

# CAROLINA HEALTH CENTERS, INC.

## POLICY AND PROCEDURE

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**TITLE:** Professional Appearance

**CATEGORY:** Human Resources

**EFFECTIVE DATE:**

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### **POLICY:**

The professionalism Carolina Health Centers, Inc. presents depends greatly upon employee performance and conduct as well as appearance. Each employee shall maintain a neat appearance at all times, while keeping in mind the nature of their work, their personal safety, the safety of others, and their need to interact with the public. Specific dress codes regarding uniforms and other appropriate attire are determined and enforced departmentally and by supervisors.

### **PURPOSE:**

The purpose of this policy is to set clear expectations and rules for the appearance and attire of all employees of Carolina Health Centers.

### **SCOPE:**

All Carolina Health Centers employees.

### **PROCEDURES:**

Three basic assumptions guide the administration of this policy:

- Employees are expected to maintain a professional appearance based on the highest standard of those we serve;
- Employees should use common sense in determining what our customers perceive as professional; and
- Supervisors have discretion and authority to administer these guidelines in the workplace.

Standards of dress and appearance are communicated during the interview process, new hire orientation, and during group or one-on-one meetings as needed and this policy shall be made available to all those employed by Carolina Health Centers.

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Management's responsibility is to inform, model, and enforce the dress code policy to maintain a positive reputation with patients, colleagues, and the public. Managers and supervisors are expected to have the authority and are expected to exercise good judgment to require that employees maintain CHC standards of professionalism and safety in their personal attire and appearance. Continued lack of professional and appropriate attire and appearance may result in disciplinary action.

### **GENERAL GUIDELINES:**

At all times, employees should demonstrate professionalism and follow safety regulations for jewelry, body piercings, fingernails, shoes, hair, and clothing. Any questions regarding these regulations should be directed to their supervisor.

The following is a list of general guidelines to be followed company-wide:

- Every staff member is responsible for promoting a professional and positive image.
- A high degree of hygiene and cleanliness are essential to providing quality care to patients.
- Tattoos displaying offensive graphics, offensive slogans, or offensive sayings should be covered at all times. (i.e. profanity, violence, nudity, etc.)
- All employees should avoid the excessive use of fragrances (i.e. sprays, perfumes, lotions) as it may cause allergic or other adverse reactions for coworkers, patients, or visitors.
- Jewelry, scarves, and accessories should follow safety guidelines and should not interfere with assigned duties. Facial piercings are allowed, depending on departmental safety standards and supervisor approval. However, piercings should not be excessive or disturbing.
- Beards and mustaches must be groomed and neatly trimmed.
- Dresses and skirts should be no higher than 2 inches above the top of the knees. Tops and dresses worn over leggings should be long enough to cover the crotch and buttocks.
- Off the shoulder tops, tank tops, tube tops, spaghetti straps, and midriffs are not considered appropriate work attire.
- Yoga pants and any other athletic type pants are not considered appropriate.
- Clothing that is transparent or that contains holes and/or tears should not be worn in the workplace.
- Sheer blouses or sweaters may **only** be worn with an appropriate top underneath.
- For safety reasons, whenever entering the clinical space in one of the medical offices, it's highly recommended that staff wear closed toe shoes. There are exceptions in the event of an incidental visit.

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### Blue Jean Friday Attire:

- Please note that Blue Jean Fridays are **not** Casual Fridays. If a staff member chooses not to wear jeans, he/she must adhere to his/her regular work day dress code.
- With jeans, employees may wear a CHC polo, CHC t-shirt, or a professional business appropriate top.
- Employees must wear jeans that are professional looking and appropriate (not tight fitting or low riding) and have no holes, patches, or be “destroyed”.
- T-shirts should have CHC logo or be made specifically for CHC and/or the employee’s site unless otherwise agreed upon by management (i.e. team days, themes, spirit week).

### DEPARTMENT SPECIFIC DRESS CODES:

Each department may have a specific set of rules necessary for the safety of the CHC staff and patients. Staff must follow the policy according to their department and will be held accountable by their immediate supervisor.

Please note that staff working in patient care delivery sites should always wear their official CHC name tag. All staff are expected to wear their CHC name tag when in a position to interact with the public.

### Front Office Staff:

All front office staff must wear clean and presentable scrubs **OR** a polo shirt/business appropriate blouse with neat presentable dress slacks or skirt. In the case that the entire front office staff at a site can coordinate the color of their scrubs, it is highly recommended but not currently required. All front office staff are required to wear closed toe shoes. Fingernails should not be excessively long or pointed. Front Office Staff should not wear perfumes or other heavy scents as these may negatively affect patients and coworkers with sensitivities. CHC or Site Specific T-shirts may only be worn on Blue Jean Friday or as approved by your immediate supervisor.

### Clinical Staff:

All clinical staff must wear clean and presentable scrubs that are as wrinkle free as possible. In the case that the entire clinical staff at a site can coordinate the color of their scrubs, it is highly recommended but not currently required. All clinical staff are required to wear closed toe shoes (no crocs with holes, boots, or heels). Jewelry must be minimal and small and accessories should not obstruct your vision during patient procedures. Clinical staff shall not be allowed to wear fingernails exceeding a length that can be properly cleaned between each patient encounter. According to the CDC, this length is ¼ inch past the fingertips. Nails should be trimmed and short and not pointed. Clinical staff should not wear perfumes or scented body lotions as these may affect patients with allergies. Hair must be pulled or pushed out of the face or line of vision during patient care procedures. Members of the clinical staff may wear business casual

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attire when attending trainings or conferences outside of their clinical setting. CHC or Site Specific T-shirts may only be worn on Blue Jean Friday or as approved by your immediate supervisor.

### **Providers:**

All providers must wear neat and presentable business casual attire defined as dress slacks, khakis, or skirt paired with a blouse, sweater, button-down shirt, or polo. Providers may also choose to wear professional appearing scrubs. All providers are required to wear closed toe shoes. For their safety, providers are advised not to wear excessively long dangling earrings. No jeans allowed except on Blue Jean Friday. The provider must be distinguishable from the rest of the staff.

### **Early Childhood Services:**

The ECS staff contains clinical and non-clinical employees. Those working in the clinical setting should follow the Providers code. Those not working in the clinical setting must wear neat, presentable, and professional attire.

### **Pharmacy Staff:**

All pharmacy staff must wear neat and presentable business casual attire defined as dress slacks, khakis, or skirt paired with a blouse, sweater, button-down shirt, or polo. Scrubs may be worn as long as the employee wears a scrub top and scrub bottoms (no scrub bottoms paired with a T-shirt as a top). Due to DHEC guidelines, CSRs at CCPNW are not allowed to wear open toed shoes. Blue Jeans may be worn for Saturday shifts but must follow the same guidelines as Friday. CSRs must wear their smock at all times while working a shift. Employees are responsible for making sure their provided smocks are clean and wrinkle free.

### **Billing/Quality Improvement Staff:**

All billing and quality improvement staff must wear neat and presentable business casual attire defined as dress slacks, khakis, or skirt paired with a blouse, sweater, button-down shirt, or polo. Open toe shoes are permissible; however, staff must wear closed toe shoes if working in a clinical area for any extended period of time. T-shirts may only be worn on Blue Jean Friday and must be Carolina Health Centers branded.

### **Administration:**

All administrative staff must wear neat and presentable business casual attire defined as dress slacks, khakis, or skirt paired with a blouse, sweater, button-down shirt, or polo. CHC branded shirts are acceptable. Open toe shoes are permissible; however it is advised that administrative staff wear closed toe shoes when spending extended time in clinical areas.