

**Policy Number: HR-M02**  
**Policy Title: HR-M02 Policy - Personal Appearance**  
**Chapter Location: Human Resources**

Owner: Director, Human Resources Strategic Services	Date Created: 11/2002
Approver(s): Vice President, People Strategy	Date Last Approved: 09/2023
	Date of Next Review: 09/2024

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**Policy Statement:** Gillette Children's has an expectation of all employees, volunteers, interns, students, and contracted staff to present themselves in a manner which promotes trust between staff and patients, families, and guests, and enables everyone to feel safe, confident, and comfortable. This policy applies in all clinical and non-clinical areas, including but not limited to attendance at Gillette educational events or when representing Gillette externally such as at seminars, conferences, and off-site meetings. It also applies when staff are interacting with others in the course of their work virtually on video.

Gillette Children's appreciates the diversity of our staff, and should religious beliefs or cultural practices conflict with this policy, reasonable accommodations will be made as long as the accommodation does not pose a safety hazard. Requests for accommodation may be made to Human Resources or the department manager.

**Purpose:** To outline standards and expectations for appropriate work attire and appearance throughout the organization.

**Scope:** All Gillette employees, volunteers, interns, students and contracted staff.

**Oversight:** NONE

**Definitions:**

Patient Care Area: Any area of Gillette where patients are intended to be examined or treated.

Artificial nail: Any substance or device applied to the nail for the purpose of cosmetics, strengthening or lengthening that is not easily removed. This includes, but is not limited to, acrylics, nail extenders, bonded nails, wraps, gels, dips, porcelain tips, overlays, lacquered polish etc.

Extremist philosophies, organizations, or activities: Those which advocate racial, gender, or ethnic hatred or intolerance; advocate, create, or engage in illegal discrimination based on race, color, gender, gender identity, sexual orientation, ethnicity, religion, or national origin; or advocate violence or other unlawful means of depriving individual rights under the U.S. Constitution, Federal or State law.

**Procedure:**

This Gillette Personal Appearance Policy is the **minimum** requirement of all Gillette employees, volunteers, agency staff and students. Individual departments may establish personal appearance codes

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more stringent than the minimum standards (to be reviewed by Human Resources prior to implementation).

Employees will be advised of department personal appearance code requirements during the hiring and orientation process:

- Human Resources will communicate the Gillette Personal Appearance Policy to job applicants and new employees.
  - Managers and supervisors are responsible for communicating unit/department specific personal appearance code requirements during orientation, as well as through ongoing communication and enforcement of this policy.
1. **Minimum Expectations:** All staff members are required to maintain good personal hygiene and present a clean appearance while working or visiting any Gillette location. This includes refraining from any noticeable odors such as tobacco, marijuana, or scents that could potentially affect patients, families or fellow staff.
  2. **Badges:** Employees will wear Gillette-issued identification badges while at work. Badges should be clipped to the shirt, jacket, or other garment and must be worn above waist level in a clearly visible location. Identification badges should not be defaced with stickers or other devices that obscure the photo or name. Badge reels may have a Gillette logo or plain design, and cannot contain logos from other organizations (e.g., sports teams, vendors, etc.). For safety reasons, the use of lanyards, or similar, is not allowed.
  3. **Clothing:** Clothing must be work appropriate, clean, non-revealing and in good condition. Undergarments should not be visible. Clothing should not have wording, inappropriate images or advertising displayed unless it has a Gillette or professional membership logo related to the employee's position.

In areas that allow scrubs that are not hospital provided, scrubs must be clean and in good repair. Scrubs may display pediatric friendly images such as appropriate animated characters, seasonal themes, animals, etc.

The following attire is not work appropriate:

- Blue or faded jeans (including jeggings)
- Shorts
- Clothing that exposes any part of the midriff, hips, buttocks, breasts, or excessive cleavage, or tops that bare stomach or back
- Tank tops or tops with thin straps unless covered; Work appropriate sleeveless shirts are acceptable
- Sweatpants or jogging suits
- Hoodies, including zip up hoodies, and sweatshirts, unless Gillette branded
- Flip flops or slippers
- Leggings without a top that falls at least mid-thigh

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4. **Jewelry:** Staff in patient-facing positions may only wear visible piercings in their ears and nose with a small stud. Staff in non-patient facing areas may have visible piercings with discreet or small jewelry. Jewelry that may interfere with job functions or possibly result in injury to the employee, patient, or visitor is not permitted for safety reasons.
5. **Tattoos, scarifications, or brands:** The following images and depictions are not work appropriate and should be covered so they are not exposed at Gillette or when representing Gillette:
  - Images associated with, depicting, or symbolizing extremist philosophies, organizations or activities, and/or those that promote hate.
  - Images that depict or promote criminal activity or criminal violence.
  - Depictions of drug or alcohol products, whether legal or illegal.
  - Profanity.
  - Indecent, sexist, racist, or similarly offensive images that are degrading or demeaning to a person based on characteristics such as race, gender, gender identity, sexual orientation, religion, ability, ethnicity, or national origin, to name a few.

If you think your tattoo, scarification, or brand may create concerns, act first from love and cover it up. If you see something that concerns you, embrace the bigger picture and talk to the individual to learn more about the image(s).

6. **Fragrance:** Gillette strives to maintain a fragrance-free environment. Any fragrances, including lotions, perfumes, hair products, or deodorant with strong fragrance should be avoided and not be worn while at work if alternatives are available. Products containing fragrances may be prohibited in work areas where fragrance sensitivity is of particular concern. Staff should avoid bringing in strong smells, including tobacco and marijuana odors.
7. **Shoes:** Shoes must be safe for working conditions, be clean and in good repair. Personnel providing direct patient care are expected to wear closed toe footwear for safety and infection prevention reasons.
8. **Hair:** Hair should be clean and well-groomed and may be in natural or protective styles, which may include a hairstyle in which hair is tightly coiled or tightly curled, locs, cornrows, twists, braids, Bantu knots, and Afros. Employees performing direct patient care must pull or tie long hair back.
9. **Nails:** For employees who provide direct patient care, artificial nails are prohibited, natural nails should be kept short and clean and nail polish must be free of chips or cracks.

This list is not inclusive of all items or attire that are considered appropriate or inappropriate.

When representing Gillette outside of the organization or when attending an educational program, professional attire as outlined in this policy is expected.

Exceptions to this policy may be made on an individual basis to accommodate job responsibilities with the approval of Human Resources.

**Enforcement of this policy:**

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Managers and supervisors are responsible for ensuring their staff is in compliance with the personal appearance code, including wearing a Gillette ID badge while in a Gillette facility. If an employee is found to be non-compliant with the overall and/or departmental personal appearance code policy the employee may be sent home without pay to meet the expectations of the personal appearance code policy. If the employee can immediately resolve the personal appearance code violation, the employee may avoid being sent home without pay. The constructive discipline process will also be applied to employees who are found to be non-compliant with the personal appearance code policy. See Employee Discipline Policy E04.

**Related Documents:**

HR-E04 Constructive Discipline Performance Improvement  
S0097 Non-Sterile Dress Attire for PeriAnesthesia, Surgical Services and Reprocessing  
SF32 Fragrance Free Policy

**References:**

Pawłowski, Piotr & Mazurek, Paulina & Zych, Magdalena & Zuń, Katarzyna & Dobrowolska, Beata. (2019). Nursing dress code and perception of a nurse by patients. *Pielęgniarstwo XXI wieku / Nursing in the 21st Century*. 18. 10.2478/pielxxiw-2019-0008.

[H.R.5309 - 116th Congress \(2019-2020\): CROWN Act of 2020 | Congress.gov | Library of Congress](#)

OSHA Standard 1910.136

**THIS POLICY SUPERSEDES ANY PREVIOUS GILLETTE POLICIES OR PRACTICES.**