



CLIENT GUIDELINES



Appointment Date/Time:

Referring Agent/Agency:

1204 North High Street Columbus, Ohio 43201 614.291.5420 ext. 16
Website: www.dfscmh.org email: rebecca@dfscmh.org

ALWAYS FREE OF CHARGE FOR EVERY WOMAN WE SERVE – REFERRAL & APPOINTMENT REQUIRED

Dress for Success Columbus takes the health and safety of our Clients, Volunteers, Donors and Community Partners very seriously. Due to the on-going spread of the COVID-19 Coronavirus, we have made the following changes to the suiting process for safety:

Greeting/Entrance to agency

- Please enter through the **FRONT** door entrance.
 - Press intercom button located to the right of the door (next to the mailbox) for entrance.
 - We require the use of a face covering while in agency. If you don't have one, we will gladly provide a mask for you.
 - Please practice social distancing and remain 6 feet apart.
- Please note we will be performing a temperature check upon entrance to the agency.
 - **Fever:** Any temperature 100.4 F or greater is considered a fever. If you have a fever, we request that you go home and take proper measurements to take care of yourself and we will reschedule.
 - **No fever:** Clients with temperatures below 100.3 F may continue with their appointment
- We discourage handshaking – please use of other noncontact methods of greeting.
- When possible, we encourage that you complete your paperwork prior to your appointment by working with a Dress for Success Columbus Team Member via phone or email to get your information. We will need to obtain:
 1. Photo ID
 2. Full Name, along with address, e-mail and phone number and other information needed for paperwork
 3. FOR EMPLOYED CLIENTS ONLY - Proof of employment (a recent pay stub or letter from employer stating your name, position, hours working, and wage)
 4. Information about your sizes, style preferences and attire needs. Please make all attempts to provide accurate clothing and bra sizes.
 - As a last resort, if we are unable to obtain your information prior to your appointment, you will have an opportunity to provide and complete needed paperwork, before your suiting appointment.
- In order to maintain distancing guidelines and reduce the number of individuals in the suiting boutique, absolutely NO visitors will be admitted to the agency with you. One essential support person (social worker, aide or translator) may be admitted with the client; please contact us in advance to make arrangements.

Suitings

- There will be a designated “Success Queen Chair” to sit while your looks are being presented to you.
- Personal Stylists will present looks to you on grid racks, making sure to practice social distancing.
 - All looks will be selected by Personal Stylists for all Clients in advance:
 - **Interview suiting** –Your Personal Stylist will have 1 pre-pulled outfit packaged **before** you arrive. In addition, you will select 1 more outfit from 2 pre-hung looks that will be presented by Personal Stylist. After you select your final outfit, your Personal Stylist will assist selecting shoes and accessories and bring items to you
 - **Employment suiting** – Your Personal Stylist will have 4 pre-pulled outfits packaged **before** you arrive. In addition, you will select 2 more outfits from 3 pre-hung looks that will be presented by Personal Stylist. After you select, your stylist will assist selecting shoes and accessories and bring items to you.
 - Your stylist will pre-select a handbag that will include the following:
 - Blue resource folder
 - Inspirational note card
 - Personal care bag
 - Makeup item
 - Scarf that complements prepackaged outfit(s)
 - **At this time, we will not have the option to try on clothes**
 - If you have provided your information, we will try to provide a bra for you based on size given.
- Personal Stylist will direct you to **EXIT** at side door.

General Information

- Dress for Success Columbus is located at 1204 North High Street, Columbus, Ohio 43201, at the corner of 5th and High in the Short North district. The area is serviced by COTA lines 1, 2 and 5. There is metered parking available on High Street – Dress for Success Columbus will provide you with quarters to pay for the meter.
- PLEASE BE ON TIME. Contact our office at 614.291.5420 if you will be more than 15 minutes late. If you arrive more than 15 minutes late and have not contacted us, we will reschedule your appointment. *If you know you will not make your appointment and do not call to reschedule within 48 hours of your scheduled visit, your referral is no longer valid. You will need to contact your advocate (case worker) to obtain another referral for our services.*
- Dress for Success Columbus maintains a NO ALCOHOL & DRUG policy. If any client is suspected of alcohol or drug use/possession, services immediately terminate.
- You will receive up to one (1) interview suiting and one (1) employment suiting per year (365 days). Exceptions made in extenuating circumstances.
- Enjoy your personal shopping experience, and please provide us with feedback about your visit.

WE LOOK FORWARD TO WORKING WITH YOU!