DRESS CODE POLICY

PURPOSE:
Provide guiding principles and dress code standards that define acceptable dress and grooming guidelines consistent with a professional healthcare environment, along with a desire to provide an extraordinary place to receive care for patients and an extraordinary place to work and learn for employees.

SCOPE:
All Lancaster General Health employees, contractors, students and volunteers.

POLICY:
In support of the Lancaster General Health Mission, Vision and Values, Lancaster General Health employees will adhere to the dress code guidelines the organization has developed in accordance with the guiding principles of trust and confidence, safety, infection control, professional image, individuality and flexibility. Employees must adhere to dress code guidelines while at work. These guidelines apply when the employee is attending on- or off-site meetings/seminars, when officially representing the organization. Employees should follow the dress code of the facility where they are working during the day. Departments also may have departmental standards or regulatory guidelines which may vary, be more detailed or stringent than the organizational policy subject to approval of the Dress Code Review committee.

ACCOUNTABILITY:
Department managers and supervisors are responsible for ensuring their staff complies with the dress code policy. If a manager determines an employee’s personal appearance or dress is inappropriate, the manager may ask the employee to leave the workplace until s/he is dressed or groomed properly. Failure to comply with the guidelines will result in corrective action according to the Employee Counseling and Progressive Corrective Action policy.

GENERAL GROOMING STANDARDS:
A. Professional Image: Employees should present a professional, neat, clean and coordinated professional appearance while at work.
   1) Clothing must be clean and of proper fit. Proper fit is defined as clothing that is sized properly (i.e., non-clinging and not too tight or baggy).
   2) Clothing must be non-revealing, wrinkle-free and in good repair.
   3) Appropriate undergarments must be worn and not visible.
   4) LG Health expects all employees to follow normal and customary personal hygiene standards.

B. Hair, Beard and Mustaches:
   1) Hair must be clean and combed; extreme hair colors that are unnatural are not permitted.
   2) Hair must not obstruct vision, and in clinical environments, must be pulled back if greater than shoulder length.
   3) Hair accessories should not interfere with job performance or cause a distraction and should be consistent with a professional appearance.
C. **Fingernails:**
   1) Fingernails must be short, clean and healthy.
   2) Nail polish must be chip free and moderate in color. (Avoid extreme colors.)
   3) LG Health prohibits artificial/acrylic nails including tips, gel nails, shellac nails or nail decorations by any staff that have direct patient contact. This includes non-clinical staff who have direct contact with patients. This also includes any nail product that requires “curing” under an ultraviolet light.

D. **Make-Up, Tattoos and Perfume:**
   1) Fragrance should be used sparingly and with discretion.
   2) Those who use make-up should apply shades complimentary to natural coloring and avoid extreme make-up styles.
   3) A single visible tattoo must be small (less than two inches square) in size and covered with clothing when possible. Larger tattoos must be covered at all times. All tattoos must be tasteful.

E. **Jewelry:** Employees providing patient care should not wear jewelry that dangles away from the body. An employee’s jewelry should not interfere with job performance or distract others.
   1) Ear jewelry must be less than two inches in diameter and length, and is limited to four items per ear. If safety is a concern, individual departments may modify this guideline.
   2) Gauges must be solid and not exceed ¼ inch in diameter. Jewelry connectors are not permitted.
   3) Rings are limited to one ring per finger in nonclinical areas with the exception of a wedding set. For employees working in clinical settings, rings are limited to two per hand (wedding sets count as one ring) for purposes of infection control and patient safety.
   4) Clinical providers may only wear nonporous bracelets.

F. **Facial Piercings (Other Than Ears):**
   1) Nose piercings must be limited to one small stud no greater than 1/8 inch. Employees with a nose piercing must have a back-to-back nose stud in place. LG Health does not permit nose rings or any other facial or tongue piercings or other visible body piercings.

G. **Identification Badges:** Each employee is issued an identification badge at new employee orientation. When at work, employees must wear identification badges at eye level with all words visible (i.e. first and last name, position title).

**CLOTHING GUIDELINES:**
LG Health has established the following four categories which outline the clothing guidelines and standards for all employees.

A. Clinical Staff
B. Support and Service Staff
C. Office Staff With Public Contact
D. Office Staff Without Public Contact

A. **CLINICAL STAFF:** Employees in clinical positions throughout the organization, who interact with patients and provide direct care to them, must wear color-specific uniforms or Hospital-issued scrubs. Clinical employees required to change into Hospital issued scrubs while at work must meet the general grooming standards of the dress code upon arrival and departure from work and may not wear Hospital-issued scrubs to and from work.

   1) **Tops:**
      a. **Hospital-issued scrubs** (where required); personal scrub tops or solid colored t-shirts may be worn in designated colors.
      b. Solid color long or short sleeve shirts which match the uniform color may be worn under the designated scrub top.
c. Jackets without hoods or sweaters may be worn over the scrub top but must match the designated uniform color and it must be complimentary.

d. Customer and Clinical Service Specialist and Customer Service Representative will wear LGH collared polo shirts as indicated in the table below.

e. Only physicians and physician extenders will wear white lab coats on nursing floors.

2) Pants:

a. Hospital-issued scrubs (where required) slacks or pants in designated colors.

b. Customer and Clinical Service Specialist and Customer Service Representatives will wear khaki pants in the color designated in the table below.

c. Jeans, denim or cargo pants are not permitted.

3) Footwear: Shoes with socks or hosiery must be worn and must meet the safety standards of the department and health system.

a. Nonskid, closed-toe shoes are required. Clogs must have a strap on the back.

b. Crocs are permitted but should not have any holes on the top; side vents are acceptable. Croc straps must be engaged at all times.

c. Sneakers are permitted.

d. Socks or hosiery must be worn with shoes.

<table>
<thead>
<tr>
<th>Clinical Staff with Direct Patient Contact</th>
<th>Tops</th>
<th>Pants</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nursing</td>
<td>Navy or white</td>
<td>Navy or white with exception of Pediatrics</td>
</tr>
<tr>
<td>Patient Care Assistant / Unit Clerk</td>
<td>Hunter Green</td>
<td>Hunter Green or white pants or scrubs</td>
</tr>
<tr>
<td>Allied Health</td>
<td>Tan or Black</td>
<td>Tan or black or white pants or scrubs (Black tops and black pants are not permitted to be worn together)</td>
</tr>
<tr>
<td>Customer Service Specialist, Clinical Service Specialist and Customer Service Representatives</td>
<td>LGH Collared Polo shirt</td>
<td>Tan, Black or White colored khaki pants</td>
</tr>
<tr>
<td>Physicians / Physician extenders</td>
<td>Dress shirt or dress polo</td>
<td>Dress or casual pants or skirt</td>
</tr>
<tr>
<td>Only physician or physician extenders should wear lab coats on nursing floors.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Positions requiring Hospital-issued scrubs. May not wear Hospital-issued scrubs to and from work.</td>
<td>Ciel Blue</td>
<td>Ciel Blue</td>
</tr>
</tbody>
</table>

B. SUPPORT AND SERVICE STAFF: Employees who provide support services throughout the organization must wear a uniform or scrubs, as outlined by department standards in the chart below.

1) Tops:

a. Collared shirts or t-shirts are permitted; t-shirts must be a solid color (not white) and meet the color requirements of the position.

2) Pants:

a. Full-length pants are required.

b. Scrubs, khakis or casual pants are permitted.

c. Jeans, denim and cargo pants are not permitted.

3) Footwear:

a. Shoes must meet the safety standards of the department and Health system.

b. Nonskid, closed-toe shoes are required. Clogs must have a strap on the back.

c. Crocs are permitted but should not have any holes on the top; side vents are permitted except when departmental standards vary. Straps must be engaged at all times.
d. Sneakers are permitted.

e. Employees wearing Hospital-issued scrubs must wear fluid-resistant footwear or wear shoe covers while working in clinical areas.

<table>
<thead>
<tr>
<th>Area / Position</th>
<th>Tops</th>
<th>Pants</th>
</tr>
</thead>
<tbody>
<tr>
<td>Food Service</td>
<td>Red</td>
<td>Black Pants</td>
</tr>
<tr>
<td>Housekeeping</td>
<td>Cranberry scrubs</td>
<td>Cranberry scrubs</td>
</tr>
<tr>
<td>Facilities</td>
<td>Gray</td>
<td>Navy pants</td>
</tr>
<tr>
<td>Laundry</td>
<td>Flowered or hospital issued scrubs</td>
<td>Blue pants or scrubs</td>
</tr>
<tr>
<td>Transporters</td>
<td>Yellow</td>
<td>Khaki pants</td>
</tr>
<tr>
<td>Storeroom</td>
<td>Hospital-issued scrubs for those</td>
<td>Khaki Pants</td>
</tr>
<tr>
<td></td>
<td>required to deliver to OR areas;</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Collared/Polo Shirt for All Others</td>
<td></td>
</tr>
</tbody>
</table>

C. Office Employees With Public Contact: Office employees with public contact are those who perform office-related functions, complete their primary duties while working at a desk and interact with the public in a routine manner, or incidentally, during the performance of their duties.

Dress Guidelines for Women:
1) Dresses and Skirts: Skirt and dress length should be no more than two inches above the knee. Sleeveless dresses that cover the shoulders are permitted.
2) Shirts / Tops: Professional dress or sleeveless tops that cover shoulders are permitted.
3) Pants: Professional dress slacks, calf-length dress capri, corduroys or chinos are acceptable. Jeans, denim and cargo pants of any color are not permitted.
4) Footwear: Shoes are required. Shoes must be clean, safe and professional.
   a. Open-toe and sling back shoes are acceptable. Maximum height of heels should not exceed three inches. Hosiery is not required.
   b. Sneakers, sandals and crocs are not permitted. Closed-toe shoes must be worn in clinical areas.

Dress Guidelines for Men:
1) Shirt: Collared shirts, mock turtle necks, sweaters and polos are acceptable. Ties are optional. If wearing a tie while interacting with patients, ties must be clipped to the shirt.
2) Pants: Professional dress slacks, corduroys or khakis are permitted. Jeans, denim, and cargo pants of any color are not permitted.
3) Footwear: Shoes and socks must be worn. Shoes must be clean, safe and professional. Sneakers and sandals are not permitted.

D. Dress Standards for Office Staff Without Public Contact:
1) Tops
   a. Sleeveless blouses and dresses are permitted.
   b. Collared/shirts/polo shirts and patterned shirts are permitted.
   c. T Shirts with the LGH Logo are permitted.
   d. Ties are not required for men.

2) Bottoms:
   a. Pant legs must fall below the knee. Cropped, capris and gaucho pants are permitted.
   b. Skirts should be worn at the appropriate length. Appropriate length is defined as two inches above the anklebone to two inches above the top of the knee.
   c. Slits in skirts must be at the appropriate length. Appropriate length should not exceed five inches above the middle of the knee.
d. Jeans are not permitted except on approved casual Fridays. An employee attending a meeting for “Office Employees with Public Contact” during an approved casual Friday, must follow the correspondent dress standards guidelines as any other working business day.
e. No shorts of any kind, including Bermuda shorts, are permitted.

3) **Footwear**

a. Hosiery is not required.
b. Sandals and open-toe shoes are permitted (including men’s sandals). Backless and sling back sandals and shoes are acceptable.
c. Sneakers and clogs are permitted, including crocs with or without holes.
d. Jelly shoes, foam shoes and plastic shoes are not permitted.
e. Flip flops are not permitted. A flip flop is a flat, backless sandal, usually secured on the foot by a thong between the first two toes.


**DRESS CODE REVISIONS:**

The Lancaster General Health Dress Code Task Force will review questions regarding dress code enforcement or recommended changes to the dress code on a semiannual basis. This policy will be reviewed and revised annually.

**Date Issued:** 08/01/2000

**Date Reviewed:** 11/27/08, 12/10/09, 11/09/10, 11/14/11, 11/15/12; 1/1/14, 1/1/15

**Date Revised:** 01/04/2010, 11/09/10, 11/14/11, 2/10/12, 03/27/12, 1/1/15

**Author:** Cecilia Buendia

**Policy Owner:** Mary B. Miskey

**IMPORTANT:** Current version is maintained in Policy Center.
ADDENDUM TO DRESS CODE POLICY
LANCASTER GENERAL MEDICAL GROUP

PURPOSE:
Provide guiding principles and dress code standards to Lancaster General Medical Group (LGMG) staff that define acceptable dress and grooming guidelines consistent with a professional healthcare environment, along with a desire to provide an extraordinary place to receive care for patients and an extraordinary place to work and learn for employees.

SCOPE:
All Lancaster General Medical Group employees.

POLICY:
LGMG supports and adheres to the Dress Code Policy of Lancaster General Health (LG Health) issued August 1, 2000 outlining appropriate clothing, jewelry, grooming and professional appearance. This addendum outlines provisions to this policy that have been revised to meet the specific business needs of LGMG. The revised provisions supersede those outlined in Lancaster General Health’s Dress Code Policy.

Unless otherwise noted in this Addendum, all other aspects of Lancaster General Health’s Dress Code Policy apply.

CHANGES TO CITED POLICY PROVISIONS:

1. Page 2, Section A, Item 2: Clothing Guidelines for Clinical Staff – Tops
   a. LG Health Policy Provision: “Personal scrub tops or solid colored t-shirts may be worn in designated colors. Solid color long or short sleeve shirts which match the uniform color may be worn under the designated color top. Jackets or sweaters worn over the uniform should match the designated uniform color.”
   b. LGMG Policy Addendum: “Personal scrubs tops must be worn in solid colors only, with the exception of practices which specialize in the care of pediatric patients. Black and white solid color scrub tops are acceptable. Scrub tops with accent/contrasting piping are considered solid-colored scrub tops. Solid color long or short sleeve t-shirts which match/coordinate with the scrub top color may be worn under the scrub top. Solid color jackets or sweaters which match/coordinate with the scrub top color may be worn over the scrub top.”

2. Page 3: Clinical Staff with Direct Patient Contact – Required Colors of Tops and Pants
   a. LG Health Policy Provision: Customer Service Representatives are required to wear a LGH Polo shirt and tan colored khaki pants.
   b. LGMG Policy Revision: Customer Service Representatives and all other Front Office Staff must adhere to the Clothing Guidelines for Office Employees with Public Contact outlined on Page 4, Section C of the LG Health Dress Code Policy. Exceptions to this provision are outlined in items 3 and 4 of this Addendum.

3. Page 4, Section C, Item 3: Clothing Guidelines for Office Employees with Public Contact – Pants
   a. LG Health Policy Provision: “Professional dress slacks, calf-length dress capri, corduroys or chinos are acceptable. Jeans, denim and cargo pants of any color are not permitted.”
b. **LGMG Policy Addendum**: “Calf-length dress capris are defined as any pant that reaches at minimum to mid-calf or further toward the ankle. Capris that reach a point less than mid-calf are considered shorts and are not permitted to be worn by LGMG staff.”

4. Page 4, Section C, Item 4b: Clothing Guidelines for Office Employees with Public Contact – Footwear
   - **Dress Guidelines for Women**
     a. **LG Health Policy Provision**: “Sneakers, sandals and crocs are not permitted. Closed-toe shoes must be worn in clinical areas.”
     b. **LGMG Policy Addendum**: “Sneakers that are clean, in good condition and of a solid color are permitted to be worn by front office staff. Sandals are also permitted. Crocs and flip-flops sandals are not permitted.”

5. Page 4, Section C, Item 3: Clothing Guidelines for Office Employees with Public Contact – Footwear
   - **Dress Guidelines for Men**
     a. **LG Health Policy Provision**: “Sneakers, sandals and crocs are not permitted. Closed-toe shoes must be worn in clinical areas.”
     b. **LGMG Policy Addendum**: “Sneakers that are clean, in good condition and of a solid color are permitted to be worn by front office staff. Sandals, flip-flops and crocs are not permitted.”

6. **Clothing Guidelines for Urgent Care and Retail Clinic Staff**
   a. **Scrub Tops**:
      i. Male: Barco Scrubs unisex V-Neck Top (Grey’s Anatomy style)
      ii. Female: Barco Scrubs Mock Wrap or Kimono (Grey’s Anatomy style)

<table>
<thead>
<tr>
<th>Color Requirements</th>
<th>Tops</th>
<th>Pants</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clinical Assistant</td>
<td>Bahama, Deep Forest or Meadow</td>
<td>White</td>
</tr>
<tr>
<td>Office Nurse</td>
<td>Twilight</td>
<td>White</td>
</tr>
<tr>
<td>Diagnostic Imaging Tech</td>
<td>Black</td>
<td>Tan</td>
</tr>
</tbody>
</table>

**Date of Issue**: 07/01/2011

**Date Reviewed**: 04/23/2013

**Date Revised**: 04/23/2013

**Author**: Douglas Wilkinson

**Policy Owner**: Mary Miskey