

**LEHIGH VALLEY HEALTH NETWORK**  
**Human Resource Manual**

**PERSONAL APPEARANCE POLICY – HUMAN RESOURCES DEPARTMENT**

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**I. SCOPE**

**This policy applies to all Lehigh Valley Health Network (LVHN) employees and entities** except (a) Health Network Laboratories, and (b) any entities, employees, or units covered by a collective bargaining agreement that contains language superseding this policy.

LVHN adopts this policy for the following selected licensed entities:

<input checked="" type="checkbox"/> Lehigh Valley Hospital	<input checked="" type="checkbox"/> LVHN Surgery Center – VNA Road
<input checked="" type="checkbox"/> Lehigh Valley Hospital – Dickson City	<input checked="" type="checkbox"/> Lehigh Valley Home Care
<input checked="" type="checkbox"/> Lehigh Valley Hospital – Hazleton	<input checked="" type="checkbox"/> Lehigh Valley Hospice
<input checked="" type="checkbox"/> Lehigh Valley Hospital – Pocono	<input checked="" type="checkbox"/> Pocono VNA / Hospice
<input checked="" type="checkbox"/> Lehigh Valley Hospital – Schuylkill	<input checked="" type="checkbox"/> Lehigh Valley Home Care – Schuylkill
<input checked="" type="checkbox"/> LVHN Children's Surgery Center	<input checked="" type="checkbox"/> Lehigh Valley Home Care – Hazleton
<input checked="" type="checkbox"/> LVHN Surgery Center – Tilghman	<input checked="" type="checkbox"/> Transitional Skilled Unit

This policy applies to all LVHN entities, including but not limited to its licensed entities listed above, Lehigh Valley Physician Group, Health Spectrum Pharmacy Services, and other interested parties (such as providers, vendors, Medical and Allied Health staff, etc.).

**LINKS TO ATTACHMENTS: N/A**

**LIST OF ASSOCIATED FORMS / TOOLS: N/A**

**DISCLAIMER:**

This policy and the implementing procedures are intended to provide a description of recommended courses of action to comply with statutory or regulatory requirements and/or operational standards. It is possible that unanticipated circumstances may arise that make compliance with this policy inappropriate. For advice in these circumstances, consult with Human Resources.

**REVIEW:**

Origination: 10/1988  
Review / Revision: 1/2023

Approved by: Edward Easterly, CHRO	Approval Date: 7/1/24
Version:	Publication Date: 7/1/24
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**LEHIGH VALLEY HEALTH NETWORK**  
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**PERSONAL APPEARANCE POLICY – HUMAN RESOURCES DEPARTMENT**

---

**II. PURPOSE**

All employees shall present a professional appearance at all times. LVHN maintains the exclusive right to determine and establish standards of dress and grooming. General dress should convey professionalism and create a favorable, positive image of LVHN. LVHN respects the sensitivity of our customers and guests, and respects the right of all individuals to be protected from the distraction of socially or politically charged, offensive, unprofessional, or overly revealing attire. Non-uniformed related attire that is issued by LVHN is generally permitted in accordance with departmental specific regulations.

**III. DEFINITIONS**

**“Uniformed Employees”** - Those employees who are required to wear specific colored or styled uniforms, which may or may not be furnished by LVHN.

**“Non-Uniformed Employees”** - Those employees who are required to wear professional attire appropriate to the function or area to which they are assigned.

**IV. POLICY**

**Guidelines**

1. All uniforms and professional attire must conform to the standards determined by the specific department and/or business unit. Clothing must be clean, wrinkle free, neat and in good condition. Torn, frayed or ripped clothing is not acceptable.
2. There are certain departments or business units within LVHN where specific types of uniforms or professional attire are unique to that department or business unit due to the nature of the work, safety conditions, or the image which must be maintained. These units will develop and maintain their own specific standards regarding attire to be worn at work and safety equipment to be used in accordance with LVHN’s policies and/or OSHA regulations
3. Employee identification badges must be visibly and appropriately worn at all times while on duty. See Identification Badge Policy
4. All attire and accessories must be free of any overt or offensive slogans, and advertisements or messaging. Attire or accessories that convey political or social messages through images or wording are not permitted. Accessories includes, but is not limited to, hats, scarves, ties, buttons, stickers, pins, lanyards, socks, armbands, face masks, face coverings, jewelry, etc.

**LEHIGH VALLEY HEALTH NETWORK**  
**Human Resource Manual**

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---

5. Service pins, insignias, buttons, or pins which identify the area of training or specialty, or those issued by LVHN are considered part of the uniform and, therefore, are permitted.
6. Shoes must be well maintained, clean, safe and functional for work responsibilities. Some employees may be required to wear specific style and color according to department guidelines. Acceptable and closed toe shoes must be worn at all times by employees in patient care areas. Open toe shoes may be worn by employees who do not regularly work or provide services in patient care areas. Flip flops, or similar footwear is not acceptable.
7. Jewelry may be worn, provided it is safe, non-hazardous or excessive. Ear gauges must be capped/plugged while on duty. Similarly, jewelry that conveys political or social messages or is otherwise not aligned with this Policy or LVHN's Code of Conduct through images or wording is not permitted.
8. Hair style and color should present a professional appearance. Hair, mustaches, sideburns and beards must be neatly trimmed at all times. Specific job assignments may restrict the length of hair due to infection control and patient/personal safety. Extreme hair color may be prohibited.
9. Fingernails must be neat, clean and well-groomed at all times. Specific job assignments may restrict fingernail length due to infection control and patient safety. In certain departments, artificial nails are not permitted.
10. Jeans generally are not considered acceptable attire. However, when deemed appropriate by a Department Manager, jeans must be neat, clean and in good condition. Frayed or patched jeans are not acceptable under any circumstances.
11. Visible body art or tattoos that are offensive are prohibited. LVHN makes the determination of what constitutes prohibited body art or tattoos. Factors used to determine whether body art or tattoos are prohibited are: profanity or depictions of nudity; perceived offensive on the basis of protected classification; community norms; customer complaints.
12. Personal Hygiene:
  - a. Good personal hygiene is extremely important to patient care and safety as well as the comfort of co-workers and the image of LVHN.
  - b. Employees must be clean and well-groomed at all times.
  - c. The excessive use of perfume and cologne is prohibited in recognition of the potential adverse effects on fellow employees, patients, and guests.
13. Photographs:

**LEHIGH VALLEY HEALTH NETWORK**  
**Human Resource Manual**

**PERSONAL APPEARANCE POLICY – HUMAN RESOURCES DEPARTMENT**

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- a. All photographs of employees that are (i) featured on ID badges, (ii) posted to LVHN's social media sites, or (iii) stored or featured on LVHN's internal communication networks should reflect good taste and judgment and create a favorable, positive image of LVHN.
- b. Profile pictures of LVHN employees that are posted to or featured on LVHN social media sites, internal communication networks, or ID badges should be of the employee alone, and should not include cartoon characters or other unprofessional representations of the employee.

**Corrective Action**

Failure to comply with this policy may result in the employee being sent home to change into appropriate attire or to appropriately groom. The employee will not be paid for the time away from work unless required by law. Appropriate corrective action up to and including termination may be taken for repeated violations or more egregious policy violations.

**Responsibility**

Department Manager:

- a. Establishes and communicates specific personal appearance departmental guidelines for both uniform and non-uniform employees consistent with this policy and the role of the department/business unit.
- b. Reviews the policy with employees on a periodic basis to avoid any confusion or misunderstanding relating to the personal appearance requirements of the department/business unit or LVHN.
- c. Consistently monitors and enforces any additional department guidelines related to personal appearance and the Personal Appearance Policy.

This policy shall be administered by the Human Resources Department in consultation with individual department managers. Any employee who has concerns about this policy or department-specific policies should address those concerns with Human Resources.

**REFERENCES**

CDC Guidelines for Hand Hygiene in Health Care Settings MMWR; October 25, 2002 Vol. 51 No. RR-16. The Joint Commission 2010 Comprehensive Accreditation Manual for Hospitals.

**DATES**

Origination: October 1988

Reviewed/Revised: June 2003

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**LEHIGH VALLEY HEALTH NETWORK**  
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March 2006  
July 2009  
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