

Suitably Yours

Revised Procedures for Clients and Service Providers

Service Providers wishing to participate in the *Suitably Yours* program should call Ann LaBree at Mount Olivet Church (612-767-2256) for a supply of vouchers. Vouchers are for one, two or three outfits. The number of outfits (one, two or three) for each client is determined at the discretion of the referring Service Provider.

Once a client has a voucher, she should:

1. Call the *Suitably Yours* appointment line (612-767-2303).
2. Leave a message with her name, referring Service Provider, her daytime phone number, and indicate that she has a voucher.
3. **Please speak slowly and clearly when leaving a message.**

The *Suitably Yours* voicemail is checked several times during the week. Clients who leave a message should expect to hear from the *Suitably Yours* representative by no later than the following Monday at which time an appointment for that week will be scheduled.

On the day of the appointment, the client will bring her voucher at the appointed time and check in at the Center for Changing Lives Information Desk. The Center for Changing Lives is located at 2400 Park Ave. So., Minneapolis, MN. The receptionist will direct the client to *Suitably Yours*. The client will then do her "shopping". **Only the *Suitably Yours* client with a voucher will be allowed in the shopping area. Anyone who accompanies the client will be asked to wait in the Center for Changing Lives waiting area.** The *Suitably Yours* representative will work with the client to educate her about appropriate dress for interviews and the workplace.

Please note:

- All of our *Suitably Yours* representatives are volunteers. We make every effort to accommodate the clients regarding the scheduling of appointments; however, we can schedule appointments only when volunteers are available.
- Appointments are typically scheduled for mornings after 9 a.m. and early afternoon. The appointment times will vary each week to accommodate the schedules of the clients as well as the *Suitably Yours* volunteers.
- We do our very best to respect the time of our volunteers. If a client finds that she cannot make the scheduled appointment, she must call to cancel at least an hour in advance of her appointment. When the appointment is scheduled, the client will be given a phone number (usually the volunteer's cell phone number) to call if canceling becomes necessary. If the client does not call to cancel, she will not be allowed to re-schedule.
- Clothing provided by *Suitably Yours* is "gently used." Because the clothing is donated, we do not have all sizes in all outfits. It would be helpful if you would discuss this with your client ahead of time.
- There are very few women we cannot fit at *Suitably Yours*. We are currently working on collecting clothing that will honor ethnic principles, as well as be appropriate for a job interview. Please be patient with us as we learn what new needs we need to meet. We promise to make every effort to help each woman look her very best.