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| FACULTY PRACTICE GROUP – Ambulatory Operations | |  |
| STANDARDS AND GUIDELINES | | |
| SECTION: | Code of Conduct | REFERENCE #: |
| SUBJECT: | Personal Appearance | PAGE: 1 OF 2 |
| APPROVALS: | FPG: <input checked="" type="checkbox"/> CAO-SC: <input checked="" type="checkbox"/> APCA: <input type="checkbox"/> EAC: <input type="checkbox"/> | EFFECTIVE: |

PURPOSE:

To ensure staff wear clothing/ uniforms that would impact the patient’s perception of the quality of practices by enhancing the appearance of staff and clearly defining practice employees.

POLICY:

1. General Appearance (*APPLIES TO ALL STAFF*, however, exceptions for religious practice may be made.)
 - a. Hair must be clean and neat. For clinical staff, hair longer than shoulder length must be held back off the face.
 - b. Fingernails must be clean and no longer than half an inch from the fingertip for nursing staff. Plain nail polish is preferred for nursing staff.
 - c. Jewelry must not interfere with safety.
 - d. All clothing must be clean and appear neatly pressed.
 - e. Tight clothing, which allows visualization of undergarments, or clothing that displays any portion of the midriff or cleavage is unacceptable.
 - f. Skirts should be business length. Skirt should come at least to the knees while standing. While seated, thighs should be covered. If skirts come to just below the knee, a slit to just above the knee might be acceptable. A very long skirt should not be slit to above the knee. Generally slits in the center back of a skirt — to facilitate walking a stair climbing — are acceptable. Slits to facilitate a view of your legs are not appropriate for business purposes. Slits should not be visible.
 - g. Men must be cleanly shaved or beards and mustaches must be neatly trimmed.
 - h. Denim clothing of any type is not to be worn.
 - i. Fragrances must be used discreetly if at all.

- j. Hats, caps, headscarves, other than surgical types for specific clinical staff are not to be worn. Head coverings for religious purposes are acceptable.
 - k. Front office staff may not wear flip flop sandals or tennis shoes. Tennis shoes may be worn for medical/ comfort (i.e. orthopedic tennis shoes).
2. Uniform/Scrub apparel (scrub dresses, tops, pants, skirts, jackets, etc.) is to be worn by Clinical Staff only.
- a. No T-shirts.
 - b. Only solid white, gray or navy-colored sweatshirts bearing a UCLA logo or those without any logo are acceptable.
 - c. White lab jackets or coats are not to be worn by non-management clinical or clerical staff.
 - d. Closed toe shoes are to be worn by nursing staff.
 - e. Scrub attire cannot be embossed with any identification other than UCLA.
3. All Community Practice Network (CPN) and Professional Resource Network (PRN) Float Team members are required to uniforms.

REVISION HISTORY

Effective Date:

Review Date:

Revised Date:

FACULTY PRACTICE GROUP – Ambulatory Operations

STANDARDS AND GUIDELINES

SECTION: Code of Conduct

SUBJECT: Uniforms

REFERENCE #:

PAGE: 1 OF 2

APPROVALS: FPG: CAO-SC: N/A APCA: N/A EAC: N/A

EFFECTIVE: 06/01/2010

PURPOSE:

To ensure all UCLA Health System employees transmit an image of positive personal attributes related to the wearing a uniform. Employees in uniforms are perceived as a symbol of UCLA Health System's mission, vision, and values - therefore advancing the organizations commitment to care to our patients and customers.

POLICY:

All UCLA Health System staff should easily be identified by **consumers** as appropriate personnel who can provide assistance or service. Uniforms make it much easier to identify who to go to for help. In addition, consumers prefer a clean, consistent image. When a uniform matches the consumer expectations for the specific setting, increased satisfaction will result.

BACKGROUND:

Patients and customers prefer to conduct business with employees in uniform. Additionally, they feel more confident in the quality of the product or service when dealing with employees in uniform. Research shows that uniforms can be a deciding factor for customers when choosing a company in which to have business with.

Attiring employees in an appropriate uniform can influence buyer's choice of service providers. Research demonstrates that consumers judge employees in uniforms to be competent, knowledgeable, attentive and courteous. Consumers feel that the product or service was of higher quality when employees were wearing uniforms.

Dress is an important part of business. In certain businesses, uniforms should be considered as the clothing style because they provide an opportunity to advance an organization's brand image and present a professional image to those the employees interact with. A uniform makes it much easier to identify who to go to for help. Uniforms can assist with a clean, consistent image. When uniforms match consumer expectations for the specific setting, increased sales of products or services will result. No business should overlook the importance in uniforms and the competitive edge they can offer in obtaining, and keeping, business.

Employees are expected to maintain professionalism in the presence of patients, their families, visitors or co-workers. Further they should show pride by maintaining professional appearance while on duty. Adhere to organizational appearance standards. Wear name badge appropriately.

PROCEDURE:

NEW HIRE UNIFORMS

- Uniforms will be issued to new hires based on their FTE percentage: One scrub top and pant for clinical staff and one shirt/ blouse for Front Office personnel per day. In addition, clinical staff will receive one scrub jacket and front Office staff will receive one sweater.

- The Front Office employees will be outfitted with blue collared shirts and black sweater. They are asked to wear their own black slacks or skirts.
- Licensed nursing personnel (e.g. RN, LVN) will wear dark blue scrubs. Olive green scrubs will be issued to Medical Assistants/ Hospital Assistants. Technicians are in Royal Blue scrubs.
- Fittings will be done in the Nursing Resource Office (14-222CHS) on Tuesdays and Thursdays from 10:00 a.m. – 2:00 p.m. (Managers are asked to email ymitilian@mednet.ucla.edu for new staff members. Managers are encouraged to make appointments with OHF these days so they can get both done on the same day). Please note the order forms are different for Front Office and Nursing.
- Additional uniforms will be issued if the employee's FTE status increases.

EXCHANGES/ REPLACEMENTS

- It is the employee's responsibility to maintain and care for the uniforms according to the manufacturer's recommendation. Failure to care for the garments properly may result in decreased life of the uniform(s).
- Uniforms may be exchanged:
 - For job title changes (e.g. HA to LVN)
 - If there is a defect in the product
 - In case of significant size changes
- Uniforms may be replaced:
 - When they become worn out, faded, etc.
 - When maternity sizes are needed (**Note:** front office uniforms and the olive green scrubs do not come in maternity styles)

UNIFORM RETURN

All issued uniforms must be turned in to the manager on the last day of employment, along with ID badges and keys. Employees should bring a change of clothing to work.

REVISION HISTORY

Effective Date: June 01, 2010

Review Date: July 12, 2010

Revised Date: August 02, 2010