

Policy & Procedure Manual	People and Culture
Policy/Procedure Name	<b>Dress Code and Standards</b>
Aged Care Quality Standard	Standard 7 – Human Resources
Issue Date	February 2012
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Authorised By	General Manager People and Culture

### Consumer Outcome

I get quality care and services when I need them from people who are knowledgeable, capable, and caring.

### Organisation Statement

SwanCare is committed to providing a workforce that is sufficient, and is skilled and qualified to provide safe, respectful, and quality care and services.

### POLICY

SwanCare employees are expected to dress appropriately in a standard of dress that reflects the professionalism of both the employee and the organisation.

Employees are expected to maintain high standards of dress and personal hygiene at all times.

## GUIDELINES

Employees have a responsibility to treat residents with dignity and respect and enable them to make informed choices. To assist in providing this to residents a dress code is required of our employees.

Work clothes (logo shirts or other clothing) and footwear must be clean, wrinkle free, and well maintained. Whilst it is not a requirement for employees to wear a particular uniform or brand of clothing there are guidelines that must be followed in respect to colours, types of garments, and footwear that are suitable to wear whilst working at SwanCare.

Name Badges are supplied and must be worn in the care facilities to identify the employee to the resident. Badges may be temporarily removed if there is a potential that they may cause an injury to the resident.

The following information is the dress code for SwanCare employees

### Non-permitted items

Items that are considered **not appropriate** at any time:

- Revealing clothing
- Excessively tight clothing
- Active wear
- Leggings
- Track pants
- Cargo shorts
- Beach or casual clothing e.g., singlet tops, surf shorts
- Ugg style boots

Items that are considered **not appropriate** in **care & service delivery roles**

- Crocs/Slides
- Tee shirts
- Clothing with slogans or advertising
- Jeans / Denim Clothing

### Garments – All roles except Corporate:

#### **Bottoms/trousers – Navy or Black**

- Tailored trousers
- Knee length skirts
- Culottes
- Knee length shorts – tailored

#### **Shirts**

- Polo shirt or scrub top as designated for your work area
- Shirt/blouse as designated for your work area

#### **Dresses**

- Navy or black knee length

#### **Cardigans & Jackets**

- Navy or black cardigan or jacket
- Navy or black vest

#### **Headwear**

- Navy, White, or Black - Must be neat and have no long trailing ends

#### **Kitchen staff**

- Long trousers are a minimum requirement for working in the kitchen.
- Dark coloured shoes are required for events and functions.

## Garments – Corporate roles

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- Professional/corporate attire is required.
- Shoes must have a back strap (no slip-on shoes, this is as per WHS requirements)
- On approved days, smart casual clothing is acceptable, but employees must still be aware to maintain a professional appearance and demeanour and shoes must still have a back strap.
- Common sense should prevail if some activities require more practical clothing.

## Garments – Special event days

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- On approved days which will be communicated via P&C, smart casual clothing consistent with the theme of the day is acceptable (e.g., RUOK yellow shirt), but employees must still be aware to maintain a professional appearance and demeanour.

## Footwear:

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### Minimum Requirements – Care & Service Delivery employees

- a) Enclosed toe and heel to prevent tripping and slipping.
- b) With small wedge sole, flat or with broad heel.
- c) Treaded sole (because we often have to deal with wet floors or wet patches).

### Waterproofing:

- a) Waterproof boots may be worn by kitchen employees when hosing the floors.
- b) Waterproof shower boots may be worn by care & service delivery when assisting residents to shower.
- c) Reimbursement for purchase of waterproof or shower boots can be applied for via payroll query in HR21

### Minimum Requirements – Safety Footwear:

- d) Safety shoes or boots are mandatory for workers within specific work locations. Refer to Work Health & Safety Policy & Procedure – Personal Protective Equipment – Non-Clinical.

### Important Considerations for all footwear types:

- e) Comfort
  - Fitting (to avoid bunions, arch pain and blisters).
  - Posture (a built-in upper support improves posture).
  - Support (weight-bearing during lifting is aided by shoes with good upper supports).
- f) Hygiene
  - Waterproof (prevention of foot fungal infections).
- g) Shoes should allow the feet to breathe, and limit perspiration.

## Name Badge

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Name badges and swipe badges are supplied and must be worn at all times in care and service delivery roles, except where they may pose a danger to a resident. Lanyards are available from People and Culture and only SwanCare branded or plain lanyard with a breakaway are suitable.

## Hair

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Hair carries more bacteria than skin. It is to be kept clean, neat and off the collar in care and service delivery roles. Hair clips are to be smooth. It is preferable that facial hair is short and neatly trimmed.

## Jewellery

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Some jewellery could be hazardous to employees and residents.

Care or service delivery services employees (**except Food Services**):

- a) Plain studs may be worn in the ear, however no sleepers or 'dangling' earrings
- b) Small, plain facial studs may also be worn.
- c) A plain ring without stones is acceptable on the hand.
- d) Wristwatches, Necklaces, and bracelets should not be worn, except for a Medi-Alert bracelet.

Food Services employees:

- Food service employees are only permitted to wear sleepers or studs in their ears. Any other piercings must be covered or taken out.
- Wristwatches, Necklaces, Rings, and bracelets should not be worn.

Maintenance employees:

- a) Rings, necklaces, and bracelets should not be worn, with the exception of a Medi-Alert bracelet due to entanglement or degloving risk.
- b) Non-metal watch straps are recommended.
- c) Plain studs may be worn in the ear, however no sleepers or 'dangling' earrings.
- d) Small, plain facial studs may also be worn.

## Ordering garments through SwanCare

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There are designated colours for each area/role and employees are requested to purchase the appropriate clothing to comply with the dress standard.

Employees are able if they wish to purchase garments (from the SwanCare supplier) at a discounted bulk rate.

Employees pay the cost and these are then able to be embroidered with a logo at no cost to the employee.

**Please note: Only shirts purchased from our supplier will be embroidered with a logo.**

Employees can purchase garments and pay them off via payroll deductions.

- *It is the responsibility of each employee to ensure that when completing an order form they order the correct size, style and colour as, once items are ordered they cannot be returned, exchanged, or refunded.*
- *Prior to ordering uniforms a Garment Order form must be completed. No uniforms can be ordered until a form is completed.*
- *Employees can contact the supplier to arrange for a suitable time for trial and/or fitting. Please see contact details below.*

The current supplier is:

### **Uniforms at Work**

*Prices and details of the supplier are available from People and Culture and also on the order form.*

*Please see following pages for the designated shirt options for your area.*

### **SwanCare Resources:**

Work Health & Safety Policy & Procedure – Personal Protective Equipment – Non-Clinical



## Scrubs - Care Staff

<b>Ladies Round Neck Scrub Top CST942LS</b> Charcoal, Black, Midnight Navy, Navy, Electric Blue, Teal	<b>Men's V-Neck Scrub Top CST945MS</b> Charcoal, Black, Midnight Navy, Navy, Electric Blue, Teal	<b>Unisex Classic Scrub Top H10612</b> Black, Navy, Royal (Cotton)
		
<b>Ladies Multi-Pocket Pant CSP944LL</b> Charcoal, Black, Midnight Navy, Navy, Electric Blue, Teal	<b>Men's Multi-Pocket Scrub Pant CSP946ML</b> Charcoal, Black, Midnight Navy, Navy, Electric Blue, Teal	<b>Unisex Classic Scrub Pant H10610</b> Black, Navy, Royal (Cotton)
		
<b>Ladies Tunic Scrub Top 2280</b> Black, Charcoal, Navy, Royal, Teal	<b>Unisex Warlu Indigenous Scrub Top CATFRF</b> Multi Colour	
		



## Registered and Enrolled Nurse

<b>Endeavour Polo 1310/2310</b> Pacific Blue/White	<b>Ladies City Health Active 2230</b> Royal	<b>Ladies Drift Print Blouse 2192</b> Blue	<b>Men's Chambray Long &amp; Short SH113/ SH112</b> Indigo
			

## Assistant in Nursing, Social Engagement Assistant, Wellbeing Assistant, House Care

<b>Endeavour Polo 1310/2310</b> Navy/White	<b>Ladies City Health Active 2230</b> Navy	<b>Ladies Drift Print Blouse 2192</b> Navy	<b>Men's Chambray Long &amp; Short SH113/ SH112</b> Indigo
			

## Housekeeping Services

<b>Endeavour Polo 1310/2310</b> Silver/White	<b>Ladies Oasis 3/4 Sleeve LB3600</b> Charcoal
	

## Hospitality Services

Residential Hospitality		
<b>Endeavour Polo 1310/2310</b> White/Navy	<b>Ladies Oasis 3/4 &amp; Short Sleeve LB3600/ LB3601</b> White	
		

Commercial Hospitality		
<b>Keira Polo W1306/ W2306</b> Black	<b>Men's Oasis Short Sleeve SH3603</b> Black	<b>Ladies Oasis 3/4 &amp; Short Sleeve LB3600/ LB3601</b> Black
		

Chef Garments				
<b>Men's Chef Jacket Short</b> Black or White	<b>Ladies Chef Jacket Long</b> White	<b>Men's Chef Jacket Short</b> White or Black	<b>Ladies Chef Jacket Short</b> White or Black	<b>Men's Vented Chef Jacket Short</b> White
				

## Office/Administration

<b>Endeavour Polo 1310/2310</b> Black/White	<b>Endeavour Polo 1310/2310</b> Navy/White	<b>Ladies Oasis 3/4 Sleeve B3600</b> Electric Blue	<b>Ladies Drift Print 2192</b> Navy	<b>Men's Chambray Long &amp; Short SH113/ SH112</b> Indigo
				

Universal Items

<b>Selwyn Jacket 1512/2512</b> Navy or Black		<b>Selwyn Vest 1529/2529</b> Navy or Black		<b>Olympus Jacket 1513</b> Navy or Black (has a hood & chest pocket)	
					
<b>Ladies Stella Pant (Mid Fit)</b> Black or Navy	<b>Ladies Kate Pant (Slim Fit)</b> Black or Navy	<b>Ladies Eve Pant (Curvy Fit)</b> Black or Navy	<b>Men's Chino Pant</b> Black or Navy	<b>Men's Slim Pant</b> Black or Navy	
					

