



# the look of assurance

Our patients and their families expect – and deserve – the assurance that they have made the right choice by entrusting IU Health with their care. We provide this assurance through our unparalleled expertise, our welcoming environment, our convenient access to the services they need, and, most importantly, *through you*. Your compassion, your professionalism, and yes, even your clean hands and neat uniforms help to provide them with the peace of mind that they've come to the right place.

Your commitment to maintaining the Look of Assurance is an extension of the deep commitment that you have to providing our patients with the best possible care. And it is a reminder to our patients and guests that you are an important part of one of the best healthcare teams in the country.

## Guidelines for All Team Members

Any time you are wearing an IU Health badge or uniform, your appearance, attitude and behaviors are direct reflections on the quality of the care that we provide. While you are at work, or even traveling within our facilities to and from your work station, you are representing IU Health to our patients and guests and your uniform or professional wear should be worn.

It is essential that you demonstrate professionalism and good judgment related to your appearance at all times. In order to help make sure that all team members interpret professionalism in a similar way, IU Health has adopted these standards. If you are ever in doubt about the appropriateness of your appearance, please keep in mind that anything that could detract from our ability to deliver on the promise of assurance to our patients will not be permitted.

These Look of Assurance standards apply to all full-time, part-time, supplemental and temporary team members, as well as students, volunteers, contract or agency personnel, staff from affiliated institutions and team members providing services. Physicians, advanced providers and RNs are governed by related policies that are applicable to those professions.

Throughout these standards, you will see references to Uniformed Team Members. Uniformed Team Members are those individuals who work in roles that wear an IU Health uniform. A complete list of these is available at [lookofassurance.com](http://lookofassurance.com). All other team members must dress in professional wear, as described below.



Indiana University Health

Discover one look at [pulse.iuhealth.org/uniforms](http://pulse.iuhealth.org/uniforms)

**Name Badges**

All team members have been issued a name badge, which should be worn with pride on the outermost layer of clothing, so that it can easily be read by patients, family members, physicians, visitors, and other team members.

Uniformed Team Members must wear their name badges at shoulder height and in a way that doesn't cover the IU Health logo on their uniform. All other team members must wear their name badges above the waist.

Name badges shall be worn at all times while on duty, except by those team members who are restricted from wearing the badge while working in sterile environments.

**Pins**

All team members have the option of wearing up to two approved pins on their IU Health uniform or name badge, as long as pertinent information is not covered and the pins do not damage or interfere with bar code scanning. Stickers or other decorations are not permitted on a name badge or IU Health uniform. Pins from the following entities are approved for use:

- Hospital-sponsored or supported affiliations
- Professional affiliations

**Lanyards and Other Safety Requirements**

For infection control and safety reasons, team members may not wear their name badge on a lanyard. The name badge must be attached to an IU Health uniform or professional wear.

Where the technology is available, locator badges must be worn by all direct care providers on inpatient units. Non-direct care providers may be required to wear a locator badge by a nursing unit's clinical manager.

Where applicable, team members must wear radiation monitoring devices to measure radiation exposure.

**Hangtags**

Uniformed Team Members may be provided with a hangtag that further helps patients and guests identify which role that team member plays on the IU Health team. Where applicable, these hangtags should be worn with their position visible from the bottom of the name badge.

**Personal Hygiene**

Due to close contact with patients, guests and other members of the IU Health team, all team members must be clean and maintain appropriate personal hygiene with regard to their body, hair and nails.

Scented body lotions, fragrances and colognes should not be used to excess and may not be worn in patient care areas (including any inpatient or outpatient area, physician office, or other area where patient contact occurs).

Cosmetics, if worn, must be modest.

### **Hair Coloring and Styling**

Hair must be a natural color and style (not, for example, fluorescent colors or stripes). It must be neatly combed/brushed and not interfere with the ability to provide safe patient care in any way. When providing direct patient care, hair longer than shoulder length must be contained.

Braids and dreadlocks are acceptable, provided that they are clean, neat and do not cover a team member's face.

### **Facial Hair**

Beards, sideburns and mustaches are permitted, but must be neatly trimmed.

### **Fingernails**

Hands and nails must be well-groomed, with nails trimmed not to exceed  $\frac{1}{4}$  inch from the tip of the fingers. Nails may be polished with clear or modest-colored polish only. If worn, the polish must be free of chips.

Team members with direct patient contact may not wear artificial nails of any kind.

### **Jewelry**

Jewelry is permitted, if it is kept to a minimum (e.g. no more than 2 earrings in one ear), though it may be banned in some areas to safeguard against injury or transmission of infection. Jewelry should be conservative in style and free of edges that might scratch a patient. Team members providing direct patient care may not wear dangling jewelry (including bracelets, earrings and necklaces).

Non-traditional body and facial jewelry (e.g. tongue, eyebrow, lips and nose piercings, gauges, bars, ear-to-ear chains, etc.) may not be worn while on duty and any resulting piercings should be covered by a flesh-colored plug, as applicable.

### **Tattoos**

While on duty, tattoos must be covered by modest flesh-colored make-up or with clothing or flesh-colored self-adhesive dressings provided by the team member.

### **Undergarments**

Undergarments must be worn, covered and not visible. If the fit of an IU Health uniform may reveal undergarments, underwear or skin when performing routine job functions, an approved color and style of shirt must be worn under the uniform top.

### **Tucking of Shirts**

For Uniformed Team Members, all layers worn underneath an IU Health uniform must be tucked in and not visible below the uniform top.

All outer-layer, button-down shirts, except for those with a tailored hem (designed to be worn untucked), must be tucked in. Tucking in polo shirts is preferred.

### **Holiday, Sports Team or Fundraising Attire**

IU Health facilities are open to patients and families 365 days a year. They come to IU Health with the same concerns, anxieties and expectations on holidays as they do on every other day. As such, they should be greeted, welcomed and received with the same level of care, reassurance and professionalism that they experience on other days as well. Therefore, no holiday-themed attire may be substituted for an IU Health uniform and no “jeans days” or similar events will be approved for any purpose, including to recognize a local sports team or raise funds.

Tasteful holiday attire may be incorporated into professional wear, to the extent that it does not interfere with other requirements of these Look of Assurance standards.

## **Special Guidelines for Uniformed Team Members**

### **Uniforms**

IU Health Uniforms must be in good repair, clean, not wrinkled and appropriate in size and length. The hemline of uniform pants should not touch the floor.

Except as provided at [lookofassurance.com](http://lookofassurance.com), non-scrub uniform pants may include any kind of dress slacks or khaki-, twill-, or corduroy-style pants. However, Uniformed Team Members may not wear pants that are cargo-style or jean-style.

Scrub gowns may be worn for surgical procedures and isolation/protection purposes only.

Where available, hospital-provided scrubs may be worn for emergencies when personal scrubs become soiled or contaminated while on duty.

### **Layers**

Shirt layers under uniform tops may be black or white long-sleeved or short-sleeved t-shirts, mock turtlenecks or turtlenecks.

Uniformed Team Members may wear their approved cold weather garment, except when providing direct patient care.

### **Footwear**

Uniformed Team Members must wear hosiery or socks in all patient care areas (including any inpatient or outpatient area, physician office, or other area where patient contact occurs). The preferred color for socks and hosiery for all Uniformed Team Members is black, but skin tone or white items may be worn with pants and skin tone hosiery may be worn with skirts. No other color of socks or hosiery is permitted for Uniformed Team Members.

All Uniformed Team Members must wear black, closed-toe, non-skid-sole shoes that are clean and free of obvious colors or logos.

### **Work in Multiple Facilities**

Uniformed Team Members working in multiple facilities must wear the uniform appropriate for each facility. When advance scheduling indicates the team member will staff multiple facilities in the same shift, the team member must change uniforms to match each facility's approved uniform. When unexpected scheduling changes occur, Uniformed Team Members will change uniforms whenever possible. However, as long as the team member is wearing an IU Health- or Riley-branded uniform, the team member will not be penalized as being "out of uniform."

### **Work in Multiple Roles**

Uniformed Team Members who work in multiple roles must work with their manager to determine the appropriate uniform. Generally, the team member will wear the designated uniform for the role in which they perform the majority of their duties.

### **Travel to and From Work**

Uniformed Team members who are required to wear hospital-provided scrubs may not wear those scrubs to or from work. Team members who change into hospital-provided scrubs once they arrive at work are expected to dress in professional wear or approved uniforms when entering and leaving the building.

### **Attire While Attending Educational Offerings or Meetings**

Team members who are being paid for attending educational offerings, including IU Health Essentials or other orientation, CPR or off-site meetings must be dressed in professional wear or an appropriate IU Health uniform.

## **Special Guidelines for Other Team Members**

### **Professional Wear**

Team members who do not wear an IU Health Uniform must be dressed in professional wear at all times. Professional wear includes dresses, suits, jackets, blazers, dress slacks, twill- or khaki-type casual slacks, skirts, split skirts (skorts), dress shirts, blouses, sweaters, collared shirts, traditional and mock turtlenecks. Official IU Health logo-wear meeting these criteria are acceptable.

Team members who are dressed in professional wear must wear professional style shoes. Tennis shoes are not permitted.

### **Uniforms/Scrubs/Labcoats**

Team members that are not in roles subject to an IU Health uniform should avoid wearing a combination of clothing similar to an IU Health uniform.

Team members not designated to wear scrubs or lab coats may not elect to do so and should be dressed in attire consistent with their role.

## Additional Provisions

In order to create an assuring environment for the people that we serve, all IU Health team members are expected to use good judgment in order to maintain a professional image at all times. The following examples of *inappropriate* attire are designed to assist team members in making decisions about what complies with these Look of Assurance standards. However, this list is not all-inclusive.

1	Clothing that is soiled, wrinkled, torn, noticeably worn, frayed, too tight, too loose, or too long.
2	Scuffed, dirty, unpolished, untied, visibly worn shoes, slippers, and flip flops.
3	Open-toed shoes by personnel working in positions requiring universal precautions (example: patient bedside, clinic office personnel placing patients in a room, etc.)
4	Shorts (except when worn during an outdoor health fair or similar event), capris pants, leggings (worn as pants), cropped pants, stretch pants, tight slacks, or pants with the waists rolled down.
5	Bare back tops, halter-style tops, midriff length tops, or formfitting materials.
6	T-shirts without a scrub top or cover-up jacket.
7	Sweat shirts, sweat pants and sweat suits (includes, but is not limited to, silk and nylon materials).
8	Thermal underwear, Henley's, any clothing with waffle-type material or any "see-through" material that is worn as a visible layer.
9	T-shirts and turtlenecks under scrub tops must not hang out under the scrubs at the waist and all other layers under scrub tops must be tucked in and not visible below the uniform top.
10	Undershirts with visible logos, sleeveless fashions that expose underwear, exposed midriff, tying shirttail or arms at the waist.
11	Plunging necklines or shirts that expose chest hair or cleavage.
12	Painter/carpenter or bib overalls.
13	Underwear garments visible outside of the uniform or through the uniform.
14	Any color of any denim apparel including skirts, dresses, jumpers, shirts, pants, vests and jackets.
15	Sunglasses (without medical reason or for outdoor work).
16	Any attire which would be worn for sports activities.
17	Any slick-fabric, form-fitting clothing, of the variety that is often used for athletic apparel.
18	Clothing or accessories bearing pictures or writing that states or implies nonprofessional, illegal, distasteful, or suggestive language/activities.
19	Clothing which advertises a service, business, nonhealth-related association or other enterprise.
20	Head coverings except when associated with professional, medical, or religious rationale or are required for reasons related to practice or Board of Health Regulations; nursing school cap is optional. Appropriate head coverings may be worn when the covering is worn to provide safety, coverage from debris and for outdoor work.

### Contractors & Students

Contractors in patient-facing roles must follow the uniform standards for that role; however, contractors' uniforms should not contain the IU Health logo. Students without school-specified scrubs or other uniform should wear their discipline's specified uniform, without the IU Health logo.

**Look of Assurance Accountability**

It is the responsibility of each member of the IU Health team to uphold these Look of Assurance standards. These standards have been established by IU Health and may be changed at any time. Failure of any team member to adhere to these standards will be addressed under the Corrective Action policy of the applicable entity and may lead to discipline up to and including termination of employment.

1. Team members who do not follow the Look of Assurance standards while on duty will be placed on a performance improvement plan.
2. In addition, team members who do not follow these standards will be sent home without pay to change their attire, provided that patient care is not compromised.
3. If patient care would be compromised by sending a team member home, the team member will be required to change into hospital-provided scrubs.

Managers, under the direction of their directors, will be held accountable for consistent application of these standards. Managers will exercise their best judgment to determine if a team member is not dressed according to the Look of Assurance standards. Failure to address violations will result in a performance improvement plan for the manager.

Any concerns about appropriate attire should be resolved with the team member's direct leader prior to wearing the attire. If an issue cannot be resolved at that level, it will be taken to the team member's director or to Human Resources for further assistance.

**Accommodation Requests**

Team members with documented medical or religious exceptions may be exempted from the applicable portions of these standards. If you have any questions or concerns about medical or religious exceptions to these standards, please follow up with your direct leader or consult Human Resources for further assistance.