

Hennepin Healthcare System	
Title: Creating a Scent & Fragrance Sensitive Environment	Policy # 001839
Policy Sponsor: Environment of Care	
Review Body(s): Facilities Management, Purchasing, Pharmacy, Environmental Services, Human Resources	
Approval Body: Executive Leadership Team	
Original Approval Date: 5/2/2000	
Reviewed/ Revised: 12/19/2017	

PURPOSE

To create an environment for patients, visitors, staff, providers, and vendors that minimizes the potential for adverse health reactions due to scents and fragrances in the environment.

POLICY

All staff, providers, and vendors will avoid use of scented personal or commercial products in Hennepin Healthcare System (HHS) properties. Such products include but are not limited to:

- Perfumes
- After shave lotions
- Hair care products
- Hand and body lotions
- Topical medications
- Soaps
- Colognes
- Deodorants
- Cleaning products
- Tobacco products

Processes performed on HHS properties such as painting or carpet cleaning that could produce a scent will be managed so as to minimize scents emitted and mitigate scent exposure to patients, staff, visitors, providers and vendors. These processes include but are not limited to:

- Carpet cleaning
- Stripping wax floors
- New carpet or furniture installation
- Painting
- Renovation or construction projects
- Electrical installation
- Welding
- Roof tarring

Heating Ventilation Air Conditioning (HVAC) Unit cleaning

DEFINITIONS

Fragrance: A substance, such as a perfume or cologne, designed to emit a pleasant odor.

Scent: An odor caused by one or more chemical compounds in the air, generally at a very low concentration, that humans can smell. This includes odor created by tobacco use.

PROCEDURE

I. Personal Products:

A. Patients:

1. Staff that encounter a patient who is wearing a scent or fragrance at HHS may advise the patient of the HHS policy and offer them an opportunity to remove the scent or fragrance. However, patients shall not be asked to leave HHS property as the result of wearing a scent or fragrance.
2. Staff that receive a complaint from a patient regarding a scent or fragrance on another person shall ask that other person to remove the scent or fragrance or leave the immediate area.

B. Visitors:

Any staff member that encounters a visitor who is wearing a scent or fragrance may request the individual to refrain from using such products while at HHS.

C. Employees:

1. An employee that encounters another employee wearing a scent or fragrance shall advise the employee of this policy.
2. If the employee continues to wear a scent or fragrance, the reporting employee should contact either his/her supervisor or the other employee's supervisor.

D. Supervisors

1. Supervisors that notice or receive a complaint regarding a scent or fragrance on a staff member shall ask the staff member to remove the scent or fragrance.
2. If the employee indicates they are not wearing a scent or fragrance, the supervisor should work with the employee to identify what other environmental factors may be causing a possible scent or fragrance.
3. If the employee refuses to comply with this policy, corrective action may be appropriate.
4. The Supervisor may contact the HR Business Partner for assistance.

II. Industrial Products:

- A. Unscented, low odor commercial products will be used whenever possible.
- B. Department supervisors will be notified by email prior to floor care, painting, installation, renovation or construction activities. This information will be conveyed to all potentially affected employees and will be posted by the department representative coordinating the project.

- C. Construction contractors involved in construction or renovation projects will be responsible for relaying information to the Facilities Management Department on activities that may generate odors, prior to the activities beginning.
- D. Employees experiencing adverse health reactions to a scent while on duty should contact their supervisor and Employee Occupational Health & Wellness.

SUPPORTING DOCUMENTS

Clear the Air Campaign Violator Card
 Frequently Asked Questions

SUPPORTIVE INFORMATION

Regulatory Statute/ Standard Reference:
Related Policies: Indoor Air Quality Policy; Tobacco Free Policy; Dress Code Policy; Use of Essential Oils (Aromatherapy)
References:
Communication/ Staff Education: Signage and Huddle Topic, Scripting and Communication Tools
Patient Education: Signage