

Policy: Employee Appearance

Type:	Human Resources
Applicable to:	The Children's Hospital of Philadelphia ("CHOP") Enterprise Wide
Process owner:	Sr. Human Resources Business Partner
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Approved by:	Director, Business Partner Services
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Accountable for:	Robert E. Croner, Sr. Vice President, Human Resources

1. PURPOSE:

This policy exists to establish an appropriate and consistent professional employee appearance and identification standard. Employees are expected to dress in a manner that presents a professional and neat personal appearance and ensures safety. It is also expected that all employees will maintain normal and reasonable personal hygiene and grooming standards that in no manner distracts or could have an adverse effect on patient care, interaction with patients, co-workers, parents and visitors, or other work related interactions.

2. POLICY:

Employees' dress, hygiene and grooming should be appropriate to the work situation. Neat and clean dressing, grooming and identification are important to good patient care, satisfaction of patients and their families and good employee-patient relations.

3. COVERAGE:

All employees of The Children's Hospital of Philadelphia ("CHOP" or "Hospital"), and its other affiliated institutions unless otherwise noted.

4. PROCEDURES:

- a. Identification and Name Badges – all employees, contractors, students, and volunteers, and any individual performing services for the Hospital are required to wear name badges while in the Hospital on duty. The badge must be worn in such a manner that the individual's name can be visible and easily read (e.g., attached to a lanyard worn around the employee's neck).
- b. Clothing or accessories that present safety concerns, including but not limited to open toed shoes, sandals or excessive jewelry are not permitted in patient care areas. At the discretion of the manager, an employee may be asked to remove an item that poses a safety hazard to his/her work environment (e.g., acrylic nail tips).

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- c. Employees are permitted to wear only those items of apparel, insignia and/or other identifiable objects that are regular and customary for clothing being worn in an Institution and/or businesslike work environment.
 - Reasonable accommodations will be made based on religious and/or cultural observances or practices such as, but not limited to, style of dress, head coverings, facial hair grooming requirements unless such accommodations pose an undue hardship on the operations of the Hospital. CHOP will engage in an interactive process with the employee to discuss any requests for a religious accommodation.
 - Clothing should be clean and pressed.
 - Jewelry should be worn in moderation.
 - Appropriate undergarments should be worn and in a manner that is not visible to others.
 - Cologne, perfume or other scented body products may be prohibited or restricted if necessary to ensure the comfort and safety of patients, families or co-workers.
 - Clothing or accessories that contain statements of profanity refer to drug or alcohol, or other inappropriate insignia are not permitted.
- d. Each department may set its own additional standards of employee appearance to fit the specific needs of their department and to address matters such as the use of electronic devices (visible personal cell phones, pagers, or other personal technology items), and professional appearance including visible tattoos or piercings.
- e. Failure to follow the guidelines as indicated in this Appearance Policy and maintenance of the standards set by this policy will result in disciplinary actions in accordance with [HR Policy 5-2 Rules of Conduct](#).

5. RESPONSIBILITY:

- a. Employees are responsible for abiding by the standards of this policy.
- b. Department heads and supervisors are to review this policy with employees on a periodic basis and inform employees when they are in violation of this policy.