

## Center for Accessible Living's First Impression Suit Program

305 W Broadway, Ste 200 • Louisville, KY 40202  
(502) 589-6620 v • (502) 589-6690 TDD  
(502) 589-3980 fax • <http://www.calky.org/>

### GUIDE TO CLIENT REFERRAL PROCEDURES

First Impressions for Men empowers low income men to succeed in the workplace with interview appropriate clothing and career development.

First Impressions operates by **referral appointments only**. Clients are referred by job training programs and other social service agencies **whose clients are actively involved in job search**. Clients are referred when they need professional clothing for a set interview, or upcoming job fair(s). Once the client has been hired, he can come back for another outfit, through another agency referral.

In an effort to make certain that your clients receive personal attention and leave our fitting room with increased self-confidence, each client meets one-on-one with First Impression's Program Coordinator or a designated volunteer. These individuals will help each client select the most appropriate outfit for his interview including belts, ties, and shoes. Our suits and accessories are of the highest quality, and can give the client a great confidence boost.

To schedule an appointment for your client, the referral agency should do the following:

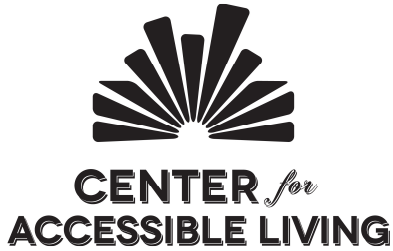
1. Please complete the **First Impression Referral Form**. You can get the form by calling the Center for Accessible Living, (502) 589-6620.
2. Fax the form to our office at (502) 589-3980. We will call and/or email you to confirm the appointment.
3. Review no-show policy and remind clients to be on time and not to bring friends, relatives, or children with them to their appointment, except for transportation needs. If a client is more than 30 minutes late, he will be asked to reschedule.
4. Please note on referral form if an attendant will be coming with the client, or list other assistance/specials needs the client may have.
5. Please ask clients not to bring food or drink. They will be handling clothing.
6. Clients **will not** be suited unless an appointment has been confirmed by our staff.

We schedule appointments on the half hour at these times: Mondays 1:00 p.m. – 4:00 p.m. and Thursdays 9 a.m. – 12 p.m.

#### **No Show Policy:**

Our program relies heavily on volunteers, so it is important that each client is on time and keep his appointment. Please review this policy with him and remind him of the importance of it. You will be notified if a client arrives or not.

- If the client fails twice to arrive for his appointment without contacting First Impressions, he will **NOT** be rescheduled a third time.
- If the client cannot keep his appointment, but has contacted First Impressions prior to the designated time, we will reschedule. If he fails to arrive for a 2<sup>nd</sup> appointment, we will **NOT** reschedule for a third.



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**SUIT RECIPIENT REFERRAL FORM**

*Because First Impressions last a Lifetime!*

Please Fax completed form to the Center for Accessible Living, (502) 589-3980.

Recipient Name \_\_\_\_\_

Address \_\_\_\_\_  
street number/name city state zip code

Contact Information \_\_\_\_\_  
home phone alt./cell phone email

Does the Individual need an accommodation? \_\_\_\_\_

Size, if Known:  
Jacket / Suit: \_\_\_\_\_ Shirt: Neck: \_\_\_\_\_ Shirt Sleeve: \_\_\_\_\_  
Pants Waist: \_\_\_\_\_ Pants Leg: \_\_\_\_\_ Shoes: \_\_\_\_\_  
Very Limited Selection

Referring Organization: \_\_\_\_\_ Date of Referral: \_\_\_\_\_

Address \_\_\_\_\_  
street number/name city state zip code

Contact Person: \_\_\_\_\_ Phone: \_\_\_\_\_

Fax: \_\_\_\_\_ Email: \_\_\_\_\_

**Suits will be given BY APPOINTMENT ONLY**

**Mondays – 1 pm – 4 pm / Thursdays – 9 am - 12 pm**

Referral Agency will be contacted by program coordinator prior to fitting and individual referred will be called to schedule an appointment. Do not send walk-ins.

Please contact us if the client must cancel or the appointment needs to be rescheduled. Clients arriving more than 30 minutes late will be rescheduled.

Questions or comments can be directed to Keith Hosey (502) 589-6620, [khosey@calky.org](mailto:khosey@calky.org).