

Personal Appearance Policy

Target Group: Cleveland Clinic United States locations- Non-Physician Employees		Original Date of Issue: 10/01/1977	Version 2
Approved by: Linda McHugh	Date Last Approved/Reviewed: 05/09/2017	Prepared by: Nancy Tichy (Senior Director HR II)	Effective Date 05/09/2017

Printed copies are for reference only. Please refer to the electronic copy for the latest version.

Purpose

The purpose of this policy is to provide standards for dress and grooming to ensure the professional appearance of its employees on a consistent basis.

Policy Statement

Cleveland Clinic recognizes the importance of the professional appearance of its employees in maintaining an atmosphere conducive to the delivery of quality health care services. To promote such an atmosphere, employees are expected to dress in a manner appropriate to the jobs they perform. Management is responsible for enforcement and also reserves the right to determine what constitutes appropriate attire.

Definitions

Cleveland Clinic United States locations: Includes the main campus, Avon, Euclid, Fairview, Hillcrest, Lutheran, Marymount, Medina, South Pointe, Children's Hospital for Rehabilitation, Cleveland Clinic Florida, Cleveland Clinic Hospital (Weston), and all Family Health Centers, Physician practice sites, Nevada practice sites, Emergency Departments, Express Care Centers, Urgent Care Centers and Ambulatory Surgical Centers reporting to these facilities.

Policy Implementation

General Standards

- A. Hair style, jewelry, makeup and fingernail lengths should be appropriately chosen to achieve a look of professional credibility. Additionally, hair, if colored, should be maintained in a natural tone. Facial hair must be well groomed.
- B. Hosiery should be neutral in tones such as flesh tone, taupe, black, grey, or solid color opaque or sheer. Socks may be worn only if they are covered by pants or slacks.
- C. Shoes should be appropriate for the work being performed. Acceptable styles include oxfords, dress flats, loafers, or moderately heeled dress shoes. Some departments may

permit athletic shoes with uniforms.

- D. In those areas where employees are providing movement or exercise therapy, athletic shoes and sport shirts may be worn. In situations where employees are participating in recreation or athletic activities with patients, departments may permit sweat suits, jogging attire, or walking length shorts.
- E. Natural and artificial nails should be kept short and polish, if worn, may not be chipped and should be kept to a basic color to convey a professional image. Employees with direct patient care or food handling responsibilities may not wear artificial nails (e.g. acrylic nails, wraps, gels).
- F. Business Casual attire may include khakis with a polo shirt (no vendor logo other than Cleveland Clinic), blazers, full length pants or slacks, skirts with sweater, etc. Jeans and denim material are not acceptable. Department managers will determine if and when business casual attire is appropriate.
- G. Tattoos must be covered during working hours. Body piercing jewelry may not be visible except in the ear lobes. No more than two pair of simple earrings may be worn per ear.
- H. Departments may implement policies, further define standards of dress and grooming relative to jobs within their area and will be responsible for determining if employees are adhering to standards of dress and grooming.
- I. Contractors and vendors who are routinely on Cleveland Clinic premises should be advised of the expectation to comply with Cleveland Clinic standards of dress and grooming.
- J. Cleveland Clinic will make reasonable accommodations for dress or grooming directly related to an employee's religion, ethnicity, or disability unless such accommodation poses a risk to the safety or health of the individual or others.

Uniformed Employees

Employees working in an area, department or function with a specific uniform requirement are expected to wear the uniform, while on duty, in accordance with the uniform policy of that particular department or area. Decisions regarding the provision and replacement of uniforms and the associated cost to the employee will be the determination of the department.

- A. Employees who are furnished uniforms or other garments by Cleveland Clinic are held responsible for all garments supplied to them and will be charged accordingly for any such garment that is carelessly destroyed, rendered unwearable, lost, stolen or not returned upon departmental transfer or termination.
 - 1. Uniforms which are provided by Cleveland Clinic should be worn by employees only during working hours for the specific purpose intended, except in those departments where it is permitted to wear Cleveland Clinic issued uniforms while traveling to and from work.
 - 2. Employees who are furnished uniforms or other garments by Cleveland Clinic are

expected to keep them clean, pressed, and in good repair.

3. The Textile Care Services Department will maintain the uniforms for those areas, as identified by the Infection Control Committee, with a high degree of exposure to bodily fluids.
- B. Employees who furnish their own uniforms are expected to report to work in a uniform which is clean, pressed and in good repair in accordance with the uniform policy of the department.
- C. Hats or other headwear should be worn only if they are part of the approved uniform.

Non-Uniformed Employees

Employees working in areas or departments that do not have a specific uniform requirement should dress in a professional manner which is appropriate to the job being performed and consistent with the business needs of the area.

- A. Examples of appropriate attire are clean, neat, non-wrinkled skirts, suits, dresses, tailored pants, slacks (ankle-length), blouses, shirts, sweaters, blazers, sports coats and turtlenecks. Dresses or skirts must be of sufficient length. Ties are encouraged to be worn unless they pose a safety hazard.
- B. Examples of inappropriate attire are revealing, low-cut, form fitting, stained, or see-through clothing, T-shirts, (except as part of an approved uniform top), sweat suits, jogging suits, tank tops, shorts, jeans, denim of any color, leggings, Capri style pants, overalls, sandals, flip flops, fishnet or patterned hosiery, and midriff shirts.

Miscellaneous

- A. The employee ID Badge should be worn above the waist and with the photo ID facing outward.
- B. Good personal hygiene is expected of all employees.
- C. The hospital recognizes that exposure to strong scents and fragrances in the environment can be offensive to others. Therefore, the use of only minimally scented perfumes, colognes, and other fragrance products is encouraged.
- D. Failure to adhere to standards of dress and grooming may result in corrective action.

Regulatory Requirement/References

Corrective Action Policy
Identification Badges Policy

Oversight and Responsibility

Human Resources Management is responsible to review, revise, update, and operationalize this policy to maintain compliance with regulatory or other requirements.

It is the responsibility of each hospital, institute, department and discipline to implement the policy and to draft and operationalize related procedures to the policy if applicable

Other Background Information

ISSUING OFFICE: HR Services, Human Resources