

Office of Origin: **Medical Center Administration**

## I. PURPOSE

To establish standards of dress and personal appearance for employees, volunteers and others who represent the Medical Center, and to provide guidelines for specific departmental dress, and personal appearance standards.

These standards are designed to recognize individuality in conjunction with specific unit requirements. All personnel must maintain an overall appearance that will demonstrate respect for others and maintain professional dignity and standards in the eyes of patients, physicians, co-workers and visitors. Employees can expect to receive feedback from both staff members and managers when overall appearance is not congruent with a professional image.

## II. REFERENCES

Administrative Policy [4.01.03 Employee Identification](#)

Administrative Policy [4.01.01 Employment](#)

Administrative Policy [3.05.15 Scrub Apparel Policy](#)

Administrative Policy [3.05.16 Use of Automated Scrub Station](#)

## III. DEFINITIONS

Not applicable.

## IV. POLICY

All UCSF Medical Center employees are required to follow the Employee Dress Policy, which reflects the professional standards to service excellence, as well as a safe and secure environment for all patients, visitors and staff.

### A. Dress and Personal Appearance Requirements for all staff

1. All clothing must be neat, clean and appropriate to work assignments. Managers will address any questions regarding appropriateness of attire. Extreme or immodest attire or accessories could be of concern to patients who are confused or medicated, or may be offensive to our patient population.
  - a. Examples of unacceptable attire include: sheer garments, halter or tank tops, items designed to be worn as undergarments, oversized or baggy garments or garments such as leggings and spandex pants designed to be worn as athletic wear. Soiled, torn or frayed garments are also unacceptable. Blue jeans, patient or isolation gowns, and apparel accessories containing phrases or pictures unrelated to the professional environment of the Medical Center are unacceptable.

- b. Hospital-issued scrubs will only be issued to staff who work in areas where scrubs are required to ensure an appropriate environment for the safety of patients. They are not to be removed or worn away from Medical Center grounds, per 3.05.15 Scrub Apparel Policy.
2. Employees are expected to maintain good personal hygiene such that body odor, smoke and other odors are not detectable.
3. The natural nails of healthcare workers are to be kept neatly manicured and short, i.e. should not extend past the tip of the finger. Artificial nail enhancements are not to be worn by anyone who has direct patient contact. Nail polish is permitted, provided it is not chipped. Anything else applied to natural nails other than polish is considered an enhancement. This includes, but is not limited to artificial nails, tips, wraps, appliques, acrylics, gels, and any additional items applied to the nail surface. Specific non-direct patient care delivery departments may choose to implement this policy if the work product of the department involves an item that will be used by a patient.
4. UCSF Medical Center Photo identification badges must be worn above the waist and be clearly visible. If an employee forgets his/her nametag for a shift, a substitute nametag must be worn.
5. Shoes must be safe, clean, in good repair, and appropriate for the work to be performed. Safety shoes may be required. Sandals, thongs, and bare feet are unacceptable. Hosiery is required when wearing a dress, and hosiery or socks are required when wearing pants.
6. Hair and facial hair must be clean and dry, controlled and trimmed, so as not to interfere with job duties.
7. Jewelry, cosmetics, and other accessories shall be appropriate to work assignments and may not be worn where safety or health standards would be compromised. Moderation is encouraged.
8. Out of consideration for patients and staff who are environmentally sensitive, the use of scented personal products is strongly discouraged.
9. Uniforms, smocks, or lab coats may be required to facilitate safety and health standards or to more clearly identify departmental designations.
10. Headgear, except that required by religious belief, is not allowed. Stereo headphones are also prohibited.

## V. PROCEDURES

- A. The Medical Center Associate Directors, Department Directors, and Department Managers are responsible for enforcing this policy and for ensuring that departments reporting to them maintain dress and personal

appearance standards when either professional standards and/or health and safety mandates require them.

B. Employees reporting to work dressed or groomed in direct violation of this policy may be subject to corrective action and may be required to make corrections before reporting/returning for duty.

C. Responsibility

It is the responsibility of the manager to determine compliance with these standards. Corrective action for not meeting these standards will include but not be limited to the following:

1. Patient care personnel need to be aware of the image they project and take responsibility for adjusting their appearance if feedback suggests changes are necessary.
2. An employee not in compliance with minimum standards may be required to change clothing or to make other changes to correct deficiencies on unpaid time.
3. Continued failure to comply with department and Medical Center dress and personal appearance policies may result in disciplinary action, up to and including dismissal.

## VI. RESPONSIBILITY

Questions about the implementation of this policy should be directed to the Director of Human Resources at 343-4688.

## VII. HISTORY OF POLICY

Issued October 1994 at UCSF/Mount Zion

Reviewed May 1998

Issued May 1995 at UCSF Medical Center

Reviewed May 1998

Combined July 1999, by Jane Hirsch, Director of Nursing and Patient Care Services

Approved July 1999 by William B. Kerr, Executive Vice President and Chief Operating Officer for Adult Services

Reviewed April 2001 by Medical Center Human Resources

Reviewed April 2001 by David Odat, Associate Director

Approved April 2001 by Mark R. Laret, CEO

Revised November 2002

Reviewed December 2002 by Infection Control Committee

Approved December 2002 by Mark R. Laret, CEO

Approved December 2002 by Executive Medical Board

Approved December 2002 by Governance Advisory Council and Chancellor J.  
Michael Bishop

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