

TRAINING UPDATE

Lab Location: GEC, SGMC & WAH
Department: All staff

Date Distributed: 7/18/2018
Due Date: 8/15/2018
Implementation: 8/15/2018

DESCRIPTION OF PROCEDURE REVISION

Name of procedure:
Dress Standards SGAH.L18 v5 <i>This has been converted to a system SOP</i>
Description of change(s):
<i>No changes were made to content; format was changed for easier reading. This update is intended to re-inforce your awareness and responsibility to comply with the appearance and attire rules.</i> Header: Added other sites Section 5: Placed in table format This revised SOP will be implemented on August 15, 2018

Document your compliance with this training update by taking the quiz in the MTS system.

Non-Technical SOP

Title	Dress Standards	
Prepared by	Leslie Barrett	Date: 2/20/2009
Owner	Robert SanLuis	Date: 7/12/2018

Laboratory Approval		
Print Name and Title	Signature	Date
<i>Refer to the electronic signature page for approval and approval dates.</i>		
Local Issue Date:		Local Effective Date:

Review:		
Print Name	Signature	Date

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1. PURPOSE

Quest Diagnostics wants employees to feel comfortable and wants to promote a professional business atmosphere. All employees are expected to dress in attire appropriate to their duties and environment.

2. SCOPE

Depending on an employee’s assignment, different dress standards may apply. Employees assigned to work in the laboratory must follow certain safety requirements that are designed to protect them from unnecessary exposure to contaminants. Employees assigned to positions that have daily face to face business interactions with the public (such as personnel assigned to reception functions at any location) are expected to dress in “Professional business attire.” The term “professional appearance” provides for adequate body coverage and protection for all employees. Supervisors of departments with high visibility with customers, patients, or the general public should check with their Department Heads to determine the type of dress expected by position.

3. RESPONSIBILITY

All employees are expected to dress in a manner that is appropriate for our business profession and reflects positively on our image as a leader in our industry. Quest Diagnostics employees must also adhere to the Adventist Healthcare guidelines.

4. DEFINITIONS

None

5. PROCEDURE

A. Clothing and Apparel **NOT** Permitted

Step	Action
1	Clothing that is un-pressed, dirty or not in good repair (having rips, holes, etc.)
2	Clothing that is too revealing, see-through material, or tight fitting
3	Clothing that is extremely baggy or worn inside out
4	Any garment with offensive, derogatory or disruptive lettering or logos
5	T-shirts, tank tops, spandex tops or midriff tops
6	Halter style tops or dresses or those with spaghetti straps
7	Recreational apparel - shorts, cut-offs, causal Capri or cropped pants, jogging or sweatpants, spandex, leggings or other exercise/sports clothing
8	Jeans, bib overalls, and denim material clothing of any kind
9	Sunglasses
10	Hair covering, including but not limited to hats and/or "doo rags"
11	Exposed undergarments and/or those visible when worn under clothing
12	Extreme styles not customary in a business environment

B. Attire Requirements for All Staff Members

Step	Action
1	Ladies: a. Dresses, skirts, culottes should be of modest length (no more than 3 inches above the knee). b. Shirts with a closed neckline and sleeves are preferred
2	Men: a. Shirts with collars are preferred. b. Shirts and ties are preferred. c. Trousers should be worn to present a professional appearance.
3	Shoes are required at all times. a. They must be clean and in good repair, with proper soles and sufficiently supportive to prevent slips or trips. b. Shoes must have closed toes, sandals are not permitted. c. All staff working in or visiting clinical areas must have shoes with quiet soles.
4	Scrub bottoms and tops may be worn as an alternative. (Tops may be printed.) Personal scrubs must be cleaned and kept presentable (i.e. no holes, ragged edges).
5	Laboratory coats are to be buttoned, clean and in good repair. They may not be worn in any public non-clinical areas of the hospital. Dirty lab coats should be routinely replaced weekly. a. At SGMC, lab coats must be removed prior to entering the lounge or conference room. b. At WAH, staff may wear lab coats when crossing from the phlebotomy area to the lab area. Otherwise, coats must be removed when leaving either area.

C. Identification Badges

Step	Action
1	ID badges are part of the working dress and should be worn at all times while on duty and within any Adventist HealthCare entity for the safety and security of patients and employees.
2	These are to be worn above the waist with the photo displayed, and attached with an AHC or Quest issued badge clip or retractable reel clip.
3	Lanyards are prohibited.
4	Temporary tags should be worn when hospital tags are not available.

D. Body Odor

Step	Action
1	Employees should ensure their personal hygiene promotes a professional demeanor. The use of antiperspirant and deodorant is required.
2	Refrain from wearing heavily scented or excessive amounts of fragrance, cologne, lotions or powders. Patients, visitors and employees may have sensitivity and/or allergic reactions to various fragrant products.

E. Fingernails

Step	Action
1	Nails must be clean and neatly trimmed.
2	Long fingernails (longer than 1/8 inch in length) and artificial fingernails or extenders are not permitted for direct patient care (phlebotomists). Artificial fingernails are defined as any material applied to the nail for the purpose of strengthening or lengthening nails, including but not limited to, silk wrap, acrylic overlays, tips, extenders, gels or tapes.
3	If nail polish is worn, it cannot be chipped, cracked or peeling. Nail polish that is chipped has a tendency to harbor greater numbers
4	Nail piercing jewelry and any appliques other than nail polish are similarly prohibited.

F. Hair

Step	Action
1	Hair must be clean and well groomed. Extreme looks, such as unnatural hair color, excessive ornamentation for hair, and shaved-in designs are prohibited.
2	Any employee working in or visiting a clinical area with hair that falls below the neckline must have it pinned or tied back.
3	Trimmed moustaches and beards for men are acceptable. Staff in positions requiring Mask Fit Testing, shall not have hair growth between the skin and the face piece sealing surface, such as stubble beard growth, beard, mustache or sideburns which cross the respirator sealing surface.

G. Body Adornment

Step	Action
1	Jewelry shall be in good taste, not of an excessive size, nor an excessive amount of any type. <ol style="list-style-type: none"> a. Pierced jewelry can only be worn on the ears. No visible body piercings (tongue, eyebrow, nose, etc.) are permitted. Ear gauges, plugs and spacers are prohibited. b. Dangling jewelry is discouraged for safety reasons. c. Non-Clinical Areas: Accessories worn with dress attire should be simple and professional. Jewelry must not impair the employee's ability to perform job functions. d. Clinical Areas: Earrings are limited to one small set in lower earlobe, not to exceed 1/2 inch in diameter or length. One necklace, no longer than 16" in total length, is permitted. Wedding rings are permitted. For safety and infection control purposes, no other rings or bracelets (excluding medical alert bracelets) are permitted.
2	Visible tattoos are not permitted on exposed areas such as, but not limited to, face, neck, ankle or hands. These tattoos must be covered by clothing or flesh colored band-aids.
3	Cosmetic make-up should be natural-looking and not excessive. Removable dental art is prohibited.
4	Apparel, accessories, or adornment of any kind that is required to be worn for religious reasons will be dealt with on an individual basis.

H. Client Service Staff (Phlebotomists / Front Desk / OP Lab)

Step	Action
1	Emphasis on professional appearance is required in positions where meeting the public is part of the job.
2	Shirts and ties are preferred for men.
3	Laboratory coats are required at all times when collecting / handling specimens. Pockets of laboratory jackets should not be cluttered.
4	Identification badges must be worn at all times.
5	Professional pins or patches relating to phlebotomy certification should be worn with pride.
6	Footwear should be comfortable but must conform to shoe requirements.

I. Technical Staff

Step	Action
1	Laboratory coats, gloves, and face protection is required in accordance with the Laboratory Safety Policy.
2	Lab coats must be removed when leaving the Laboratory.

J. Staff assigned to Special Work Detail

Step	Action
1	Appropriate clothing may be authorized by supervisors to meet specific short term assignments involving cleanup or dirty tasks.

6. RELATED DOCUMENTS

Personal Appearance, Adventist HealthCare, Inc., Corporate policy 2.31

7. REFERENCES

Your Employee Handbook, Quest Diagnostics, *ourQuest* online website.

8. REVISION HISTORY

Version	Date	Reason for Revision	Revised By	Approved By
		Supersedes SOP L020.01		
000	3/10/2010	Updated owner Section 5: Part A added Section 7: updated to current version	L. Barrett	L. Loffredo
001	4/1/2011	Section 5: update Part A with additional apparel, add hair requirement to Part B Section 6: add AHC policies Section 7: updated to current version	L. Barrett	L. Loffredo
002	10/5/2015	Section 5: update fingernail, hair and jewelry requirements, add restrictions for tattoos Footer: version # leading zero's dropped due to new EDCS in use as of 10/7/13.	L. Barrett	L. Loffredo
3	6/2/2016	Section 5: update shoe, fingernail, hair and jewelry requirements, add badge attachment restrictions and religious exceptions	L. Barrett	L. Loffredo
4	7/12/2018	Updated owner Header: added other sites Section 5: placed in table format	L Barrett	R SanLuis

9. ADDENDA AND APPENDICES

None