

WEST VIRGINIA UNIVERSITY HOSPITALS
POLICY AND PROCEDURE MANUAL

Policy V.250

1st Effective 1-1-84

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7-14-03; 11-18-05; 1-1-06; 1-12-10;
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Reviewed

DRESS AND APPEARANCE

PURPOSE:

The purpose of the Dress and Appearance policy is to establish standards of appropriate dress and appearance for those that work or volunteer at West Virginia University Hospitals.

BACKGROUND:

- A. This policy promotes employee, patient, and visitor safety.
- B. Portrays a professional image of care providers to patients, visitors and colleagues.
- C. As a patient centered facility, employee dress and appearance should not be perceived as a distraction to our guests, visitors, fellow employees, or patients.
- D. Enables patients, visitors and colleagues a method of identifying care providers and their roles.
- E. Elicits patient, family and visitor confidence and trust in care provided by staff.

RESPONSIBILITY:

All levels of management, including department managers, supervisors and leads are responsible for teaching, role modeling and enforcing the Dress and Appearance policy through consistent application. Those found not to be enforcing this policy can receive progressive corrective action.

POLICY

In no other business are personal dress, cleanliness, conduct and appearance as important as they are in healthcare services. A well-groomed employee with a professional appearance immediately creates a favorable impression of the services provided by West Virginia University Hospitals and Health Sciences Center. Patients, families, accrediting agencies and local health authorities rightfully expect strict standards to be maintained. Employee dress and appearance should not be perceived as a distraction to our guests, visitors, fellow employees, or patients. The Hospital reserves the right to ask employees improperly dressed to go home to change clothing or to improve his/her appearance, with loss of pay for the time off duty. Repeated offenses of the dress code policy will result in progressive disciplinary action.

Off site non clinical locations such as the Ruby Office Complex, Data Center, Scott Avenue, Health Sciences Center Building and the Child Development Center, etc. may establish department policies that differ from this policy. Any such policy should be approved by the VP or VPs with responsibility at that location as well as the VP of Human Resources. Any employee working at an off site location must comply with the Hospital policy when performing work duties at the Hospital.

Patient Care Areas- For purposes of this policy, patient care areas include nursing units, outpatient clinics or clinical administrative units where clinical duties are performed.

Non-Patient Care Areas- For the purpose of this policy, administrative or non-clinical areas that do not provide direct patient care.

Staff and/or Employees- For the purpose of this policy, staff and employees are defined as:

- WVUH Employees
- UHA Employees (including Advanced Practice Providers)
- Physicians
- Residents
- Volunteers
- Visiting Clinicians

- Students/Faculty
- Vendors
- All others that represent West Virginia University Hospital

GUIDELINES:

A. Identification Badge

- a. An approved ID badge must be worn at all times at a location that is above the waist. Employee name and picture must be visible. Service recognition, certification, and school pins may be worn. No more than two (2) pins may be worn on the ID badge.

B. Attire

Clothing must be modest, be reasonably fitted, and allow comfortable ease of movement. Clothing must be clean, neat, and stain and wrinkle free. Appropriate underclothing is required and must be undetectable through outer clothing.

- a. The employee is required to be familiar with specific dress code requirements for their individual department.
- b. Dress at off-site events is also of importance. An employee is to consult with management prior to attending any off site event to ensure their dress and appearance is appropriate.
- c. Specific guidelines may be developed by department directors to address job assignment, special circumstances, safety, training, and/or patient care issues. Any department guidelines should be consistent with Hospital policy. When required by Hospital operations, some departmental guidelines may be stricter than Hospital policy. At no time should a departmental policy be more lenient than the Hospital policy. All department policies should be reviewed by the VP of Human Resources if such requirements are more stringent than the Hospital policy.
- d. Hoodies and zip up sweatshirts are not permitted. Employees may wear a hospital approved fleece purchased by the specified vendor. (Fleece is not permitted in perioperative services) White lab coats are permitted to be worn by clinical staff and must follow brand standards.
- e. Where uniforms are not required, clothing must be business appropriate.
- f. Denim clothing or jeans of any color, sleeveless attire, tank/tube tops, tee shirts (with or without logos), sweatshirts, sweatpants walking shorts, capris, running or jogging suits, skorts, exposed midriffs and skirts that are more than 3 inches above the knee are not acceptable. (The exception to denim clothing or jeans will be for laborers only with the approval of senior management.) If the department has an approved hoodie or fleece, it may be worn. If the department does not have an assigned color, any departmental approved zip up hoodie or fleece must be white. Departments may permit employees to wear crop pants as long as they cover the entire calf of the leg.
- g. Hats may only be worn when it is part of the uniform specified by the department policy. Seasonal holiday clothing (tops, socks, ties) must be consistent with overall appearance standards. Seasonal holiday clothing may only be worn from November 15 to January 1.

Appropriate West Virginia University T-Shirts or Polo shirts may be worn on both away and home football game days. Appropriate shirts may also be worn on Friday's when games are being played on Saturdays. Hospital provided scrubs are to be worn only in hospital approved departments, by employees who are providing clinical care, as outlined in Policy V.251.

Please note: In normal situations, hospital provided scrubs cannot be worn in to the hospital from home, nor should they be worn home from the Hospital. However, if the employee's clothing is damaged while at work, with approval from management the employee may wear scrubs home with the provision that they return them back to the Hospital during their next scheduled shift.

Uniforms may be required in hospital departments, especially those in direct patient care. Department uniform colors are approved and the coordination of all requests should go to the Vice President of Human Resources. Only white or uniform matching under shirts may be worn under uniforms or scrubs. Colors and their respective departments include:

- Light Blue – Hospital scrubs only in areas per policy V.251
- RNs and LPNs - White and/or Royal Blue (any combination)
- Clinical Associates & Medical Assistants - Teal Green Top / Khaki Bottoms / Teal Bottoms / White Bottoms
- Support Associates - Grey Top / Black Bottoms
- Unit Clerks - Navy or White Top / Khaki Bottoms / Navy Bottoms / Gray Bottoms / Wine Bottoms
- Housekeeping - Navy Blue
- Cardiac Monitor Tech - Gold Top / Navy Blue Bottom
- Respiratory - Green
- Children's Hospital Transport Team – White or Navy Top (Polo or Scrub) and Navy Blue Bottoms (Cargo or Scrub)
- Volunteers - Burgundy
- Neuro Labs - Sandstone
- Sleep Lab-Burgundy/Khaki
- Phlebotomist-Gray scrub pants and red scrub tops
- Dietitians - Sea foam (light) green
- Cardiology - Blue and Gold
- Care Management - Chocolate Brown and Tiffany Blue- (color coordination determined by dept. management)
- .Malibu or grey tops and grey pants
- WVU Heart Institute and CVIS - Citron gold tops, Navy Blue pants
- Ambulatory Clinical Support – (i.e. Ambulatory Care Assistant, Cast Tech, Ophthalmic Tech) Eggplant and black (color coordination determined by dept management)
- Pharmacy-Caribbean Blue
- Residents- Jade Green
- Urgent Care – Navy Blue
- Facilities Engineering- Desert Sand shirt/Cargo pants
- WVU Children's Hospital employees may wear a child-friendly top with the designated colored bottoms.
- Flight medical crew will follow the established dress code policy of HealthNet, Inc.
- Emergency Department-Black Scrub Tops and Pants for Mental Health Specialists
- Chestnut Ridge Center Acute Unit staff may wear uniforms (Mental Health Specialist color is to be determined) or business casual attire that complies with policy. Residential Unit staff may not wear uniforms.*Designated colors as noted above will not be permitted to be worn by employees unless they are assigned and working to that area

** No other colors will be approved for a role or department.

C. Footwear/Hosiery/Socks

- a. Safety, professionalism, quietness, and appearance are the main consideration for footwear. Employees must be in compliance with the departmental policy if traveling to that area while on duty. All footwear must be kept clean and intact.
- b. In patient care areas - Footwear must cover the toes of the foot, and must either cover the heel or have a back lip or strap to prevent accidental slip offs, must be non-canvas, have a non-skid sole and be less than –two (2) inch sole and heel height. Tennis shoes and solid “croc-like” shoes are permitted in the clinical area.
- c. In non-patient care areas - Professional looking shoes with non-skid soles are permitted to be worn in administrative or non-clinical areas of the Hospital if approved by department management. Shoes should also have either a covered heel or have a back lip or strap to prevent accidental slip off. Peep toed dress shoes, open toed shoes, and “croc-like” shoes are permitted in

administrative or non-clinical areas of the Organization if approved by Department Management. Flip flop or beach style sandals are not acceptable.

D. Grooming and Personal Hygiene

- a. Hair should be kept neat and clean and pulled back if necessary. Extremes in dying, bleaching, coloring and styling are not permitted. Infection control should be considered as well as appearance.
- b. Beards and mustaches must be short, clean and well groomed. (Refer to Infection Control policy)
- c. Employees rendering direct patient care must also comply with the following guideline concerning fingernails: (Refer to Fingernail Policy V.252)
 - Cannot wear artificial nails.
 - Should keep their natural nails no longer than a quarter inch past the end of their fingers.
 - Should ensure that nail polish, if worn, is free of chips and cracks.
- d. Light-scented cologne, perfume, lotion, or aftershave is permitted. Avoid strong perfume and cigarette odor since some patients and staff may be sensitive. Cosmetics may be used in moderation. The employee should use the necessary precautions with regular bathing, deodorants and good dental hygiene to avoid offending patients and staff with body odor or bad breath.

E. Accessories/Jewelry and Adornments

- a. Body piercings – no visible body or tongue piercing is allowed other than ear piercing. A maximum of three (3) modest earrings per ear, and a maximum of one (1) nose piercing may be worn. A nose ring can only be a stud and cannot be larger than 2mm in diameter. Solid modest gauges may be approved by department management.
- b. Visible tattoos are not part of the WVU Hospitals overall professional appearance. It is preferred that large tattoos are covered during work hours. Smaller tattoos can remain uncovered. However tattoos deemed inappropriate by department management will be required to be covered at all times.
- c. Employees are not permitted to use any electronic or battery devices in any public area that may be seen by our patients unless such device is required for them to perform the work assigned to their position. Examples of prohibited devices include, ear buds, blue tooth devices, iPods, headsets etc.

The Vice President of Human Resources will have the authority to grant exceptions to this policy if such request supports the overall mission of the Hospital.

Albert L. Wright, Jr.
President & CEO

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