



## Professional Expectations: Dress Code

StarCare Specialty Health System (StarCare) is a professional healthcare organization and, as such, has high standards for how employees, contractors, interns/practicum students and volunteers are to represent the company, especially as it pertains to professional attire. All employees, contractors, interns/practicum students and volunteers of StarCare, represent the company and the services provided, so everyone is expected to dress professionally.

All employees, contractors, interns/practicum students and volunteers are expected to comply with StarCare's Dress Code. Reasonable accommodations are made for employees, contractors, interns/practicum students and volunteers with medical conditions or certain religious beliefs, but maintain consistency with business necessity and professional appearance. Failure to comply with StarCare's Dress Code is considered a poor performance issue and will be addressed via the company's Positive Performance Program. Determinations as to compliance with this Dress Code are made by the Human Resources Director or designee or any member of the Executive Team and are final.

### **GENERAL EXPECTATIONS**

The following general expectations apply to all employees, contractors, interns/practicum students and volunteers.

- 1. Identification Badges** – StarCare-issued, photo identification badges must be worn at all times when on company property. When on duty away from company property, badges must be easily accessible for the purpose of identification.
- 2. Perfume, Cologne, Scented Lotion** - perfume, cologne, after-shave and fragrant lotions must be worn so as to not interfere with others' allergies or be offensive.
- 3. Accessories** – jewelry should be worn appropriate to the work environment and neither detract from a professional appearance, nor present a safety risk. Jewelry is not allowed in any body piercing, with the exception of in the ears. The number of earrings is limited to no more than two (2) per ear. Ear gauges are not allowed.
- 4. Tattoos** – staff must cover offensive or inappropriate tattoos at all times while on duty and are not allowed to have face or throat tattoos of any kind, unless they can be completely covered in a professional manner.

5. **Hats and Head Coverings** – staff are not allowed to wear hats indoors. Head coverings are only allowed when required for medical reasons, religious purposes or to honor cultural tradition.
6. **Grooming** – staff must be clean and groomed professionally. Hairstyles, hair color, beards, moustaches, sideburns and other appearance-related items must present a neat and professional appearance. Wrinkled, frayed, holey, faded, stained or patched clothes are not allowed. Non-natural hair color of any type is not allowed. Personal hygiene products must be used. Nails must be maintained in a professional manner. Staff may not smell like cigarette nor cigar smoke.
7. **Special Conditions** – certain circumstances may warrant the relaxation or tightening of StarCare’s Dress Code. All staff who attend Board of Trustees meetings, professional community events/functions, business conferences, etc. must wear clothing similar to what others in attendance will wear. Requests to relax this Dress Code must be made via an Executive Team member to the Chief Executive Officer prior to the date or event for which the waiver is desired.
8. **Uniforms/Scrubs** – staff who are required to wear uniforms are notified at the time of hire or contract. Uniforms must be clean and without stains, tears or discoloration. Scrubs may only be worn by Medical Staff and must be in compliance with the requirements of the worksite in which staff are working.
9. **Cold Weather** – if the high temperature for a day is forecasted by a Lubbock television station to be below 33 degrees Fahrenheit, or if there is significant ice or snow on the roadways, jeans, sweaters and cold weather boots are allowed for all staff that day.
10. **Modesty** – staff may not wear any clothing or uniforms that are form fitting, low cut or revealing in any way. Skirts and dresses must lie no less than three (3) inches above the knee when staff is seated. Showing excessive cleavage and skin is inappropriate and unprofessional and not allowed. Clothing that is too tight, too revealing and/or too sheer is not allowed. Spandex shirts/tops and bottoms are not allowed.
11. **Shirts/Tops** - Sleeveless shirts, shirts with sleeves less than 1 inch over the shoulder (i.e. cap sleeves) and shirts with spaghetti straps are not allowed. Halter, midriff and tank tops are not allowed. Shirts revealing unprofessional levels of cleavage are not allowed. The wearing of T-shirts and sweatshirts while on duty is not allowed, except by Direct Care Staff, working in one of the Intellectual Disabilities’ Residential homes; however, those must be one, solid color – with neither wording nor pictures and may not be plain white.

**12. Pants** - Leggings, jeggings, yoga pants, pedal pushers, shorts, skorts, sweat pants, bib overalls and athletic pants are not professional work attire and, therefore, not allowed. Pants may not be shorter than four (4) inches above one's ankle to be considered in compliance with this Dress Code.

**13. Footwear** – staff must wear shoes or boots to ensure their safety when performing their duties. House shoes and flip flops are not allowed. All footwear must be clean, in good repair and polished, if applicable. Socks or hosiery are not required.

### **SPECIFIC EXPECTATIONS**

Because of the varied nature of the services provided by StarCare's employees, contractors, interns/practicum students and volunteers, this section of the Dress Code is divided into four (4) categories and includes additional expectations, specific to the category of staff/work to be performed. These expectations are in addition to all of those outlined in the General Expectations section above.

1. **Direct Care Staff** – employees, contractors, interns/practicum students and volunteers who have any likelihood of direct client, patient or participant contact
  - Denim jeans are allowed.
  - StarCare T-shirts and StarCare sweatshirts are only allowed to be worn on Fridays.
  - Direct care staff must wear fully enclosed, non-skid soled shoes, with a heel height of no more than 2 inches. No sandals, open-toed or open-heeled shoes are allowed.
  - To reduce the risk of infection, staff must trim nails to no longer than just beyond the fingertip. Artificial nails of any type are not allowed, except for Service Coordinators/Case Managers, Rehab Staff and Qualified Intellectual Disability Professionals, as long as they are in keeping with the General Expectations above.
  
2. **Support Staff** – employees, contractors, interns/practicum students and volunteers who work in the areas of building and lawn maintenance, housekeeping, procurement, internal mail delivery and dietary services
  - Uniforms are required. The specific brand and type varies by work site.
  - Work boots are required for maintenance staff; other support staff must wear fully enclosed, non-skid soled shoes, with a heel height of no more than 2 inches. No sandals, open-toed or open-heeled shoes are allowed.

- 3. Medical Staff** – employees, contractors, interns/practicum students and volunteers who are medical doctors (MDs), physician assistants (PAs), family nurse practitioners (FNPs), registered nurses (RNs), licensed vocational nurses (LVNs), certified nursing assistants (CNAs), mental health specialists (MHSs), etc. who work at the following work sites: Silver Star; Sunrise Canyon Hospital, Extended Observation Unit and outpatient clinic; Methadone Clinic; Intellectual Disability Program and any other outpatient clinic
- Scrubs are required for all medical staff except MDs, PAs and FNPs. The specific brand and type varies by work site.
  - Lab Coats may be worn by MDs, PAs, FNPs and RNs, as long as the provider's name and credentials are embroidered upon it in a clear manner.
  - Denim jeans, StarCare T-shirts and StarCare sweatshirts are only allowed to be worn on Fridays and only by those medical staff who are not required to wear scrubs.
  - Medical staff must wear fully enclosed, non-skid soled shoes, with a heel height of no more than 2 inches. No sandals, open-toed or open-heeled shoes are allowed.
  - To avoid injury, dangling jewelry (earrings, necklaces, bracelets, etc.) are not allowed.
  - To reduce the risk of infection, staff must trim nails to no longer than just beyond the fingertip. Artificial nails of any type are not allowed.
- 4. Administrative Staff** – employees, contractors, interns/practicum students and volunteers who are office-based with very little to no likelihood of direct client, patient or participant contact, including Executive and Corporate Leadership and Senior Management Team members, as well as other office-based staff
- Denim jeans, StarCare T-shirts and StarCare sweatshirts are only allowed to be worn on Fridays.
  - Administrative staff may wear shoes of any type, as long as the heel height does not exceed four (4) inches, there are no straps between the toes (i.e., flip flops), they are in good repair and are on trend with what's considered professional in the current healthcare environment.
  - Artificial nails and jewelry are allowed, as long as they meet the General Expectations listed above.
  - Executive and Corporate Leadership Team members are expected to set a high standard of professionalism for others in the company. Suits, jackets, ties are expected when the occasion calls for heightened professionalism.