

## **SolutionsWear Overview**

*Contact: Heather Dabreu  
Phone 617-576-0039*

Welcome to SolutionsWear! We are here to help you dress for that important moment. In order to make this a pleasant and positive experience please read over some program guidelines before you schedule an appointment.

- Punctuality: We schedule our appointments on Tuesday, Wednesday and Thursday from 11:00 am to 1:00 pm. If you are going to be late please call us. If you are more than twenty minutes late, you will need to reschedule your appointment.
- No Shows: If you cannot keep your appointment please call us to reschedule as soon as possible. We will report any no shows to your referring agency. Your referring agency will be charged for the full cost of the appointment or \$25.00.
- Personal Hygiene: Please be considerate of other clients who will be trying on our clothing and come prepared to try on interview/dress attire.
- Guest: We realize that you may bring a family member or friend for support, but we are limited in space and do not have a waiting area for visitors. There are stores and cafés nearby where they can wait for you.
- Paperwork: On the day of your appointment, please make sure you have all of the proper paper work needed: referral letter on letterhead and appointment date letter completely filled out and signed by your advocate. You will not be seen without proper paperwork filled out and signed--no exceptions. It cannot be faxed, emailed or mailed over.
- Clothing: Please note that the clothing provided is either new or gently used, donated to the program by generous individuals and companies. Keep in mind that there is NO casual clothing.

We will provide you with the following:

For job interviews: Seven complete outfits including shoes and accessories.

For housing or legal appearances: One complete outfit with shoes and accessories.

Please Note: If the City of Boston or Cambridge has declared a snow emergency, Solutions Wear will be closed. So, please call ahead (617-576-0039) and check our website on days of inclement weather.

## **SolutionsWear Referral Policy**

391 Evereteze Way, Cambridge, MA 02141

Phone: 617-576-0039

[www.solutionsatwork.org](http://www.solutionsatwork.org)

*SolutionsWear* provides interview/dress attire for low-income and homeless men and women who are actively in the interview process for jobs and legal appearances. Please note that your clients are also referred to as *Solutions Wear* participants, or participants here in.

1. Participants are eligible to visit SolutionsWear by referral from one agency only. They cannot be referred by multiple agencies.
2. Participants will be seen by appointment only. Walk-ins are not permitted.
3. Participants must be actively seeking employment. This means they must be working with a job placement agency, attending a job fair or having completed a job training program. We also dress clients for legal appearances.
4. An advocate from a referring agency must call to schedule an appointment. Please make sure all appointments are confirmed by a SolutionsWear staff member.
5. Participants must have a letter of referral on letterhead as well as their SolutionsWear appointment letter with them when they come to their appointment or they will not be seen.
6. When referring a client to SolutionsWear, please ensure that all required forms are filled out completely and attached is a referral letter on letterhead, signed and dated. If you do not have the proper forms, please download them from our web site ([www.solutionsatwork.org](http://www.solutionsatwork.org)) or request that we fax them to you.
7. For job interviews, clients will be given seven complete outfits.
8. For legal appearances, clients will be given one complete outfit.
9. We can accommodate small groups of clients, but appointments must be scheduled two weeks in advance.

### Please inform your clients of the following before they visit SolutionsWear

- Please be on time. If you are going to be late please call. If you are going to be more than twenty minutes late you will have to reschedule your appointment.
- If there is a NO show we will report this to the referring agency and the referring agency will be billed for the full cost of the appointment.
- Please discuss with clients the importance of good personal hygiene, as they will be trying on many items of clothing and we cannot afford to have clothing cleaned or laundered.

**Solutions Wear Appointment  
Letter**

391 Evereteze Way  
Cambridge, MA 02141  
Contact: Heather Dabreu  
617-576-0039

Appointment Date      /      /

Appointment Day (*please circle one*)      Tuesday, Wednesday or Thursday

Appointment Time (*please circle one*)      11:00 a.m.    12:00 p.m.    1:00

p.m. Referral Agency \_\_\_\_\_

Advocate/Contact Person \_\_\_\_\_

Phone	Email
Ext.	

**Client Information**

Name                      Race                      Male or Female

Address

City                      Zip

Phone

\*We have read and understand the following polices and rules of the program

Advocate Signature                      Date

Client Signature                      Date

Clothing Received (for office use only)

Shirts      Pants      Dresses      Skirts      Sweaters      Jacket      Blazer

Suits

Shoes

Ties

Socks

Scarves

Handbags

Belts

Misc.

## **Guidelines for SolutionsWear Program Participants**

This note is to inform you of the rules in regards to SolutionsWear and its protocols.

- 1) You must have both letters in your possession when you arrive for your appointment. Those letters are the SolutionsWear Appointment Letter and a Referral letter on letterhead from the agency or program that sent you. Please make sure all the forms are filled out completely and signed. If you do not have these two forms filled out completely and signed upon arrival with you, you will not be seen.
- 2) You must come alone. Only those who have an appointment will be permitted in.
- 3) Please be on time, if you are to be late and or cannot make it you need to call SolutionsWear at 617-576-0039. SolutionsWear is very strict regarding punctuality. If you are more than twenty minutes late without calling, you will not be seen.
- 4) Please be sure to have good hygiene.
- 5) Please bring a bag or bags to carry your newly acquired items in.
- 6) Please note that the clothing provided are either new or gently used.
- 7) If you do not arrive at the time of your appointment and you do not call to cancel or reschedule you will be charged for the full cost of your appointment.

### **NO PARKING AREAS:**

- No parking in the Windsor Street parking lot. You will be towed.
- No double parking anywhere on Evereteze Way. You will get for this also.
- No blocking the crosswalk.

You may park in the housing complex where SolutionsWear is located or on the main streets, but do pay attention to signs and meters.

We look forward to serving you!