

Professional Dress and Accessories Policy		
For Policy Office Use Only		
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Policy Sponsor: Chief Executive Officer		
Policy Author: Chief Talent Officer (Ann Clancy)		Dept: Human Resources
Scope/Impact: CHEO Staff, Medical Staff, Learners, Volunteers. This policy repeals and replaces the Dress Policy.		
Keywords: dress code, accessories		

1. Purpose

In accordance with CHEO's Professional Environment Policy, the Professional Dress and Accessories policy is designed to set out specific guidance to staff, volunteers, medical staff and learners in maintaining standards of professional dress reflective of a health care environment which inspires confidence and trust in those who come to CHEO for care or to work, learn or volunteer.

This policy is designed to:

- Reflect **today's workplace environment and expectations** from patients and families
- Align with our Strategy commitment to **Everyone Belongs and Strong Team**
- Align with our **Mission and Values**
- Maintain the **public trust** and the trust of those who come to CHEO **for care or to work, learn or volunteer**

CHEO recognizes that dress and accessories can be a reflection of personal identity. In keeping with CHEO's commitments to embracing diversity in all its forms as a source of strength in the care we provide and the workplace we create, this policy strives to establish only the minimum reasonable limitations on dress and accessories. There is no intention in this policy to restrict or prevent individuals from wearing clothing and accessories in accordance with their cultural customs and religious observances as protected pursuant to the Ontario Human Rights Code.

2. Policy

Dress and accessories must reasonably adhere to the standards below and be consistent with the principles set out in the professional work environment policy as well as other relevant health and safety policies, regulations and infection prevention and control policies and guidelines. Additional standards may be required of certain roles that are to be interpreted in addition to the standards noted herein.

CHEO may hold voluntary casual days from time to time. At these times, dress and accessory requirements may be relaxed to encourage participation while maintaining expectations of a professional environment, respectful workplace, and safety and infection prevention and control measures within a pediatric healthcare environment.

CLOTHING & PERSONAL ACCESSORIES (including but not necessarily limited to anything worn, carried on their person or displayed within a workspace)

- Clothing and accessories shall be professional and convey an image of confidence, safety, and security for all patients, families, public, learners, and colleagues in a pediatric healthcare environment.

- Clothing and personal accessories that may place at risk CHEO's ability to maintain the public trust, provide safe, high-quality care and/or maintain respectful work environments are considered inappropriate. This includes but is not limited to:
 - may constitute harassment or discrimination under CHEO's policies and/or the Ontario Human Rights Code.
 - illicit, profane, suggestive, discriminatory, biased, alcohol, drug or tobacco related text/graphics/logos
 - symbolize personal perspectives on issues of a partisan, political or ideological nature.
 - While there is no intent to place limits on artistic expressions on one's person, CHEO reserves the right to request anything falling within the above categories to be covered or concealed as necessary.
- Jewelry must be worn carefully and thoughtfully to ensure it does not present a safety or infection hazard.
- Some roles may require hair coverings for health, safety, or infection prevention and control measures.
- Some roles may require additional health and safety and/or infection prevention and control measures such as fingernail and jewelry limitations and specifications as outlined in additional policy.

FRAGRANCES

- In consideration of patients, families, public, learners, and with environmental sensitivities, fragrances are not permitted as outlined in additional policy.

UNIFORMS

- Uniforms (including protective clothing, scrubs, department branded jackets/sweatshirts, and hairnets as applicable) must conform in style, and colour, as per Departmental/Corporate requirements. Uniforms of clinical staff, where applicable, will be professional in their appearance. Pediatric and child friendly prints are encouraged.
- Clothing worn as uniforms in clinical areas and/or by staff, Medical staff, learners and volunteers in direct contact with patients and/or infectious materials should be used only at work.

FOOTWEAR

- Shoes must be clean and conform to the Occupational Health & Safety Footwear Policy.

IDENTIFICATION

- CHEO identification must be worn at all times when on-site and/or performing CHEO functions.

CULTURAL AND RELIGIOUS ACCOMMODATIONS

- There is no intention in this policy to restrict or prevent individuals from wearing clothing and accessories in accordance with their cultural customs and religious observances pursuant to the Ontario Human Rights Code.
- Requests for accommodation, pursuant to the Ontario Human Rights Code, can be submitted to the direct leader, Human Resources, or the Medical Staff Office. CHEO endeavours to balance the interests of the individual with safety requirements and shall not unreasonably deny bona fide requests of this nature.

3. Responsibilities

Staff, Medical Staff, and Volunteers are responsible to:

- Abide by the expectations and requirements of this policy, seeking guidance from their immediate supervisor as needed.
- Become knowledgeable about this policy and all associated policies.
- Report any incidents or concerns regarding breach of this policy

Immediate Managers/Directors and Division/Department Chiefs are responsible to:

- Ensure that their employees, members of the medical staff, volunteers, students/learners and contractors are aware of, and act in compliance with this policy and any related policies.
- Ensure that each reported complaint/incident or concern is reviewed in a timely fashion, and that any violations are dealt with firmly and fairly, and.
- Make every effort to establish and maintain adequate systems, procedures and controls to prevent breach this policy.

Learners (students of all health care provider disciplines and medical students and residents) are responsible to:

- Abide by the expectations and requirements of this policy, seeking guidance from their program director as needed
- Become knowledgeable about this policy and all associated policies at CHEO and the educational institution(s) and any relevant licensing authorities or collective agreements
- Remain up to date on all related mandatory training
- Report any incidents or concerns in accordance with policies and procedures at CHEO and their educational institution(s)

Program Directors and Education Supervisors in collaboration with their own immediate supervisor are responsible to:

- Ensure that their students/learners are aware of and act in compliance with this policy and any other related policies
- Ensure that each reported incident or concern is reviewed in a timely fashion, discussed with their own
- Supervisors and/or other relevant bodies in accordance with their educational role, and that any violations
- Make every effort to establish and maintain adequate systems, procedures and controls to prevent breach of this policy

Vice Presidents, members of Executive team and Chief of Staff are responsible to:

- Support their leaders in understanding and implementing this policy with their teams
- Ensure that all reported incidents are reviewed, and any required action is taken in a reasonable, timely, and appropriate fashion.
- Work with the University and other affiliated organizations to address concerns under this policy as needed.

Chief Talent Officer and Human Resources are responsible to:

- Ensure that staff, medical staff, volunteers and learners have opportunities to learn about and understand this policy.
- Provide support to individuals including complainants, respondents and supervisors
- Ensure that reported complaints under this policy are reviewed in a timely manner,
- Support the Executive and Board in overseeing the policy including but not limited to the volume and nature of complaints and actions taken, as well as reporting valuable feedback received and recommended improvements/changes to the policy

President & CEO, Chief of Staff and Chair of the Board is responsible to:

- Ensure that Executive & Board members acknowledge their understanding and agree to abide by the Policy
- Develop, endorse/approve CHEO's public strategic advocacy positions
- Act as primary spokesperson or determine the most appropriate spokesperson (CEO)
- Ensure that all reported incidents are reviewed and acted upon in a timely manner
- Review feedback related to this policy and update as appropriate to ensure it remains relevant.

4. Procedure

To maintain the ability to provide care for all and the public's trust, staff, medical staff, learners and volunteers are expected to be mindful of this policy and the clothing, accessories and items worn and/or displayed within their work environments. CHEO reserves the right to take immediate action to address issues of concern related to this policy including but not necessarily limited to:

- Professionally addressing complaints, issues and concerns in the moment in accordance with CHEO policies and collective agreements especially when safety is at concern.
- When issues arise, supervisors discussing the offending issue with the individual should do so in as private an environment as possible, requiring the individual to remove article(s) or items that are not in keeping with this policy.
- If the issue is an article of clothing, individuals will be asked to change clothing. If the person has no appropriate clothing at work, the supervisor will work with the individual to resolve the issue to minimize any impact on their working time.
- If the issue is an accessory, the individual will be asked to remove it and place it out of sight for the remainder of their shift and refrain from bringing it into the workplace.
- If the individual requests accommodations during this conversation, the supervisor should request the individual remove or cover the offending item temporarily while immediately reaching out to human resources/labour relations or the medical staff office (MSO) for guidance.
- Failure to adhere to the request of a supervisor and/or repeat offences will be addressed through normal progressive discipline for staff, learners, volunteers, and privileged members of the medical staff in accordance with procedural fairness.
- If the individual's designated supervisor is not on-site, a 2nd level supervisor, Director/Medical Director or Human Resources/MSO may provide the required direction. The Executive or Director on-call may support after hours if the matter cannot wait until the following workday.

5. Cross-References

These requirements of this policy are to be interpreted with the expectations and requirements established in CHEO strategies, policies & guidelines as amended or updated from time to time including but not limited to:

- CHEO's strategic plan
- Professional Environment Policy
- Safeguards for Working Alone Policy
- Violence in the Workplace Policy
- Flagging for Violence and Aggression Policy

- Footwear Policy
- Employee Identification Policy
- Workplace Complaints Reporting Procedure
- Hand Hygiene Policy
- Scent Reduction Policy
- Policies from other CHEO affiliated organizations as appropriate including but not limited to RI, RNCH, University of Ottawa

6. References

Legislation & Regulations

- Ontario Human Rights Code
- Regulations and/or Professional Practice Guidelines for regulated professions

Version History:

Date	Type of revisions	List of revisions
Feb 18, 2025	Major Revisions	This updated policy repeals and replaces the Dress Policy.
Pick Date	Revisions	