Cleveland Clinic
Human Resources

Professional Appearance Policy

Target Group: Cleveland Clinic United States locations- Non-Physician Employees		Original Date of Issue: 10/01/1977	Version 6
Approved by: Jill Prendergast	**Date Last Approved/Reviewed:** 04/17/2024	**Prepared by:** Rebecca Vance (Senior Director Human Resources Services)	**Effective Date** 04/17/2024

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Purpose

The purpose of this policy is to provide standards for dress and grooming to ensure the professional appearance, appropriate image, and the necessary safety and infection control requirements of the employee's work environment, specific work location and duties to be performed.

Policy Statement

Cleveland Clinic recognizes the importance of the professional appearance of its employees in maintaining an atmosphere conducive to the delivery of quality healthcare services. To promote such an atmosphere, employees are expected to dress in a manner appropriate to the job(s) they perform. Management is responsible for enforcement of this policy and also reserves the right to determine what constitutes appropriate attire, based on the guidelines below, for their particular work environment and location.

Definitions

Cleveland Clinic United States locations - Includes the main campus, Avon, Euclid, Fairview, Hillcrest, Lutheran, Marymount, Medina, Mercy, South Pointe, Children's Hospital for Rehabilitation, Weston Hospital, Coral Springs Ambulatory Surgery Center, Martin North Hospital, Martin South Hospital, Tradition Hospital, 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

The professional atmosphere and brand of Cleveland Clinic is exemplified in many ways including the image employees present to our patients, the public, and each other. The following

standards are meant to ensure all necessary safety and infection control requirements are met and to avoid an appearance that calls attention to the individual employee and distracts employees from their patient care, support service or other responsibilities, or causes patients or visitors to question the competence, confidence, professionalism, caring or quality of our employees or our services. These expectations are applicable in all work environments, including virtual.

A. Hair style, jewelry, makeup and fingernail lengths should be appropriately chosen to achieve a look of professional credibility**.** Additionally, colors unnatural to human hair (e.g., purple, green, pink, and blue) should not be permitted. Facial hair must be well groomed and able to meet respiratory fit testing requirements, if required by job title.

B. Shoes should be appropriate for the work being performed and the location/site. Some departments may permit athletic shoes with uniforms.

C. 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.

D. Employees with direct patient care or food handling responsibilities may not wear artificial nail enhancements of any kind (including but not limited to acrylics, extenders, and embellishments). Nails should be kept short and any polish, if worn, may not be chipped.

E. Department managers will determine if and when business casual attire is appropriate for their particular work area and location. Jeans and denim material are prohibited except when permitted by management.

F. Tattoos that convey messages that are inconsistent with Cleveland Clinic values must be covered at all times. At manager's discretion, employees may be required to cover other tattoos. No more than two pair of simple earrings may be worn per ear. Septum and nose rings are not permitted to be worn and only small nose stud piercings are allowed. Ear gauges that are visible should have solid, skin-colored plugs in place.

G. Hats or other headwear should be worn only if they are part of the approved uniform.

H. Prohibited attire includes, but is not limited to:

   a. Attire with political endorsements.
   b. Attire that is vulgar, obscene, threatening, intimidating or harassing.
   c. Attire that conveys a message contrary to Cleveland Clinic's policies against discrimination or harassment.
   d. Attire that provokes a debate over social issues.

I. Departments may implement policies, further define standards of dress, grooming and appearance relative to jobs within their area and will be responsible for determining if employees are adhering to standards of dress, grooming and appearance.

J. Contractors and vendors who are routinely on Cleveland Clinic premises should be advised of the expectation to comply with Cleveland Clinic standards of dress, grooming

and appearance.

K. Cleveland Clinic will make reasonable accommodations for dress or grooming directly related to an employee's religion, culture or disability unless such accommodation poses an undue hardship or risk to the safety or health of the individual or others (See Disability and Pregnancy Accommodation in Employment Policy, Religious Exemptions and Accommodations Policy).

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.

B. Uniforms that 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.

C. Employees who are furnished uniforms or other garments by Cleveland Clinic are expected to keep them clean, pressed, and in good repair.

D. 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.

E. Employees who furnish their own uniforms are expected to report to work in a uniform that is clean, pressed and in good repair in accordance with the uniform policy of the department.

Non-Uniformed Employees

Employees working in areas or departments that do not have a specific uniform requirement should dress in a professional manner that is appropriate to the job being performed and consistent with the business needs of the area and location. This includes appropriate dress code and professional virtual background for employees working in a remote environment. Management is responsible for enforcement and also reserves the right to determine what constitutes appropriate attire.

A. Examples of appropriate attire are clean, neat, non-wrinkled skirts, suits, dresses, dress pants, 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, ripped 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, casual/leisure 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. Exposure to strong scents and fragrances can be offensive to others and/or may trigger allergic reactions. Therefore, the use of scented perfumes, colognes and other fragrance products should be used with discretion and with sensitivity to others in the workplace.

D. Failure to adhere to standards of dress, grooming and appearance may result in corrective action. In addition, management may require employees to remove, modify or cover any attire that is inconsistent with a professional work environment and/or these standards.

Regulatory Requirement/References
Corrective Action Policy
Disability and Pregnancy Accommodation in Employment Policy
Identification Badges Policy
Religious Exemptions and Accommodations 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