

Office of Origin: **Medical Center Administration**

I. PURPOSE

To establish standards of dress and personal appearance for employees, volunteers and others who represent the UCSF Medical Center and UCSF Benioff Children's Hospital (collectively referred to as UCSF Medical Center), and to provide guidelines for specific departmental dress, and personal appearance standards.

These standards are designed to promote employee and patient safety, portray a professional image to patients, visitors and colleagues, and to enable patients, visitors and colleagues to identify professional staff and their roles. All personnel must maintain an overall appearance that will demonstrate respect for others and maintain professional dignity and standards in the eyes of patients, physicians, co-workers and visitors. Employees can expect to receive feedback from both staff members and managers when overall appearance is not congruent with a professional image.

II. REFERENCES

UCSF Medical Center Administrative Policies:

[4.01.03 Employee Identification](#)

[4.01.01 Employment](#)

[3.05.15 Scrub Apparel Policy](#)

[1.01.19 Tobacco Free Environment](#)

Campus Administrative Policies:

[550-10 Smoke Free Workplace](#)

[550-22 Tobacco Free At Work](#)

III. DEFINITIONS

Not applicable.

IV. POLICY

All UCSF Medical Center employees are required to follow the Employee Dress Policy, which reflects the professional standards to service excellence, as well as a safe and secure environment for all patients, visitors and staff.

A. Dress and Personal Appearance Requirements for all staff

1. All clothing must be neat, clean and appropriate to work assignments. Managers will address any questions regarding appropriateness of attire. Extreme or immodest attire or accessories could be of concern to patients who are confused or medicated, or may be offensive to our patient population.

- a. Examples of unacceptable attire include, but are not limited to: sheer garments, halter or tank tops, items designed to be worn as undergarments, oversized or baggy garments or garments such as leggings and spandex pants designed to be worn as athletic wear. Soiled, torn or frayed garments are also unacceptable. Blue jeans, patient or isolation gowns, and apparel accessories containing phrases or pictures unrelated to the professional environment of the Medical Center are unacceptable.
 - b. Medical Center laundered scrub apparel will be issued to staff who work in areas where scrubs are required to ensure an appropriate environment for the safety of patients. Medical Center laundered scrub apparel should only be provided to employees who would be unable to perform their duties in the event that their ordinary clothes or uniform become contaminated. Refer to [3.05.15 Scrub Apparel Policy](#) for more information.
 - c. Employees in specific positions are required to wear uniforms assigned by the UCSF Medical Center/UCSF Benioff Children's Hospital to enable patients, visitors and colleagues to identify staff and their roles on the healthcare team ([Appendix A](#)). The uniforms are the property of the employee. It is the employee's responsibility to properly maintain their uniforms.
2. Employees are expected to maintain good personal hygiene such that body odor, smoke and other odors are not detectable.
 3. The natural nails of healthcare workers are to be kept neatly manicured and short, i.e. should not extend past the tip of the finger. Artificial nail enhancements are not to be worn by anyone who has direct patient contact. Nail polish is permitted, provided it is not chipped. Anything else applied to natural nails other than polish is considered an enhancement. This includes, but is not limited to artificial nails, tips, wraps, appliqués, acrylics, gels, and any additional items applied to the nail surface. Specific non-direct patient care delivery departments may choose to implement this policy if the work product of the department involves an item that will be used by a patient.
 4. UCSF Medical Center Photo identification badges must be worn above the waist and be clearly visible. If an employee forgets his/her nametag for a shift, a substitute nametag must be worn.
 5. Shoes must be safe, clean, in good repair, and appropriate for the work to be performed. Safety shoes may be required. Sandals, thongs, and bare feet are unacceptable. .
 6. Hair and facial hair must be clean and dry, controlled and trimmed, so as not to interfere with job duties.

7. Jewelry, cosmetics, and other accessories shall be appropriate to work assignments and may not be worn where safety or health standards would be compromised. Moderation is encouraged.
8. Out of consideration for patients and staff who are environmentally sensitive, the use of scented personal products is strongly discouraged.
9. Uniforms, smocks, or lab coats may be required to facilitate safety and health standards or to more clearly identify departmental designations.
10. Headgear, except that required by religious belief, is not allowed. Stereo headphones are also prohibited.

V. PROCEDURES

- A. The Medical Center Associate Directors, Department Directors, and Department Managers are responsible for enforcing this policy and for ensuring that departments reporting to them maintain dress and personal appearance standards when either professional standards and/or health and safety mandates require them.
- B. Employees reporting to work dressed or groomed in direct violation of this policy may be subject to corrective action and may be required to make corrections before reporting/returning for duty.
- C. It is the responsibility of the manager to determine compliance with these standards. Corrective action for not meeting these standards will include but not be limited to the following:
 1. Patient care personnel need to be aware of the image they project and take responsibility for adjusting their appearance if feedback suggests changes are necessary.
 2. An employee not in compliance with minimum standards will be required to change clothing and will be issued a counseling letter for failure to comply with the department dress code policy.
 3. Continued failure to comply with department and Medical Center dress and personal appearance policies may result in disciplinary action, up to and including dismissal.

VI. RESPONSIBILITY

Questions about the implementation of this policy should be directed to the Executive Director of Human Resources at 353-4688.

VII. HISTORY OF POLICY

Issued October 1994 at UCSF/Mount Zion

Reviewed May 1998

Issued May 1995 at UCSF Medical Center

Reviewed May 1998

Combined July 1999, by Jane Hirsch, Director of Nursing and Patient Care Services

Approved July 1999 by William B. Kerr, Executive Vice President and Chief Operating Officer for Adult Services

Reviewed April 2001 by Medical Center Human Resources

Reviewed April 2001 by David Odatto, Associate Director

Approved April 2001 by Mark R. Laret, CEO

Revised November 2002

Reviewed December 2002 by Infection Control Committee

Approved December 2002 by Mark R. Laret, CEO

Approved December 2002 by Executive Medical Board

Approved December 2002 by Governance Advisory Council and Chancellor J. Michael Bishop

Reviewed March 2010 by Children's Hospital, Director Pediatric Heart Center and Executive Director, Children's Hospital

Reviewed March 2010 by Sheila Antrum, Chief Nursing Officer, Medical Center Administration

Updated ([Appendix A for Adult Nursing Uniform Requirements](#)) and Approved May 2011 by Sheila Antrum, Chief Nursing Officer, Traci Hoiting, Associate Chief Nursing Officer and Anna Cho, Service Excellence.

Updated Appendix A: Reviewed and approved March 2012 by Sheila Antrum, Chief Nursing Officer, Ken Jones, Chief Operations Officer and Kim Scurr, Executive Director of UCSF Benioff Children's Hospital

Approved by Jennifer Herman, Director of Human Resources for the Policy Steering Committee

Updated Appendix A: December 2012 by Anna Cho, Service Excellence and Jennifer Herman, Director of Human Resources for the Policy Steering Committee

Reviewed and revised (with non-substantive edits) June 2014 Jeffrey Chiu, Director Talent Acquisition and Medical Center Human Resources Operations and Shelley Nielsen, Director of Employee and Labor Relations

Approved June 2014 by Jennifer Hermann, Executive Director of Human Resources on behalf of the Policy Steering Committee

VIII. APPENDIX

[Appendix A: UCSF Medical Center / UCSF Benioff Children's Hospital Employee Dress Standards](#)

This guideline is intended for use by UCSF Medical Center staff and personnel and no representations or warranties are made for outside use. Not for outside production or publication without permission. Direct inquiries to the Office of Origin or Medical Center Administration at (415) 353-2733.

Employee Dress Standards

POLICY 4.03.04
Human Resources
Employee Dress Standards
Issued: April 2001
Last Approved: June 2014

Appendix A: UCSF Medical Center / UCSF Benioff Children's Hospital Employee Dress Standards

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Function/Role	
Administrative Assistant	<p>Ambulatory Services:</p> <ol style="list-style-type: none"> The uniforms contain approved short/long sleeve white and navy polo shirts and navy cardigan sweater. The polo shirts and cardigan sweater contain a UCSF Medical Center and UCSF Benioff Children's Hospital monogram by an approved vendor on the left upper chest area that identifies UCSF Medical Center and UCSF Benioff Children's Hospital. The employees will wear khaki, black or grey pants or skirts of their own choosing. Denim fabric or scrub bottoms are not allowed. If stockings/hosiery are worn with a skirt then they must either be skin tone or white only.. Optional items include undershirt (white or skin tone only) without monogram under the uniform tops.
Admissions & Registration	<ol style="list-style-type: none"> The uniforms contain approved short/long sleeve white and navy polo shirts and navy cardigan sweater. The polo shirts and cardigan sweater contain a UCSF Medical Center and UCSF Benioff Children's Hospital monogram by an approved vendor on the left upper chest area that identifies UCSF Medical Center and UCSF Benioff Children's Hospital. The employees will wear khaki, black or grey pants or skirts of their own choosing. Denim fabric or scrub bottoms are not allowed. If stockings/hosiery are worn with a skirt then they must either be skin tone or white only. Optional items include undershirt (white or skin tone only) without monogram under the uniform tops.
Ancillary Services	<ol style="list-style-type: none"> Ancillary Services includes Clinical Labs, Dialysis, ECHO, EEG, EKG, Pharmacy, Pulmonary, Radiation Oncology, Radiology, Respiratory, Sleep Center and Vascular. Also applicable technicians and therapists who report directly to Ambulatory Services clinics. The uniforms contain approved Caribbean blue top, bottom and jacket. The uniform tops and jackets contain a UCSF Medical Center and UCSF Benioff Children's Hospital monogram by an approved vendor on the left upper chest area that identifies UCSF Medical Center and UCSF Benioff Children's Hospital. Optional items include short and long sleeve (white only in children's hospital/pediatric services and black, white, or grey only in adult services) undershirt for warmth without monogram under the uniform tops.
Hospital Assistants	<ol style="list-style-type: none"> The uniforms contain approved charcoal grey top, bottom and jacket. The uniform tops and jackets contain a UCSF Medical Center and UCSF Benioff Children's Hospital monogram by an approved vendor on the left upper chest area that identifies UCSF Medical Center and UCSF Benioff Children's Hospital. Optional items include short and long sleeve (white only in children's hospital/pediatric services and black, white, or grey only in adult services) undershirt for warmth without monogram under the uniform tops.
Hospital Unit Service Coordinators	<ol style="list-style-type: none"> The uniforms contain approved short/long sleeve white and navy polo shirts and navy cardigan sweater. The polo shirts and cardigan sweater contain a UCSF Medical Center and UCSF Benioff Children's Hospital monogram by an approved vendor on the left upper chest area that identifies UCSF Medical Center and UCSF Benioff Children's Hospital. The employees will wear khaki, black or grey pants or skirts of their own choosing. Denim fabric or scrub bottoms are not allowed. If stockings/hosiery is worn with a skirt then the stockings/hosiery must either be skin tone or white only. Optional items include undershirt (white or skin tone only) without monogram under the uniform tops.
Licensed Vocational Nurses	<ol style="list-style-type: none"> The uniforms contain approved Seaspray top, bottom and jacket. The uniform tops and jackets contain a UCSF Medical Center and UCSF Benioff Children's Hospital monogram by an approved vendor on the left upper chest area that identifies UCSF Medical Center and UCSF Benioff Children's Hospital. Optional items include short and long sleeve (white only in children's hospital/pediatric services and black, white, or grey only in adult services) undershirt for warmth without monogram under the uniform tops.

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Medical Assistants	<ol style="list-style-type: none"> 1. The uniforms contain approved charcoal grey top, bottom and jacket. 2. The uniform tops and jackets contain a UCSF Medical Center and UCSF Benioff Children's Hospital monogram by an approved vendor on the left upper chest area that identifies UCSF Medical Center and UCSF Benioff Children's Hospital. 3. Optional items include short and long sleeve (white only in children's hospital/pediatric services and black, white, or grey only in adult services) undershirt for warmth without monogram under the uniform tops.
Patient Care Assistants	<ol style="list-style-type: none"> 1. The uniforms contain approved charcoal grey top, bottom and jacket. 2. The uniform tops and jackets contain a UCSF Medical Center and UCSF Benioff Children's Hospital monogram by an approved vendor on the left upper chest area that identifies UCSF Medical Center and UCSF Benioff Children's Hospital. 3. Optional items include short and long sleeve (white only in children's hospital/pediatric services and black, white, or grey only in adult services) undershirt for warmth without monogram under the uniform tops.
Prepare	<ol style="list-style-type: none"> 1. The uniforms contain approved short/long sleeve white and navy polo shirts and navy cardigan sweater. 2. The polo shirts and cardigan sweater contain a UCSF Medical Center and UCSF Benioff Children's Hospital monogram by an approved vendor on the left upper chest area that identifies UCSF Medical Center and UCSF Benioff Children's Hospital. 3. The employees will wear khaki, black or grey pants or skirts of their own choosing. Denim fabric or scrub bottoms are not allowed. 4. If stockings/hosiery is worn with a skirt then the stocking/hosiery must either be skin tone or white only . 5. Optional items include undershirt (white or skin tone only) without monogram under the uniform tops.
Registered Nurses	<p>Adult Services:</p> <ol style="list-style-type: none"> 1. The uniforms contain approved navy blue top, bottom, and jacket. 2. The uniform tops and jackets contain a UCSF Medical Center, Registered Nurse monogram by an approved vendor on the left upper chest area that identifies UCSF Medical Center. 3. Uniforms contain an approved navy blue bottoms. 4. If stockings/hosiery are worn with dresses then the stocking/hosiery must be either skin tone or white only. . 5. Optional items include short and long sleeve (black, white, or grey only) undershirts for warmth without monogram under the uniform tops. UCSF Medical Center approved fleece jacket may be worn over garments.
	<p>Benioff Children's Hospital :</p> <ol style="list-style-type: none"> 1. The uniforms contain approved royal blue top, bottom, and jacket. 2. The uniform tops and jackets contain a UCSF Benioff Children's Hospital monogram by an approved vendor on the left upper chest area that identifies UCSF Benioff Children's Hospital. 3. Uniforms contain an approved royal blue bottoms. 4. If stockings/hosiery are worn with dresses or skirts that the stocking/hosiery must be either skin tone or white only. Stockings (skin tone or white only) must be worn with dresses and skirts. 5. Optional items include long sleeved (white only) undershirts for warmth without monogram for warmth without logos under the uniform tops. UCSF Benioff Children's Hospital approved fleece vest may be worn over garments.
Rehabilitation Services	<ol style="list-style-type: none"> 1. The uniforms contain approved evergreen top, bottom and jacket. 2. The uniform tops and jackets contain a UCSF Medical Center and UCSF Benioff Children's Hospital monogram by an approved vendor on the left upper chest area that identifies UCSF Medical Center and UCSF Benioff Children's Hospital. 3. Optional items include short and long sleeve (black, white, or grey only) undershirt for warmth without monogram under the uniform tops.

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Function/Role	
Other Administrative Supports	<ol style="list-style-type: none"> 1 Other Administrative Supports include: Administrative Nurse I-V, Analyst I-V, Authorization Coordinator, Birth Certificate Coordinator, BMT Financial Case Manager, File Clerk, Financial Counselor, Front Desk Assistant/Coordinator, HIMS Assistant, Inpatient/Outpatient Authorization Coordinator, New Patient Coordinator, Nurse Staffing Coordinator, Optometry Assistant, Patient Care Coordinator, Physician Assistant, Practice Assistant, Principal Admitting Worker, Program Coordinator, Referral Coordinator, Senior Admitting Worker, Manager/Supervisor . 2 The uniforms contain approved short/long sleeve white and navy polo shirts and navy cardigan sweater. 3 The polo shirts and cardigan sweater contain a UCSF Medical Center and UCSF Benioff Children's Hospital monogram by an approved vendor on the left upper chest area that identifies UCSF Medical Center and UCSF Benioff Children's Hospital. 4 The employees will wear khaki, black or grey pants or skirts of their own choosing. Denim fabric or scrub bottoms are not allowed. 5 If stockings/hosiery is worn with a skirt that the stocking/hosiery must either be skin tone or white only. 6 Optional items include undershirt (white or skin tone only) without monogram under the uniform tops.