

First Impressions

You make a first impression once in the first 30 seconds. What you wear is part of that first impression. At Thompson Health we want your manner of dress to say: *I'm here. I'm present. I'm ready to help you.*

Remember, a smile is the most important accessory for you to wear every day!



CARES Values

- **Commitment** is to our Customer. Our customer is the patient and resident, family, doctor, client, associate, volunteer and visitor, anyone to whom we provide service.
- **Actions** speak louder than words. We act in a professional and timely manner and are accountable for our own behavior and that of our colleagues.
- **Respect** – We treat every person with dignity, honor and appreciation. We avoid every intrusion into their privacy and hold their personal information in confidence.
- **Excellence** - Our system is continuously providing outstanding care and exceptional service.
- **Service** - We serve with pride, creating a responsive and healing environment. This is what our team is all about.

Reflection of Quality

Our Dress and Personal Grooming Standards Policy reflects our high quality of care. It establishes guidelines for neat, clean, and appropriate attire that will convey an atmosphere of professionalism to our patients, their families, the community, and our Associates.

All Thompson Health associates must present to work (including New Associate Beginnings) in accordance with our Dress and Personal Grooming Standards Policy and in compliance with department-specific dress requirements.

Associates in certain departments may be required to wear uniforms/scrubs. If this applies to your department:

- Uniforms should be:
 - Clean
 - Unwrinkled
 - In good repair
- Infection Prevention Policy must be followed with regard to scrub suits, masks, shoe covers and gloves.

All associates are required to:

- Wear their Thompson Health-issued identification badge at all times while on duty.
- Make sure that the picture side of the badge is visible and worn above the waist.

Dress codes apply to all departments, at all times, on all shifts, during working hours.

What Not to Wear

The following are attire guidelines for all associates:

Clothing: Associates may not wear: denim pants/jeans with rivets, cargo pants, sweatpants, sleeveless shirts, tank tops, t-shirts, sweatshirts, clothing with large markings or logos, shorts, tight/low-cut/revealing shirts/pants, or baseball hats.

Footwear: Must be clean, safe and appropriate for the assigned job function. Hosiery and closed-toe shoes (no view of toe nails) must be worn at all times in patient care areas. Professional, appropriate open-toed dress shoes with a heel are permitted in non-clinical work areas.

Fragrance: For the health and consideration of our associates, volunteers, patients, residents, participants, physicians, vendors, contractors, others or visitors, fragrances, including perfumes, colognes and perfumed lotions, are not to be worn during working hours.



Associate Services
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ThompsonHealth.com

About the Accessories

Tattoos: Any tattoos/body art that has the potential for creating an inflammatory, intimidating or stressful environment must be appropriately covered.

Body Piercing:

- Ear piercing is allowed as long as the amount and type of jewelry does not detract from the professional appearance of the associate.
- Small nose piercing is allowed (no hoop/ring) as long as the amount, size and type of jewelry is not excessive.
- For safety purposes, large jewelry is not to be worn by patient care associates while on duty.
- Pierced jewelry on any other part of the visible body, including the tongue or eyebrow, while at work, is not allowed.

Nail Polish: While on duty, nail polish is not recommended in patient care areas. If it is worn, it must be kept in good repair. Artificial/enhanced fingernails are prohibited for all staff that touches patients as well as those working in Sterile Processing and Laboratory departments.

Specific departments may have additional requirements depending on the job type.

Technology and You

Personal cell phones and other wireless technology devices are allowed with restrictions.

- Such devices cannot interfere with a safe work environment, the patient/resident care environment, business meetings or assigned job duties.
- Use of personal cell phones and other wireless technology devices are prohibited while associates are in patient/resident care areas or dining rooms.

Associates are encouraged to keep such devices with their personal belongings.

Be Here. Be Punctual.

Your position and the work that you do at Thompson Health is important. It is essential that you be at work when scheduled and on time in order for us to serve our customers and run Thompson Health in an efficient manner.

Although individual schedules may vary, associates are to be at the assigned work area on time, ready to work. Punctuality is important.

Pay and Benefits

Benefits: We recognize that the talented and dedicated people who work here are by far this company's most valuable asset. Our benefits program plays a vital role in demonstrating our commitment to you, our associate. We are pleased to offer a benefits program that is comprehensive and among the best among our peer institutions. If you don't find the answers you need from the materials on this web site, please contact us to assist you.

The website can be accessed from the link below:
www.thompsonhealth.com/Careers/CompensationBenefits.aspx

Pay: Your first paycheck from Thompson Health will be a live check and will be issued in accordance with the payroll calendar found in your new hire folder. All checks are delivered to departments on payday by 12:00pm and are available from your supervisor.

We Are Smoke-Free

Thompson Health is a Smoke Free Organization. Associates, medical staff, volunteers, board members, vendors, contractors, residents, patients, and visitors are not allowed to smoke or use tobacco products at any Thompson-operated facility (except residents in the Senior Communities) or in Thompson Health-owned vehicles.



MEDICINE of the HIGHEST ORDER