

Policy and Procedure on

Dress Code and Personal Appearance of Staff

Policy Author	Shilleen Freeth
Approval Date	April 2018
Review	This Policy will be updated when appropriate, in line with any legislative, regulatory or Company changes.
Version No	6
Policy Level	Group
Staff Groups Affected	All Staff

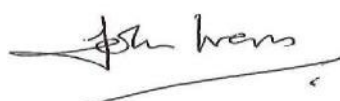
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1. Monitoring and Review

- 1.1. The Proprietor will undertake a formal review of this policy for the purpose of monitoring and of the efficiency with which the related duties have been discharged, by no later than one year from the date of approval shown above, or earlier if significant changes to the systems and arrangements take place, or if legislation, regulatory requirements or best practice guidelines so require.
- 1.2. The local content of this document will be subject to continuous monitoring, refinement and audit by the Head of Service.

Signed:



John Ivers
Chief Operating Officer, Cambian Group



Tracey Wilson
Principal

2. Introduction

- 2.1. This policy deals with the Dress, Appearance and Presentation for staff working in Cambian Group Establishments.
- 2.2. It applies to all employees within Cambian Group however, there are variances between departments such as Residential and Education due to differing needs within those environments. If you are in any doubt about the content of this policy or of the suitable attire for your role and place of work, then you should speak to your Line Manager in the first instance.
- 2.3. Make sure that you are familiar with the detail and what is expected of you under the policy.

3. Purpose

- 3.1. Dress Code and Personal Appearance is necessary in order to
 - Present a smart and professional image to individuals in our care and the general public.
 - Support infection prevention and control.
 - Ensure that dress, appearance and presentation take account of the Health and Safety aspects of the specific job undertaken.
- 3.2. The Cambian Group considers the way employees dress and their appearance to be of significant importance in portraying the company's professionalism to individuals in our care, visitors, clients or colleagues.
- 3.3. The Cambian Group recognises the diversity of cultures, religions and disabilities of its employees and will take a sensitive approach when this affects dress and uniform requirements. However, priority will be given to clinical, health and safety, security and infection control considerations.
- 3.4. The Dress Code Policy is designed to guide managers and employees on the application of standards of dress and appearance. The policy is not exhaustive and staff should use common sense in adhering to the principles underpinning the policy.

4. Policy

- 4.1. Employees are responsible for following the standards of uniform/dress and appearance laid down in this policy and should understand how this policy relates to their working environment; health and safety, infection control, particular role and duties and contact with others during the course of their employment
- 4.2. Managers are responsible for ensuring the Dress Code Policy is adhered to at all times in respect of the employees they manage
- 4.3. All staff are required to comply with the principles of the Dress Code Policy. Failure to adhere to this policy may constitute misconduct and may result in formal disciplinary proceedings.

5. Procedures

- 5.1. Employees who work directly with individuals in our care are expected to adhere to the local dress code and appropriate uniform specific to their place of work. Consideration should be given to the activity at hand for example, smart clothing should be worn for attendance at court or local authority meetings.
- 5.2. Uniforms should be worn in a clean and presentable fashion and must not be altered or added to by the individual.
- 5.3. All staff leaving the Company who have been provided with a uniform must return their uniform, laundered/dry cleaned within one week of leaving employment.
- 5.4. All staff are supplied with an identity badge, which should be worn and visible at all times within the place of work. This is with the exception of children's residential homes, or when out in the community, when they must be carried with you to ensure availability. This must be returned to the company on the day of leaving employment.
- 5.5. Nail varnish and false nails are not permitted for those supporting with personal care. Nails should be sufficiently short to ensure safe contact with individuals in our care and good hand hygiene.
- 5.6. For staff not required to wear a uniform they are expected to dress in a manner appropriate to their working environment and to the type of work performed. For both uniform and non-uniformed staff, attire must be clean and wrinkle free.
- 5.7. Whilst undertaking training, staff may wear smart, casual clothes and footwear as appropriate to the training being undertaken.

Non-acceptable clothing

- 5.8. The following items of clothing are examples of unacceptable clothing and accessories, either on the grounds of Health & Safety or for the Company's public image:
 - Overly tight or revealing clothes for both male and female employees, including: vests, low cut tops low cut trousers or clothes that reveal the midriff.
 - Mini-skirts or overly short shorts.
 - Long dresses
 - Scarves
 - Shorts (unless on a specific activity)
 - Football shirts

- Bulky jewellery including long ear rings
- Any clothing with offensive logo's
- Any facial piercings should be discussed with your Manager as these pose a risk to Health & Safety

5.9. The following items of clothing have some restrictions which we have explained for clarity below, either on the grounds of health and safety or for the Company's public image. You should note that there are exceptions in some cases subject to your role within the company:

- Ripped/Torn Jeans are not acceptable, although standard jeans are acceptable for Front Line staff within a residential setting, Managers should refrain from wearing blue jeans, coloured or black are acceptable. Jeans are not acceptable within the education setting.
- Tracksuits – Whilst tracksuits are acceptable for the residential setting, they are not acceptable within education unless you are on an activity that calls for this attire
- Casual sports T-shirts displaying non-offensive brand names/logos are acceptable for the residential setting, however these are not acceptable within education.
- Leisure shorts should only be worn during appropriate activities
- Combat trousers are acceptable for the residential setting; however, these are not acceptable within education.
- Sweatshirts displaying brand names/logos are acceptable for the residential setting, however these are not acceptable within education
- Baseball caps/hats (unless specially required for the job role) Should not be worn unless you take the young people on holiday or are taking part in outdoor activities

- 5.10.** Employees who are based in Central or Regional offices should comply with a business casual dress code.
- 5.11.** Footwear must be safe, sensible, in good order, smart and clean and have regard to health and safety considerations.) Ballet pumps, croc style shoes, slippers, very high heels and flip-flops are not acceptable.
- 5.12.** Ugg style boots and trainers are acceptable for residential but not for the education setting. Managers should refrain from wearing trainers.
- 5.13.** Certain jobs require staff to wear protective footwear. These staff must wear the correct footwear for undertaking their work and if staff are uncertain they must check with their line manager
- 5.14.** Visible tattoos which are deemed to be offensive should be appropriately covered
- 5.15.** Jewellery for staff working directly with individuals in our care must be kept to a minimum this could include a wrist watch, a necklace and bracelet; a plain/wedding ring and one pair of discreet stud earrings are permitted.
- 5.16.** Facial/body piercing should be kept to a minimum. Employees should be mindful of health and safety issues or infection control risks and discuss these with their Manager.
- 5.17.** Hair should be clean, neat and tidy at all times and for those working directly with individuals in our care long hair should be tied back. Headscarves worn for religious purposes are permitted in most areas. Beards should be short and neatly trimmed, unless this reflects the individual's religion where it should be tidy
- 5.18.** Staff who wear facial coverings for religious reasons are expected to remove them whilst on duty. This will ensure that the member of staff is identifiable and facilitate communication with individuals in our care and their relatives or friends
- 5.19.** Each manager must ensure that personal protective clothing and equipment is available to the employee, if identified as necessary in the risk assessment, in accordance with the regulations (i.e. COSHH and local/statutory). Staff in roles that require protective clothing are required to wear this whilst carrying out their duties in accordance with health and safety requirements. If individuals are unsure about such requirements they should discuss this with their manager.
- 5.20.** All catering staff involved in the preparation and service of food must wear the appropriate uniform provided, headwear and, where required, protective shoes
- 5.21.** In addition, for hygiene and health and safety reasons, no jewellery can be worn other than a plain band/wedding ring, and a pair of plain small stud earrings (i.e. no inserts or stones).
- 5.22.** Staff working in a kitchen environment must ensure that their hair is kept covered at all times, and beards must be covered by a beard snood when preparing food.
- 5.23.** Line Managers shall have authority to deal with claims from staff in respect of damage to clothing and personal possessions caused by individuals in our care by providing replacements or making ex gratia payments, where appropriate
- 5.24.** Line Managers shall only consider claims for replacement clothing or an ex gratia payment under this policy if claimants were, at the time of the damage, observing the dress and appearance code for the Establishment concerned and where their behaviour was considered reasonable in all the circumstances (including having regard to the nature of the incident and the manner in which it was conducted, reported and recorded).
- 5.25.** Claims for such costs which are approved by Line Managers as valid shall be paid on a strictly ex gratia basis in accordance with a schedule of payments as set out below and which will be revised from time to time:
- Coat £25 (unless available from the Establishment)
 - Polo shirt £15 (unless available from the Establishment)

- Sweatshirt (long sleeve) £15 (unless available from the Establishment)
- T-shirt £10 (unless available from the Establishment)
- Bra £12
- Other items of clothing and personal possessions shall be individually assessed by the Line Manager at 50% of the cost of replacement or up to a maximum of £20, whichever is the lesser, may be awarded.
- In the case of spectacles, compensation may, subject to the other provisions of this Policy, be awarded by the Line Manager in accordance with the following tariff (which is based on the cost of basic versions of such items as charged by the national chains of opticians and will be reviewed annually):
 - Frames £40
 - Lenses (per pair and depending on the type damaged):
 - Standard £55
 - Bi-focal £85
 - Vari focal £130

- 5.26.** Any such payment made shall be whichever is the lesser of the above and the actual cost. All claims must be accompanied by written confirmation from an Optician of the type of lense(s) damaged, and if so, a quotation for a replacement, in each case on a like for like basis as regards lenses.
- 5.27.** Staff should be advised that expensive personal possessions, such as spectacles, hearing aids and false teeth should be included on their own personal insurance policies.
- 5.28.** Line Managers shall not, on behalf of the Group, make any payment for items of jewellery, wristwatches and bags.