

2.3 Employee Appearance

Revised 4/1/03; Revised 1/3/14; Revised 3/5/14; Revised 3/14/14; Revised 11/01/23

Purpose

To establish guidelines for the dress and grooming standards of Agency employees to include those working in a remote setting, on duty, or in uniform, to maintain the professional image of the Agency. Employees are expected to maintain a standard of personal appearance and grooming that creates a professional, favorable, and welcoming appearance for our patients, visitors, and the public at-large.

Policy

Agency employees are always expected to maintain a professional appearance and expected to adhere to the guidelines set forth in this directive while engaging in job functions and professional department related activities. All uniform and grooming standard guidelines must adhere to work safety standards in accordance with the Occupational Safety and Health Administration (OSHA) Respiratory Protection standard and agency respiratory protection policy.

Staff members may be required to meet special dress, grooming and hygiene standards, such as wearing uniforms or protective clothing, depending on the nature of their job. Uniforms and protective clothing may be required for certain positions and will be provided to employees by the Agency. Departments with Standard Operating Guidelines (SOGs) will maintain those separately, and employees are expected to adhere to such guidelines in conjunction with this policy.

The Agency recognizes the importance of individually held religious beliefs to persons within its workforce. The Agency will reasonably accommodate a staff member's religious beliefs in terms of workplace attire unless the accommodation creates an undue hardship. Accommodation of religious beliefs in terms of attire may be difficult in light of safety issues for staff members. Those requesting a workplace attire accommodation based on religious beliefs should be referred to the Human Resources department.

The following policies are intended to be in effect for all agency employees unless specific department restrictions apply.

A. Dress Code

- a. Clothing must be clean, wrinkle free, neat, appropriately sized, and in good repair.
- b. Employees should practice good overall personal and oral hygiene to prevent offensive body odor.
- c. Shoes should be clean, professional in appearance, and in good repair.
- d. All personnel must wear agency issued identification badges during working hours.
- e. Employees who are not required to wear an agency issued uniform are required to dress in acceptable and professional "Business Casual" attire. This includes:
 - Dress and skirts in a professional style, length, and fit.
 - Casual shirts: All shirts with collars, blouses, and golf/polo shirts.
 - Pants: Casual slacks, trousers, and chinos without holes, frays, etc.
 - Shoes: Casual slip-on or tie shoes, dress sandals, loafers, high heels, flats, western and weather related boots.
- f. The agency has adopted Fridays as "Casual Day" attire for those not required to wear an agency issued uniform. This includes:
 - Agency branded T-Shirts
 - Denim jeans – no frays, holes or visible designs
 - Sneakers – free of any embellishments

- g. Unacceptable attire includes:
 - Shorts, sundresses, sweatpants
 - Exercise wear is limited to the gym area and must be changed prior to entering the main areas of the building
 - Spandex/Leggings (unless worn with appropriate dress/skirt)
 - Clothing that is too tight or revealing
 - Any extreme style or fashion in dress, footwear, or accessories
- h. An employee who is unsure of what is appropriate should check with their supervisor or manager.
- i. The Department Deputy Director or designee shall be the final authority in determining if any attire is considered offensive or inappropriate and deemed unfit for display in the workplace.
- j. Supervisors will ensure employees adhere to these standards and maintain a professional appearance.

B. Facial Hair

- a. Facial hair must be uniform in length and no portion of the beard will be longer than the rest; facial hair must be no longer than half (0.5) inch in length at any point. They must be kept natural in shape and a single natural color with no patterns or designs. No braids, bows, or other accessories are allowed in facial hair.
- b. In compliance with OSHA standards, employees who are required to properly don a respirator device as an essential function of their position will be required to achieve a proper seal during department fit-testing of respirators. This means that respirator contact must be made to skin. An annual fit test to assure proper seal is required of all operational employees regardless of facial hair status.
- c. Field operations employees must follow the field operations Standard Operating Guidelines (SOGs) while in uniform and on duty.
- d. Those who are field operations dual role employees must have shaving items available at Post 100 in the event they are called to deploy immediately.
- e. Employees shall not claim to be in a perpetual state of growth to avoid shaving on a regular basis. Facial hair must be neatly trimmed during growth stages to avoid uneven (patchy) growth patterns.
- f. The wearing of facial hair shall remain at the discretion of the Deputy Director or designee.
- g. Supervisors will ensure employees adhere to these standards and maintain a professional appearance.
- h. Employees who state a medical or religious condition inhibits their ability to adhere to these standards will be referred to the Human Resources department.
 - Medical exemptions shall be reviewed on a case-by-case basis and will require a medical accommodation form to be completed by a licensed medical provider, reviewed, and must be approved by the Human Resources department.
 - If the medical accommodation is approved, facial hair will be kept trimmed and neat, and will not exceed the approved restrictions detailed above.
 - Medical accommodations will expire twelve (12) months from the date of approval, or sooner if otherwise documented. Should the employee still require a medical accommodation past twelve (12) months, the employee must reapply for an exemption.
 - *(#1) Current OSHA, NIOSH and CDC testing regulations do not allow for fit testing certification to be completed with facial hair covering the seal point of the mask. This is defined as the area where the N95 respirator makes a seal contact point on the face.*

C. Hair Color / Style

- a. All employees are required to wear their hair neat, combed, and neatly trimmed or arranged. Hair that is unkempt is not permissible regardless of length for any employee.
- b. Hair must be of a naturally occurring color, and styles shall be kept with the professional image of the agency.
 - Naturally occurring colors are black, brown, blonde, gray, and natural red
- a. Sideburns shall not extend below the ear lobe, and shall not be wider than (1) inch at the widest part of the sideburn unless worn with a full beard.
- b. Alternate color highlights are permissible:
 - These are intended to be blended and secondary to the primary color.
 - Extreme and/or distracting hairstyles or colors will not be permitted.
 - Color blocking will be allowed for natural occurring hair colors only; limited to two colors at one time (see insert).
 - Multiple non-natural colors will not be allowed (see insert).
 - Braids, twists, or locks may be woven or tinted with an alternate color.
 - The wearing of alternate hair color shall remain at the discretion of the Department Deputy Director or designee.
 - Supervisors will ensure employees adhere to these standards and maintain a professional appearance.
- c. Hair length and style must not interfere with the proper wear and seal of required safety equipment, to include respiratory devices, helmets, and goggles. Hair length must not obstruct vision or present a safety hazard or interfere with job performance.
- d. Dreadlocks are to not exceed 1.0cm in width (see insert).
- e. Hair accessories must be functional, and must not display items or messages that are political, divisive, or insensitive in nature.

D. Ear Piercings

- a. Earrings are allowed as long as they do not cause a distraction or interfere with job functions.
 - Earrings are not required to be matching sets.
 - Multiple piercings are allowed in each ear.
 - Tragus piercings are allowed if they are in close contact with the ear.
- b. Gauge style earrings
 - Must be flush with the flat surface of the ear.
 - No colored gauges greater than 0 gauge (8mm) in diameter.
 - Gauges greater than 0 gauge (8mm) in diameter must be flesh-colored or clear.
 - Gauges larger than 0 gauge (8mm) in diameter must be secured with an occlusive plug device
 - Gauges must be limited to size of 00 gauge (10mm) or smaller in diameter overall.
- c. The wearing of earrings shall remain at the discretion of the Department Deputy Director or designee.
- d. Supervisors will ensure employees adhere to these standards and maintain a professional appearance.

E. Facial / Body Piercings

- a. Nose piercings are allowed with a stud-style insert up to 1mm.
- b. Nasal septum piercing is allowed, but must not be visible. The piercing must be rounded in style and be able to be rotated up into the nares.
- c. Eyebrow, lip, and visible transdermal piercings are not allowed.
- d. Tongue piercings are allowed, but must not be distracting in nature.
 - No surgical body modifications to the tongue are allowed (ex. forked tongue)

- e. All body piercings that are covered by clothing must not be visible (no protruding outlines) through the clothing.
- f. No dermal piercings, dermal anchors, or any other dermal accessories may be visible on any employee other than as described above.
- g. The wearing of facial and body piercings shall remain at the discretion of the Department Deputy Director or designee.
- h. Supervisors will ensure employees adhere to these standards and maintain a professional appearance.

F. Tattoos / Scarification / Branding

- a. All agency employees must maintain standards of appearance that project a professional image to the public. Tattoos, brands, or scarification which depict violence, are obscene in nature, contain sexually explicit language, or in any way ridicule, malign, disparage or express bias against any individual or group are not in keeping with the Agency's professional image, are inappropriate for the work environment, and may undermine public trust and confidence. All employees' tattoos, brands, or scarification are subject to the standards and review process set forth in this directive.
- b. Employees are permitted to have visible tattoos, brands, or scarification provided they do not violate the following conditions:
 - Visible tattoos, brands, or scarification to the head, face, neck, and scalp are prohibited. Any current employee with tattoos to the face or front of neck must have those tattoos covered while in uniform and on duty or while representing Medic in a public facing setting.
 - Employees are allowed to have a tattoo located behind the ear or on the nape of the neck, provided it does not exceed 1 inch in length by 1 inch in width, and does not violate any other section of this directive.
- c. Tattoos, brands, or scarifications that depict violence, nudity, sexual acts or organs, or lewd images or content are not permitted to be visible while on duty or while on agency property regardless of duty status.
- d. Tattoos, brands, or scarification that depict or refer to intolerance or discrimination against any race, color, preference, creed, religion, gender or national origin are strictly prohibited. Tattoos, brands, or scarification that depict or refer to extremist or supremacist philosophies, or any organization or group that advocates such intolerance or discrimination are strictly prohibited.
- e. Tattoos, brands, or scarification that detract from the professional appearance of the employee or violates the agency Standards of Behavior are strictly prohibited.
- f. Tattoos, brands, or scarification that do not meet the conditions of this directive must be covered by clothing that meets the requirements of the agency uniform policy, i.e., long sleeve uniform shirt, tattoo sleeve (navy, black, or white), or tattoo covering make-up.
- g. The display of tattoos, brands, or scarification shall remain at the discretion of the Deputy Director of Operations or designee.
- h. Supervisors will ensure employees adhere to these standards and maintain a professional appearance.
- i. The Department Deputy Director or designee shall be the final authority in determining if a tattoo, brand, or scarification is considered offensive or inappropriate and deemed unfit for display in the workplace.

G. Body Implants

- a. No visible subdermal body implants to the face, head, neck, arms, or hands are allowed.
- b. This applies to cosmetic and decorative implants only.
- c. This directive does not apply to approved implanted medical devices.

H. Fingernails

- a. Must be neatly trimmed, clean, and not chipped if polished.
- b. Length must be conservative and not interfere with ability to perform job function.
- c. Nails must not have decals or imaging that are offensive or divisive in nature.
 - Please reference Tattoo & Branding guidelines for restrictions.

I. Contact Lenses

- a. Contacts must not be distracting, and be of a naturally occurring eye color.

J. Jewelry

- a. Earrings are permitted within the directives as described above.
- b. Necklaces are permitted as long as they do not cause a distraction or interfere with job functions.
- c. Bracelets are allowed as long as they do not cause a distraction or interfere with job functions.
- d. Rings are permitted as long as they do not cause a distraction or interfere with job functions.

K. Cosmetic Use

- a. Makeup is allowed for all agency personnel.
- b. Makeup shall be professional and conservative in nature.
- c. Makeup must be consistent with employee skin tone.

L. Fragrance

- a. Perfume, cologne, and other fragrance toiletries are prohibited for wear by employees in patient care areas.
 - Strong scents may be disruptive to patients or fellow employees
- b. Tobacco odor must not be present on person or clothing.

M. Performance Improvement, Progressive Discipline

- a. Anyone failing to meet the required standards are subject to the agency's performance improvement, progressive disciplinary policy, up to and including termination.

Other requirement may apply to job responsibilities and may be further outlined in department-specific professional appearance standards policy/SOG.