

## Personal Appearance Policy

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### Providence Shared Services (“ministry”)

**Department:** Human Resources

**Approved by:** Chief Human Resources Officer

**Date Last Reviewed:** 5/1/2024

**Date Last Revised:** 5/1/2024

**Date Adopted:** 12/18/2011

**Policy Name:** Personal Appearance

**Scope:** This policy applies to all workforce members who may be perceived by those we serve as representing the ministry, whether employed directly by the ministry, under direct control of ministry, or not. This includes, but is not limited to caregivers, volunteers, trainees, interns, medical staff, students, independent contractors, vendors and other individuals performing work at or on behalf of the ministry.

**Purpose:** The purpose of this policy is to establish expectations and guidelines for how our workforce presents themselves when providing service at or on behalf of the ministry. In keeping with our mission and values, we encourage individuals to bring their whole selves to work, including expression through appearance. Because appearances in the workplace can impact the level of confidence our patients and their families have in us, this policy establishes basic guidelines to allow for personal expression while instilling a feeling of trust and confidence in us on the part of those we serve.

#### Policy:

All workforce members are responsible for adhering to the following guidelines, designed to present an appearance appropriate for the workplace setting and the work being performed in order to maintain a safe and comfortable environment for all. Additional, department-specific dress and hygiene guidelines, and uniform or protective clothing requirements may also apply, depending on the nature of work performed.

- Personal attire, including clothing, shoes, and accessories, must be appropriate for the environment and the type of work being performed. It should be neat, clean, and in good repair (free from dirt, rips, tears, stains, etc.) and safe for the environment and the type of work being performed.
- Images or words that tend to be perceived as controversial, divisive or offensive to others (such as those that are violent, discriminatory, profane, sexual, or promote drugs or alcohol) should not be visible.
- Grooming and personal hygiene should be maintained in a manner that is odor and fragrance-free.
- Identification badges must be worn at all times when working at or representing the ministry and be readily visible.

Workforce members are responsible for maintaining their personal appearance in accordance with this policy. Core leaders should communicate department-specific requirements to workforce members during onboarding and orientation. Questions regarding department-specific guidelines should be directed to core leaders.

Core leaders should discuss any non-conformance with this policy in private and point out the specific areas to be corrected. Workforce members also may be asked to leave the premises if needed to conform to personal appearance standards. Non-exempt caregivers will not be compensated for time missed because of failure to comply with the standards or requirements set forth in this policy or department-specific guidelines. If the problem persists, additional counseling and corrective action may be taken.

The ministry recognizes the importance of individually held religious beliefs and will reasonably accommodate exceptions to this policy in connection with a workforce member's sincerely held religious beliefs unless it would create an undue hardship or direct threat to the health or safety of the workforce member or others. Individuals seeking an exception to this policy based on a religious belief should reach out to their core leader or human resources.

**Help:** For questions about this policy, or assistance with understanding your obligations under this policy, please contact the [HR Service Center](#).

The statements of this policy document are not to be construed as a contract or covenant of employment. They are not promises of specific treatment in specific situations and are subject to change at the sole discretion of the ministry.