



Charles County Department of Emergency Services STANDARD OPERATING PROCEDURES

Section 100 - Management & Administration

General Rules & Administration - 100.00		
S.O.P. # 100.08	Professional Appearance Standard	PAGE: 1 OF 3
EFFECTIVE: 06/2004	Authorized: John Filer, Chief	
REVISED: 02/2016	Authorized: William Stephens, Director	

100.08.01 Purpose

The purpose of this SOP is to establish a policy that outlines a professional standard for all personnel of the Department of Emergency Services. The overriding concern of this policy is two-fold, project a professional appearance to the public and insure the safety and well-being of our employees.

100.08.02 Policy

1. This policy is binding to all sworn uniformed and non-sworn personnel.
2. Supervisors will advise those within their command of this professional standard and will assure conformity.
3. Personnel shall report for duty clean, tidy, well groomed (in compliance with this policy) and cleanly shaven.
4. It shall be the duty of the responsible supervisor to assure that personal grooming shall not interfere with the wearing of safety headgear, protective facemasks, or other related equipment.
5. It shall be the duty of the responsible supervisor to assure that personal grooming shall not interfere with the proper fit, function and seal of a protective facemask of any sort.
6. Any employee with a medical condition that precludes conformance to these standards shall notify their chain of command and may obtain an exception from the Division Chief or their designee in conjunction with the concurrence of the County Safety Officer.
7. Personnel not conforming to the professional appearance standards outlined in this policy will be subject to the disciplinary process as outlined in the *Charles County Policy and Procedure Manual*.

100.08.03 Standards

1. General Cleanliness
 - a. All personnel will strive to maintain cleanliness at all times.
 - b. All personnel are expected to shower and bath prior to the beginning of their shift.
 - c. Personal deodorant use is required, unless a physician's letter directs otherwise.
 - d. All personnel will present to the general public with a clean, tidy and well kempt uniform at all times.
 - e. In order to maintain a professional standard it may be necessary for an employee to shower and redress into a clean uniform while on duty.



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2. Facial Hair

- a. Mustaches and goatees are the only permitted facial hair.
- b. Mustaches and goatees shall be kept neatly trimmed at all times.
- c. No mustache and/or goatee shall be waxed or twisted at the ends, or pulled to a point in any manner.
- d. If a question arises as to the professionalism projected by an employee's mustache or goatee, the appropriate Command Staff Officer shall make the final determination.
- e. If a question arises as to the safety of an employee's mustache or goatee, the employee must pass quantitative fit test using their issued protective masks. Personal grooming that hinders the passing of quantitative fit test is not in compliance with this policy.

3. Sideburns

- a. Sideburns will not extend below the bottom of the earlobe.
- b. Sideburns shall be kept neatly trimmed at all times.
- c. Mutton chops or bushy sideburns are strictly prohibited.

4. Hair

- a. Both men's and women's hair shall be neatly trimmed and groomed, without reference to style, except that all hairstyles must be consistent with a professional appearance.
- b. Mohawks or reverse Mohawk hair styles are prohibited.
- c. If a question arises as to the professionalism or safety of an employee's hairstyle, color or cut, the appropriate command Staff Officer shall make the final determination.

i. Men

- a) Men's hair must be neatly brushed and combed at all times unless covered by an issued hat or winter beanie.
- b) Men's hair may cover part, but not the entire ear.
- c) The length on the back shall not be longer than one (1) inch past the top of the uniform short collar when standing at attention, unless pulled neatly into a pony tail.

ii. Women

- a) Women's hair must be neatly brushed or combed at all times unless covered by an issued hat or winter beanie.
- b) Women's hair length must be such that it may be managed and completely covered by a protective hood, and must not interfere with the donning of SCBA and wearing of a face piece and/or helmet.



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5. Tattoos & Piercings

- a. All tattoos displaying inappropriate content or vulgarity must be covered while on duty.
- b. The display facial tattoos are prohibited while on duty.
- c. The display of facial piercings is prohibited while on duty.
- d. If a question arises as to the appropriateness of an employee's tattoos or piercings, the appropriate Command Staff Officer shall make the final determination.