall be worn by direct care providers in clinical areas.
- Fingernails - Direct care providers are to ensure that their fingernails are neatly trimmed and clean. Artificial fingernails, fingernail extensions or enhancements such as gel, polish or lacquer, nail jewelry, etc. are prohibited in clinical areas (082-MED Hand Hygiene Protocol).

### **5.3 Patient/Client Service Provider**

- The information identified in Subheading 5.1 and 5.2 is also applicable to staff in patient/client services.
- This section applies to all individuals working directly with patients/clients for part or all of their assigned shifts in any clinical area.

### **5.4 Appearance in Uniform**

- All uniforms (including scrubs, and lab coats) worn at work should reflect the professional image of SJHH. Uniforms should be clean, in good condition, properly fitted, well pressed and not torn, frayed or have patches or holes.
- Uniforms that contain slogans, cartoons, prints and other than hospital approved logos shall not be worn.
- Socks/Stockings – socks or stockings must be worn and shall be white, skin tone or match the colour of the uniform.
- Scrub Colour Designations – Employees in areas where green scrubs are provided and/or required to perform their duties are to wear only the scrubs provided (see Appendix A for areas where staff are required to wear hospital scrubs).

- Green hospital provided scrubs are restricted to designated areas. **Hospital scrubs may not be removed from hospital premises or worn outside SJHH.**
- Lab Coats – Only under certain circumstances will lab coats be worn outside the department/unit with the Manager's/Director's approval.

## 5.5 Patient/Client Service Provider

- Isolation or patient gowns (blue/yellow) shall only be used for protection due to direct patient contact. They are not to be worn for warmth or worn out of the patient/client room or outside the building.
- Each program/discipline may need to develop specific guidelines regarding dress code that facilitates their particular duties with patients/clients. These guidelines shall be communicated, approved and monitored by management.
- When SJHH identifies a specific day to encourage participation or awareness for a cause, the Public Affairs Department, Executive Team and/or SJHH Foundation will communicate the event and the appropriate variation to the professional image standard in advance.

## 6.0 Documentation

None

## 7.0 References

### 7.1 Internal References

[012-OHS](#) – Protective Footwear

[004-OHS](#) – Occupational Health & Safety Responsibilities

[007-OHS](#) – Scent Reduced Environment

[082-MED](#) – Hand Hygiene Protocol

### 7.2 External References

Ontario Occupational Health and Safety Act (2012): Section 27(1); Section 27(2)

Health Care and Residential Facilities Regulation (ON, Regulation 67/93 under the OH&S Act)

## 8.0 Sponsor

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## 9.0 In Consultation With

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## **10.0 Posting Dates**

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This is the date that the document was originally published.

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These are the dates that the document was subsequently reviewed and/or revised.

## **11.0 Attachments/Appendix**

Appendix A

### **Appendix A**

#### **SJHH Approved Areas for Wearing of "Green Scrubs"**

Hemodialysis, Dialysis Centre (Charlton Campus, King Campus)

Renal Satellite Dialysis

Dialysis – Technical (Charlton Campus, King Campus, Six Nations, Home Hemodialysis)

Surgery Centre (King campus)

Operating Rooms (OR)

Endoscopy (ENDO)

Post Anaesthetic Care Unit (PACU)

Medical Device Reprocessing Unit (MDR)