

WELCOME TO TUKWILA, YOUR NEW HOME

The purpose of this guide is to assist you, our new residents. We wish to help you enjoy your life in our community and offer some essential information about Tukwila.

You will find information and telephone numbers regarding emergencies, human services, police, fire, schools, employment, banking, getting a telephone, and taking a bus. If you are just beginning to learn English, you will find it easier to get started if you have an interpreter with you. It is important that you carry some identification and learn your home address and telephone number.

You will find that Tukwila is a very friendly and interesting place to live. Our area is convenient to downtown Seattle, SeaTac airport, and the Southcenter shopping mall. Also, it has a public library, beautiful parks, and places for different kinds of recreation. The Tukwila Community Center is located at 12424-42nd Avenue South, and offers a variety of opportunities for fun. We work hard to build a safe, strong community where all families and children are treasured. We are fortunate that you have chosen to live with us. Welcome to your new home.

This guide is sponsored by the City of Tukwila's Equity and Diversity Commission and the City of Tukwila.

*The Equity and Diversity Commission promotes mutual acceptance and appreciation among the races and cultures within the Tukwila community.
The Commission meets on the first Thursday of each month at 5:15PM, at Tukwila City Hall.*

For more information, call 206-433-1834. Please come join us.

*The information contained in this Community Access Guide is subject to change without notice. Contact the individual service providers for updated information.
The City of Tukwila and supporting community partners
assume no liability for the contents or use thereof.*

Feel free to download all or specific languages and make copies as necessary.

EMERGENCY NUMBERS

POLICE, FIRE, MEDICAL 9-1-1

DOMESTIC VIOLENCE

Domestic violence is a crime in the City of Tukwila and the State of Washington. Domestic Violence is a pattern of behaviors – physical, sexual and psychological – that are used in marriages and other adult intimate relationships to establish and maintain control. Domestic violence includes bodily injury, infliction of fear of imminent physical harm, and sexual assault.

Police officers responding to domestic violence calls are required to investigate and make arrests when it is determined that an assault has occurred. If you are the victim of domestic violence, contact the Police Department emergency number (9-1-1) and report the incident. For non-emergency service agencies, see information under Office of Human Services.

NEAREST HOSPITAL WITH 24-HOUR

EMERGENCY SERVICE 206-244-0180

Highline Community Hospital Specialty Care Center
12844 Military Road South, Tukwila

NON-EMERGENCY DOCTOR CARE 206-575-3136

Health South Medical Clinic – 17780 Southcenter Parkway, Tukwila
Hours: Monday thru Friday, 7–11; Saturday & Sunday, 9–5

New Hope Health Center – 15880 Military Road S., Tukwila,.....206-453-1868
www.newhopehc.org
Hours: Saturday's, 8:30 am to 12:00 noon (downstairs Fellowship Bible Church)

HealthPoint Medical Clinic – 4040 S. 188th St, # 201, SeaTac 206-277-7202
HealthPoint Dental Clinic – 403 E. Meeker St., Flr 1, Kent 253-796-4071

CRISIS CLINIC (24 hours) 206-461-3222

COMMUNITY INFORMATION LINE

(non-emergency) 2 - 1 - 1 or 206-461-3200

IMMIGRATION AND NATURALIZATION SERVICE.....1-800-375-5283

Website: <http://www.ins.usdoj.gov>

TUKWILA CITY HALL..... 206-433-1800

6200 Southcenter Boulevard, Tukwila
Hours: Monday thru Friday, 8:30AM to 5:00PM
Visit our website at <http://www.tukwilawa.gov>

OFFICE OF HUMAN SERVICES

206-433-7180 / 7181

The Office of Human Services helps connect Tukwila residents with services and programs to help meet their needs. The City does not provide any cash assistance directly, but it pays a variety of non-profit agencies so that they can make their services accessible to our residents.

Some of the services that the City supports include:

- Emergency food and housing information
- Services for seniors and people with disabilities
- Services for youth and families
- Counseling programs
- Domestic violence referral
- Information, referral and advocacy
- English and literacy classes
- Energy assistance
- Housing repair

We are located at 6300 Southcenter Boulevard (next door to City Hall). If you would like to visit our office, please call to make sure we are in the office. The following are local resources you might be referred to; not all are located in Tukwila.

FOOD

Food banks and other food resources are open at varying times. It is best to call ahead to get hours of operation, location and any other requirements. The following food services currently serve Tukwila residents:

| | |
|--|--------------|
| Tukwila Pantry..... | 206-431-8293 |
| Emergency Feeding Program | 206-329-0300 |
| Church by the Side of the Road (free lunch on Tuesday's at 12) | 206-243-5024 |
| St. Thomas Catholic Church | 206-242-5501 |

CLOTHING

| | |
|--|--------------|
| Fellowship Bible Church..... | 206-242-7767 |
| St. Thomas Catholic Church | 206-242-5501 |
| Midway Community Covenant Church | 206-878-4861 |
| Multi-Service Center | 253-838-6810 |

REFUGEE/IMMIGRANT RESOURCES

| | |
|--|--------------|
| Refugee Women's Alliance – SeaTac office | 206-957-2029 |
| Somali Community Services Coalition | 206-431-7967 |
| Literacy Source English Classes..... | 206-782-2050 |
| Lutheran Community Services | 206-901-1685 |

**FOOD STAMPS AND FINANCIAL ASSISTANCE/
TEMPORARY ASSISTANCE FOR NEEDY FAMILIES**

Department of Social and Health Services (DSHS).....1-877-501-2233

<http://www.dshs.wa.gov>

Food stamps are available for eligible low-income households. Monthly cash assistance and medical assistance may be available for low-income families with children under 18.

**NON-EMERGENCY SERVICES FOR
VICTIMS OF SEXUAL AND DOMESTIC VIOLENCE**

Specific Programs

King County Sexual Assault Resource Center 1-888-998-6423
YWCA 206-568-7849
Sexual Assault Center/Harborview Medical Center 206-744-1600
Refugee Women’s Alliance 206-721-0243
El Centro de La Raza 206-957-4634
Domestic Abuse Women’s Network (DAWN)..... 425-656-STOP
Abused Deaf Women’s Advocacy Services (TTY) 206-726-0093
Asian and Pacific Islander Womens Family Safety Center 206-695-7600

Legal Assistance for Victims

Columbia Legal Services/
Abused Women’s Project 206-464-5911
Northwest Immigrant Rights Project..... 206-587-4009
Seattle Indian Health Board 206-324-9360 X 2807/2806
NW Network of Bi, Trans, Lesbian,
and Gay Survivors of Abuse 206-568-7777

POLICE DEPARTMENT

Emergency: 9-1-1

The Tukwila Police Department provides policing services to all citizens of Tukwila. The Department is open 24 hours a day, and is located in Tukwila City Hall, 6200 Southcenter Boulevard. You can telephone or visit our offices. If you need an officer during an emergency, dial 9-1-1 on any telephone and request assistance. Be prepared to give your location and the telephone number that you are calling from. For non-emergency situations, also dial 9-1-1 and state your purpose.

COMMUNITY POLICING

Community Policing is the philosophy held by our department. We believe that our community and Police Department should work together in order to provide a safer community.

CRIME PREVENTION

The department maintains a crime prevention unit that can provide information on personal safety, block watch programs, and community resources.

Crime Prevention Resource Team 206-431-2197
www.tukwilawa.gov/police/pdcrimep.html

DOMESTIC VIOLENCE

Domestic violence is a crime in the City of Tukwila and in the State of Washington. Officers responding to domestic violence calls are required to investigate and make arrests when it is determined that an assault has occurred. If you are the victim of domestic violence, contact the Police Department and report the incident. See listings for non-emergency service agencies under Office of Human Services.

DRIVING UNDER THE INFLUENCE

Driving under the influence (DUI) of drugs and/or alcohol is a crime in the City of Tukwila and the State of Washington. If you have been drinking or taking drugs, do not operate any type of motor vehicle. If you are arrested for DUI, you may face jail time and high monetary penalties.

CHILD PROTECTIVE SERVICES

Call 1-866-ENDHARM (1-866-363-4276*) if you:
suspect abuse or neglect of a child (injury, sexual abuse, sexual exploitation, negligent treatment or maltreatment) by any person under circumstances which indicate that the child's health, welfare, and safety is harmed.

ADULT PROTECTIVE SERVICES

Call 1-866-221-4909 if you:
suspect abuse or neglect of a vulnerable adult APS protects vulnerable adults by investigating allegations of abuse, neglect, abandonment, and financial exploitation when the person lives in their own home. APS conducts an investigation at no charge and without regard to the income of the alleged victim. Some protective services may be provided without cost.

Call 9-1-1 if a child or adult is in an emergency situation.

FIRE DEPARTMENT
Emergency: 9-1-1
Non-Emergency: 206-575-4404

FACILITIES

The Tukwila Fire Department staffs four fire stations:

Station 51, located at 444 Andover Park East

This is the Headquarters Station. All fire prevention activities, plan reviews, and permits are done at this station.

Station 52, located at 5900 South 147th Street

Station 53, located at 4202 South 115th Street

Station 54, located at 4237 South 144th Street

EMERGENCY ASSISTANCE

To report a fire or other emergency, dial 9-1-1 on your telephone. Do not go to the fire stations, firefighters may be out on another emergency and the station may be empty.

BLOOD PRESSURE CHECKS

When firefighters are at any of the four stations, they will be happy to check your blood pressure. Someone is always available at Station 51 to provide this service.

SMOKE DETECTORS

If you live in a rental unit, your landlord must provide at least one smoke detector in your apartment or house. However, you are responsible for making sure that the smoke detector works. Remember to change the battery twice a year, usually when Daylight Savings Time begins and ends (spring and fall).

TUKWILA SCHOOL DISTRICT

206-901-8000

Website: <http://www.tukwila.wednet.edu>

The State of Washington has a mandatory school attendance policy. Parents and Guardians have the responsibility to ensure that their children attend school. Tukwila's public schools serve children grades K-12. Special Education and ECEAP programs are also available. Contact the district office or your school for more information.

The Tukwila School District has three elementary schools, one middle school, and one high school. They are:

| | |
|--------------------------------------|--------------|
| Cascade View Elementary School | 206-901-7700 |
| 13601 - 32nd Avenue South | |
| Thorndyke Elementary School | 206-901-7600 |
| 4415 South 150th Street | |
| Tukwila Elementary School | 206-901-7500 |
| 5939 South 149th Street | |
| Showalter Middle School | 206-901-7800 |
| 4628 South 144th Street | |
| Foster High School..... | 206-901-7900 |
| 4242 South 144th Street | |
| McKinney Vento Liaison..... | 206-901-8044 |

SCHOOL ATTENDANCE HOURS

| | |
|------------------------------------|------------------|
| Elementary School Grades K–5 | 9:00AM to 3:10PM |
| Middle School Grades 6–8 | 8:00AM to 2:30PM |
| High School Grades 9–12 | 8:00AM to 2:30PM |

SCHOOLS WELCOME PARENTS

Parents are welcome to visit Tukwila's public schools during the day, as well as for evening activities. Daytime visits need to be scheduled for a specific date and time. Please telephone the school to make arrangements. Also, you will need to check in at the school office before going to the classroom.

STUDENT PROGRESS REPORTS

Tukwila's public school teachers provide parents with periodic written and oral reports regarding their child's school performance. These reports include basic information to assist the parent in assessing a child's educational and personal growth. Parents of students attending middle school or high school receive four reports a year. Parents of elementary students receive 3 reports a year. Parent-teacher conferences are held each fall and spring.

STUDENT HEALTH SERVICES

A registered nurse screens for vision and hearing problems. The health team assists in referrals to health service resources.

SCHOOL BREAKFAST/LUNCH PROGRAM

Students may purchase nutritionally balanced meals for breakfast and lunch at all of Tukwila's public schools. Free or reduced priced meals are available to students of low-income families. Parents may obtain an application for the free or reduced-priced meals at any school office.

CHILD CARE RESOURCES

206-329-5544

Many types of child care are available. The State of Washington requires that certain child care settings are licensed and monitored by State officials. Licensed facilities must meet regulated standards of care. Child Care Resources can help you find a licensed child care program in King County. Depending on your income, there may be a fee for helping you select a child care facility.

BANKING AND FINANCE INFORMATION

Banks offer a variety of services. Primary among these services are checking and savings accounts. Other services may include loans, which can be used to purchase a car or a home, and Individual Retirement Accounts, which are used to help you save for your future. Check with your bank to verify the type of services provided and any related fees.

OPENING A CHECKING OR SAVINGS ACCOUNT

Most banks offer checking and savings accounts. However, their procedures – and potential fees – for these accounts may differ. Ask what the bank charges for opening an account, maintaining an account, providing checks, and other potential fees. To open an account, a bank will ask you to provide a social security number and other forms of identification. Examples of acceptable identification include:

Primary—preferred

1. Driver's license
2. State-issued identification card
3. Military ID card
4. U.S. visa
5. Resident Visa (green card)
6. Passport

Secondary

1. ID card
2. School ID card
3. Credit card
4. Debit card
5. Voter registration card
6. Current utility bill

Most banks require a minimum deposit to open an account, usually about \$200. Once your account is open, you will be given documentation of your account. Keep all documents together in a safe place, such as a safety deposit box and do not share this information.

BENEFITS OF KEEPING MONEY IN A BANK

One reason for keeping money in a checking or savings account is that it helps to keep it safe. You do not have to worry about cash being stolen from you or lost. Also the Federal Deposit Insurance Corporation (FDIC) generally insures each depositor up to \$100,000 in case a bank fails. This means the United States government protects your money.

Another benefit to using a bank is your ability to write checks for bills instead of paying with cash. Writing checks creates a receipt of payment and a record of how you spend your money. This can help you monitor your spending and help create a budget. Also many accounts earn interest, where the bank adds to your money as an incentive for using the bank. Interest rates may vary so check with the bank.

TELEPHONE INFORMATION

HOW TO ORDER NEW PHONE SERVICE

If you have just moved into a new home or established a new business, Century Link will connect your phone service. CenturyLink can also make needed changes to your current service. Please call CenturyLink at 1-877-501-4074 for residential service and 1-877-744-4416 for business service.

When applying for new telephone service, have the following information ready:

- Your street address.
- How you want your name to appear in the phone book.
- The type of service you want.
- Your choice of long distance company.
- Credit information. If you have not established a credit history with Qwest or another phone company, a deposit may be required.

Before you open an account, ask about how you will be charged for the telephone services you have selected including the cost of making local and long distance calls.

HOW YOU ARE BILLED

You are billed monthly. Check your bill carefully. Look for standard charges, including local service, long distance calls, optional services, and any past due amount. Your first bill also will include charges for installation costs and pro-rated local service. You are responsible for all long distance calls made from a telephone number that you have billing responsibility for, even if you did not place those calls.

CONSUMER PROTECTION

Below are some common complaints about telephone bills and methods of handling them.

- **Slamming:** having your long distance provider changed without your authorization. This can occur as a result of telemarketing calls or prize giveaways you have received in the mail. Always read carefully information regarding giveaways and clearly state what you want when responding to telemarketing calls about switching long distance providers.
- **Cramming:** having unauthorized charges appear on your bill. These charges may include 900 numbers or charges for services like voice mail that you did not order and do not have. Check your monthly bill carefully and make sure it correctly reflects the services you have ordered.

HOW TO FIND A NUMBER NOT LISTED IN THE DIRECTORY

If you need assistance finding a local or long distance number, call 411. There is generally a fee for this service.

LONG DISTANCE CALLS

Use area codes when making long distance calls to locations outside of your local calling area. Refer to the maps and listings in your phone book to locate the area codes you need. If the city you want is not listed, contact your long-distance company. Generally, the least expensive method of making a long distance call is dialing from your own home. If you need to use a phone outside of your home, prepaid calling cards are often the least expensive. Shop carefully for a prepaid card since prices differ considerably.

HOW TO MAKE AN INTERNATIONAL CALL

Your international calls automatically go through the long-distance company you selected for your telephone service. Here's how to place an international call: To dial direct, dial "011" + country code + city code + number. It may take a while for international calls to connect; you can expect to wait at least 45 seconds (after you've finished dialing) for the ringing to start. If you need operator assistance, dial "01" + country code + city code + number. The operator will ask what type of call you are making. Frequently used country codes can be obtained in your phone book. For information about specific country and city codes, please contact your long distance provider.

THREATENING OR OBSCENE PHONE CALLS

Making threatening, obscene, or nuisance calls is a violation of state and federal laws. If you receive a threatening call, give no information, hang up and report it immediately to the police by calling 9-1-1. You may also receive assistance from Qwest's Annoyance Call Bureau at 1-800-582-0655.

TRANSPORTATION INFORMATION

AUTOMOBILE TRANSPORTATION

To be legal, cars must be licensed by the State of Washington. Each driver must have a valid driver's license, which requires a test. Ask if translation is available in your language for your test. Drivers must also carry automobile insurance.

State Driver's Licensing

Renton..... 1314 Union NE, Suite 4 425-277-7230
Kent..... 25410 - 74th S..... 253-872-2782

Automobile Licensing

Burien.....628 SW 151st St..... 206-243-8222
Renton 329 Williams Avenue S 425-228-5640
White Center 10250 - 16th SW 206-763-7979

BUS TRANSPORTATION

FIXED BUS ROUTES

Fixed route buses are those that follow a designated route on a specific schedule. To ride the bus, follow these steps:

WAIT AT YOUR BUS STOP – Look for your route number on the bus stop sign. Schedules, maps and other information may be posted at your bus stop. (Read across left to right).

IDENTIFY YOUR BUS – When the bus approaches, check the route number and destination (shown above the front window) to be sure it is your bus.

BOARD THE BUS – Pay your fare as you board. On buses traveling out of downtown Seattle, board first and then pay when you exit. Deposit money or bus tickets into the farebox. Drivers don't carry cash, so have the exact fare ready. If you use an ORCA card, tap it on the pass reader on the farebox.

If you need to change buses to get to your final destination, ask the driver for a transfer when you pay. Transfers are valid on any Metro bus for about one and a half hours after they are issued.

FOLLOW THE RULES FOR RIDING:

- Keep the aisles clear.
- Refrain from smoking or drinking alcoholic beverages.
- Reserve front seats for elderly and disabled persons.
- Carry food or drinks in closed containers only.
- Use radios/tape players with headphones only.
- Keep head and hands inside the bus.
- Pay proper fare and refrain from harassing driver or other riders.
- Do not carry any weapons on board a Metro bus.

EXIT THE BUS – As the bus nears your stop, pull the cord above the windows to signal the driver to stop.

FARE INFORMATION

The time of day and the number of zones you travel affects how much you pay to ride the bus. During the busiest commuting hours – Monday to Friday, 6–9AM and 3–6PM – adults will pay slightly more than during less-busy hours. Fares for all other riders are the same price all day. Downtown Seattle has a designated ride free area from 6AM-7PM daily.

SERVICE INFORMATION

LIFT-EQUIPPED BUS SERVICE – All Metro buses are equipped with lifts that may be used at most bus stops for wheelchairs or walkers.

PASSES AND TICKETBOOKS are sold throughout Seattle and King County. Call 206-624-PASS for prices and sales outlets.

TIMETABLES list bus routes, schedules, fares, maps and other important information. Timetables are available on buses and at libraries, some stores, distribution centers and Metro's Customer Service offices. Call BUS-TIME Metro's 24-hour automated service that provides schedule information by phone. Dial the word B-U-S-T-I-M-E (206-287-8463) for details.

INTERNET ACCESS – Metro Online is the website for accessing information about Metro, including routes, timetables, maps and other Metro programs and services. The address is <http://www.metro.kingcounty.gov>.

LOST AND FOUND is the department you call for items you think you may have left on a bus – 206-553-3000.

EMPLOYMENT INFORMATION

Looking for a job can be a challenging task. The following resources can help you.
Good Luck!

AIRPORT JOBS EMPLOYMENT INFORMATION CENTER

Through the Airport Jobs Center, you have access to a centralized source of information about jobs at Sea-Tac Airport. Also employment specialists are available at the Center to assist you with your job search at no charge.

Job Openings

Employment opportunities range from entry-level jobs to skilled professional positions. Participating employers cover a wide variety of services including airline and airline services, hospitality, transportation, security, package delivery, janitorial, and food preparation.

Airport Jobs keeps track of current job openings and lists them on weekly Hot Lists. In addition, the Center provides detailed job descriptions and information on individual employers and their application process.

Employment Specialists

Employment specialists at Airport Jobs can help you by:

- Identifying job opportunities based on your work history, skills, education, and interests;
- Providing free use of computers, copiers, phones, faxes, and other career resources;
- Assisting with employer applications and related forms;
- Referring you to community resources for assistance with transportation, training, childcare; and
- Much, much more.

Contact Airport Jobs

Telephone: 206-787-7501
Website: <http://www.airportjobs.org>
Office: Sea-Tac International Airport, Main Terminal,
..... Room 6447
Hours: Monday: closed to the public
..... Tuesday thru Friday: 9 AM to 5 PM

WORKSOURCE–RENTON

WorkSource–Renton is a career service program offered free of charge to help you find a job. The program provides translation services to help with all of the following:

- Job referral and placement
- Workshops on how to get and keep a job
- Referral to training and other community services
- Internet access to jobs
- Free use of computers, copiers, phones, faxes, and other career resources
- Access to Unemployment Insurance

WorkSource–Renton is part of WorkSource–Washington, a joint venture of organizations dedicated to addressing Washington State’s employment needs.

Contact WorkSource–Renton

Telephone: 206-205-3500
Website: <http://www.worksourceskc.org/locations>
Office: 500 S.W. 7th St., #100, Renton, 98057
Hours: Monday through Friday, 8:00AM - 5:00PM
(check website for extended hours)

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