

*System – Human Resources***TITLE:**

Professional Appearance

**OUTCOME STATEMENT:**

SSM Health (SSM) is committed to creating an exceptional experience for all we serve. An exceptional experience includes ensuring an employee's dress and grooming is professional and supports a positive environment for our patients, families, visitors and employees.

**SCOPE:**

This policy applies to employees of SSM Health (SSM) including SSM hospitals\* (with the exception of SSM Health Saint Louis University Hospital), SSM Medical Groups, operating health ministries, and those who are employed by another organization and are working on the premise for the benefit of SSM.

**FILE MAINTENANCE INFORMATION:**

Original Effective Date: 01/01/2015  
Revision Dates: 12/16/2015; 08/18/2016; 01/02/2019  
Review Dates:  
Author(s): System Director Employee Experience  
Body or Person Last Approved: Chief Administrative Officer

\* As required by CMS Regulation §482.12 A-0043 Conditions of Participation: Governing Body, the following hospitals are included as SSM entities:

**Missouri:** (1) SSM Health St. Mary's Hospital – St. Louis and SSM Health Cardinal Glennon Children's Hospital, (2) SSM Health DePaul Hospital – St. Louis, (3) SSM Health St. Clare Hospital – Fenton, (4) SSM Health St. Joseph Hospital – Lake St. Louis, (5) SSM Health St. Joseph Hospital – St. Charles and SSM Health St. Joseph Hospital – Wentzville, (6) SSM Health St. Francis Hospital – Maryville, (7) SSM Health St. Mary's Hospital – Jefferson City, (8) SSM Health St. Mary's Hospital – Audrain,

**Oklahoma:** (1) St. Anthony Hospital and Bone & Joint Hospital at St. Anthony, (2) St. Anthony Shawnee Hospital,

**Wisconsin:** (1) SSM Health St. Mary's Hospital – Madison, (2) SSM Health St. Clare Hospital – Baraboo, (3) SSM Health St. Mary's Hospital – Janesville, (4) The Monroe Clinic (effective 3/31/2019), (5) Ripon Medical Center (effective 3/31/2019), (6) Waupun Memorial Hospital (effective 3/31/2019), (7) St. Agnes Hospital (effective 3/31/2019),

**Illinois:** (1) SSM Health St. Mary's Hospital – Centralia and (2) SSM Health Good Samaritan Hospital – Mt. Vernon

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

## **DEFINITIONS**

- I. Casual/Special Attire: Casual clothing that meets General Standards but includes more relaxed attire such as blue jeans, t-shirts, etc. may be approved in advance for limited locations that are non-public and non-customer/patient facing, or to celebrate special days or support causes (See guidelines that follow).

## **PROCESS**

- I. General Standards: The following guidelines, while not all-inclusive, will help employees understand appropriate dress attire.
  - A. SSM Health will apply a reasonable and professional workplace attire standard to ministries/departments/individuals on a case-by-case basis.
  - B. Ministries/Departments may exercise reasonable discretion to determine the appropriateness in employee dress and appearance for the work environment.
  - C. Ministries/Departments may require specific attire in compliance with occupational health guidelines to provide workplace and patient safety.
  - D. Employees are expected to dress professionally and appropriately for their job and should consider each day's activities when determining what to wear. Clothing should be clean, neat and in good condition. It should fit properly and not be revealing. Examples of unacceptable attire include tight or short pants, short dresses/skirts, halter/tank tops, low-cut tops or extreme style/fashion in dress.
  - E. Employees must follow ministry/department guidelines on company issued or employee owned uniforms/scrubs or other required attire.
  - F. Employees must follow good personal hygiene and cleanliness standards. This includes:
    1. Clean, neat hair
    2. No strong or offensive odors, perfumes or colognes
    3. Neat, trimmed nails
  - G. For the safety and protection of patients and employees, those individuals who have patient contact must follow additional safety practices:
    1. Nails should be natural only;
    2. Shoes should be closed-toe;
    3. Shoes should be slip resistant;
    4. Amount and size of jewelry should be limited.
- II. Badges:
  - A. To ensure patients and visitors can identify staff members, all employees must wear an unobstructed SSM photo identification badge that is visible and prominent above the waist line.
  - B. To ensure that imbedded electronic data transmitters, magnetic strips and/or bar codes for timekeeping and/or access rights located on SSM photo identification badges work properly and are not compromised, stickers, buttons and pins are not allowed on either side of SSM photo identification badges. Such items may be worn on other attire.
- III. Jewelry and Tattoos:
  - A. Employees may wear jewelry and display tattoos. Some factors that determine whether jewelry or tattoos may pose a conflict with the employee's job or work environment include:
    1. Personal safety of self or others, or damage to property
    2. Productivity or performance expectations

3. Offensiveness to co-workers, customers or others in the workplace based on racial, sexual, religious, ethnic or other attributes of a sensitive or legally protected nature
  4. Words, images or other graphics inconsistent with SSM policies (such as discrimination, harassment and workplace violence policies)
  5. Patient/Customer complaints
  6. Professional appearance
- B. If management determines an employee's jewelry or tattoos may present a conflict, the employee will identify appropriate options such as removal of excess or offensive jewelry, covering of tattoos, or other reasonable means to resolve the conflict.
- IV. Managers will monitor the hygiene, appearance and dress of employees to determine whether they meet SSM's guidelines. Questionable attire will be addressed by the manager. Management reserves the right to make final judgments on what is appropriate dress under this policy. Employees who do not follow these guidelines may be asked to leave work, without pay, until they follow the professional appearance expectations. In addition, they may be subject to corrective action.
- V. Casual Attire and Casual/Special Days:
- A. Requests for casual attire, casual days or special days should be made to the Ministry President, System Office President, Regional President, or the individual designated by the appropriate President.
  - B. The Ministry President, System Office President, Regional President, or his/her designee, in consultation with the System Vice President of Human Resources or his/her designee, must approve casual attire for a specific work location, a day as casual or holiday/special attire (in order to relax the clothing standards to enhance employee morale or raise funds/awareness for charitable purposes).
  - C. Examples of designated casual or special days may include United Way campaigns, holidays, or other health awareness events and must be approved and communicated in advance by the Ministry or Regional President, System Office President, or his/her designee.
  - D. Casual attire must be neat, clean and consistent with the intent of this policy.
- VI. Exception Review: Any exception to this policy must be recommended by the ministry Human Resources Leader and will be considered only when there is documented evidence of a critical need for the exception. The recommended exception must be approved by the System Vice President of Human Resources prior to implementation.

## **DOCUMENTATION**

None

## **REFERENCES**

None

## Dress Code

**OK** - Leggings can be worn with a tunic top or dress that has a hemline below your fingertips.



**NO** - leggings/tights cannot be worn as your primary pant.



*(over)*



Dress Code

**Cropped/Ankle Pants, Capris or Dress Slacks are OK! NO shorts!**



## Dress Code

**NO** Flip Flops, Casual Sandals or Crocs.



Professional Sandals, Shoes and High Heels with a 2-inch heel are OK!



Capped Sleeve & Sleeveless Tops are OK.

**Must have a jacket on at ALL times with Tank Tops & Spaghetti Strap tops.**

OK



Need a Jacket

