

P R O F E S S I O N A L I M A G E S T A N D A R D S

*H i g h l i g h t s B r o c h u r e*



Albany Medical Center

a t A l b a n y M e d i c a l C e n t e r

# Albany Medical Center Professional Image Standards

- Albany Medical Center is a business. We are here to serve customers and need to remember our business is a serious one.
- We make impressions on our customers by how we speak, act, and dress.
- Everyone is responsible for dressing within business standards. Clothing acceptable for recreation or social settings may not be appropriate for business.

## Our Standards

- Customers are our first priority at Albany Medical Center.
- We are all professional - this means we exhibit a courteous, conscientious, and business-like manner in the workplace.
- We meet and exceed safety and infection control guidelines.
- Our Image Standards apply to all staff, all shifts, all sites, and any time we represent Albany Med (e.g., meetings, seminars, etc.).
- Although we each may encounter different types of customers, the same standards apply.
- Requests for religious and medical accommodations should be made to your direct manager.
- Repeated violations of these standards may result in corrective action up to and including job termination.

## Our Courtesy and Conduct Guidelines

- We maintain an overall image of professionalism to demonstrate concern and respect for all who come in contact with Albany Med.
- We treat all staff and patients with courtesy and respect at all times.
- We refrain from shouting, rudeness, and profane or offensive language, as well as the use of slang and other jargon.
- The same standards apply to the hallways, cafeteria, smoking areas, and parking areas.
- Smoking is prohibited on Albany Medical Center grounds and off-sites owned and/or leased by Albany Med as well as on walkways, sidewalks, driveways and parking areas/garages in and around Albany Med facilities.
- Patient confidentiality and privacy must be adhered to at all times.
- Personal cell phones and other communication devices are to be silent and not visible while on duty.

“Remember: The first  
word  
in business casual  
is  
BUSINESS”



## Our Attire Guidelines

### Non-uniformed employees

#### NO:

- worn, torn, soiled or wrinkled clothing
- worn, torn, soiled shoes
- sweatshirts, fleece or flannel, including zip-front styles
- team jackets or athletic attire of any style
- jeans/denim of any color or any style (e.g., jean skirts, jackets)
- clothing that promotes or endorses brand products (e.g., beverages, pharmaceuticals, cars, etc.)
- clothing with messages or slogans
- midriff-baring tops, see-through tops
- tank tops, halter tops
- lace camisole tops
- shorts or skorts
- pants more than 3" above the ankle
- stirrup pants, sweat pants, stretch pants
- overalls, cargo pants
- skirts more than 3" above the knee
- flip-flops, beach/shower sandals, or sports sandals
- athletic shoes / sneakers

### Non-uniformed employees

#### YES:

- dress shirts, ties recommended
- button-down blouses
- sleeveless blouses for women, but with a sweater, blazer, or lab coat available
- sweaters and cardigans
- shirts with small pocket logos (should be no more than 3" x 3")
- collared polo shirts
- knit "tee" shirts
- Albany Med logo shirts: polos or knit "tees"
- khaki, corduroy and cotton pants
- pants no more than 3" above ankle
- skirts no more than 3" above knee
- appropriate shoes for business (e.g., mid-heels, dress sandals or flats for women; loafers for men)
- clothing with proper fit (not too loose, too tight, or too revealing)
- hose is optional for women during summer with manager's approval

### Uniformed employees

#### NO:

- worn or torn uniforms or shoes
- soiled or wrinkled uniforms
- clothing/uniforms that promote or endorse brand products (e.g., beverages, pharmaceuticals, cars, etc.)
- clothing/uniforms with messages or slogans
- uniforms or scrubs from other facilities
- improper fit (too loose, too tight, or too revealing)
- sweatshirts, fleece or flannel, including zip-front styles
- team jackets or athletic attire of any style
- jeans/denim of any color or any style (e.g., denim uniforms)

### Uniformed employees

#### YES:

- clean and pressed uniforms
- collared polo shirts
- knit "tee" shirts
- Albany Med logo shirts: polos or knit "tees"
- tucked-in shirttails
- appropriate shoes (athletic shoes, if approved by manager)

## Our Personal Hygiene/Grooming Guidelines

### Hair:

- should be clean and hair color natural looking
- away from face when with patients or clients
- neatly styled
- facial hair should be neatly styled and groomed

### Fragrance:

- should be minimized
- may be banned to avoid allergic reactions, if needed

### Make-up:

- natural looking

### Jewelry:

- kept to a minimum
- in certain areas of Albany Med, jewelry is unsafe and should not be worn

### Hands/Nails:

- clean and well-groomed
- nail polish and nail length conservative
- in certain areas, artificial nails must comply with Albany Med's infection control policy

### Barrier Equipment:

- gowns, masks, head/foot coverings and other barriers are to be removed after completion of task, before leaving work area, and before going to another patient

### Tattoos/body piercing:

- where possible, tattoos are to be covered while on duty
- non-traditional body jewelry (e.g., tongue, eyebrow, lips, nose) is not to be worn while on duty

### Other:

- I.D. badges must be worn at all times, on upper torso, face up
- dark glasses are not to be worn while on duty
- personal head coverings - unless part of a uniform - are not to be worn while on duty
- undergarments must be covered and not visible



**“Business success = positive and professional customer impressions!”**

*The standards in this brochure are a brief summary intended to be guidelines, and are not the complete policy. The guidelines and the underlying policy are subject to change by Albany Medical Center at any time, without prior notice. Should you have any questions or concerns, or should you need further guidance regarding the standards, please consult your manager or the Human Resources Department for assistance.*