

Helpful Connections

for you, your family, your neighborhood

East
King
County
Multilingual
Resource Guide



November, 2004

ERIC and EHSF wish to thank the following sponsors:



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Human
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INTRODUCTION

The idea for this Resource Guide started in 2001 when local agencies, City staff, United Way, teachers, police, and other community members gathered to form the Eastside Refugee and Immigrant Coalition (ERIC). ERIC works to improve services for immigrants and refugees and to make sure that families can access the help they need. ERIC has grown to over 100 members, several of whom are immigrants or are second-generation immigrants, and are working to help people from their own culture and others as well.

ERIC knew that one of the problems immigrants and refugees face is not knowing what resources are available to them, especially if they do not speak or read much English. Many people come from countries that do not have the kinds of services and help that are available here in the United States. Immigrants are often surprised to find out about free services in the community. All throughout the United States, there are people and organizations that provide services for families and individuals who may be struggling financially or who need help getting adjusted to living in the U.S. Sometimes, it may be difficult to trust others or to feel comfortable asking for help, but we hope that this Guide will give you and your family the information you may need.

In addition to 22 sections on general topics there is also a section with special tips and information. These are things others wish they had known when they first moved to the community.

This Guide is available in Chinese, Korean, Russian, Spanish and Vietnamese as well as English. Some of the information may change over time, such as addresses and phone numbers of agencies. Most organizations listed in the Guide have websites; these are almost always in English. But, if you or someone you know speaks some English, they can be a very helpful place to find out more about services. With a library card, you can use computers for free in your local library to access the internet.

There are a few agencies that help your specific culture and community in the language you speak, but some of the places listed in this Guide may not have anyone who speaks your language. Ask for an interpreter if there is no one on hand who speaks your language.

The American Red Cross Language Bank

The Language Bank serves non-profits and individuals throughout King and Kitsap Counties. They have 442 volunteers who speak over 75 languages and dialects. They provide interpretation in person and over the phone 24 hours a day, seven days a week. All services are confidential. They can also translate simple documents. In some cases, they are not able to provide interpretation services, but they can help refer you to other service providers.

Interpretations are free for individuals.

(A minimal fee is charged to non-profit organizations to utilize the Language Bank throughout the year.)

To request an interpreter:

Monday through Friday, 8:30 a.m. to 5:00 p.m., call (206) 709-4522.

For emergency assistance after hours, call (206) 323-2345 or

Community Information Line 1-800-621-4636
(206) 461-3200

You can ask for an interpreter for your language when you call the above numbers

We Welcome Your Feedback

If you have any comments, additions or corrections to tell us about, please send a letter to:

Carrie Hite
Eastside Human Services Forum
P.O. Box 97010
Redmond, WA 98073

Or send an email to **ERICleaders@hotmail.com**

(Please write to us in whatever language you are most comfortable with.)

ACKNOWLEDGEMENTS

Many people and organizations put their time, skills, and passion into the creation of the Multilingual Guide. The Eastside Refugee and Immigrant Coalition (ERIC) and Eastside Human Services Forum (EHSF) gratefully acknowledge the commitment and dedication of all who contributed to the project.

Committee members: Representatives from these organizations met on a monthly basis throughout the past two years to complete the project. Thanks to those organizations for their commitment:

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Translation of the Guide into Chinese, Korean, Russian, Spanish and Vietnamese was a huge undertaking. ERIC was fortunate to find community members with translation skills who were willing to provide their time and expertise to translate the Guides. Many of them are immigrants themselves, and all were committed to helping the community.

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IS MY MONEY SAFE IN A BANK?

Yes. Keeping it in bank means you don't have to worry about your money being stolen or lost. You can earn interest from some accounts. With a checking account, you can write checks to pay for things, and this creates a record of payment that you can review. Checking, savings, and retirement accounts as well as certificates of deposit are FDIC insured. The FDIC (Federal Deposit Insurance Corporation) is a part of the federal government that protects your money in case of bank failure. Specifically, it insures each depositor up to \$100,000 if the bank fails.



Some things are not FDIC insured even if you buy them in a bank. Some examples are: stocks, bonds, mutual funds and investment products.

How To Choose a Bank

Be sure that you choose a bank that can do the types of transactions you want and has the services you need. For example, if you are going to transfer money to your home country, make sure your bank can do international transactions easily. Your local phone book has a listing of banks in your area. Find out which one will be best for you.

About Checking or Savings Accounts

You will need to show some form of identification to open an account. The bank may require 2 forms of identification from you like: a drivers license, U.S. visa, resident visa (green card), passport, credit card, current utility bill, school identification card, etc. Call your bank if you have questions about this.

Other Services at Your Bank



The bank may provide you with these and other services (*you may have to pay a fee*)

- Loans (home/auto)
- Cashier's Checks
- Safe Deposit Boxes
 - Money Orders
 - Traveler's Checks

Usually, you are required to deposit a minimum of \$200 to open your account. And the bank will give you important papers about your account. Remember to keep this all together in a safe place. Each month, you will receive a statement from your bank that lists all your transactions, your beginning and ending balance (money in the account), and other information.



ATM (automatic teller machines)

These machines are convenient to use because you can take money from your account, or check your balance 24-hrs a day. You can get an ATM card at your bank and you will receive a PIN (personal identification number) to

access money from the machines. Do not share your PIN with anyone. ATM machines are located throughout the community in grocery stores, shopping malls, banks, and many other places. If there is a fee for using the ATM, it will let you know before proceeding with your transaction.

Credit Cards

It is very common in the U.S. to use credit cards to buy things and to pay bills. It is a big industry that makes a lot of money off of credit card users because most credit card companies charge high interest rates if you don't pay them off each month. You can get cash from ATM's with credit cards, but the interest rate is very high (sometimes over 20%). You can apply for a credit card at your bank and there are many credit card companies that will send you applications in the mail. Having a credit card and making regular payments on it is a good way to establish credit; you need good credit if you want to get a loan in order to purchase a car, house or other expensive items.

About Employment Services

There are many places that can help you find a job. Many have people to give you advice on how to have successful interviews, write your resume, help you increase your computer skills and give you ideas on where to search. Call these places to see if you are eligible for their services.



Bellevue Community College

Has many resources for you if you are a community member or a student at Bellevue Community College (BCC). These include the Career Center and WorkFirst/Worker Retraining programs, both located at BCC.

Career Center (425) 564-2018

Open for everyone to use. Offers help planning your career and finding jobs. Provides career advising, classes and workshops, work-study and internship opportunities, and resources on the computer.

3000 Landerholm Circle SE, Bellevue, WA B231 98007

WorkFirst/Worker Retraining Programs..... (425) 564-4054

Requirements include a certain income level and being a parent. Call the program you are interested in to see if you are eligible. All WorkFirst and Worker Retraining programs listed here are free.

3000 Landerholm Circle SE, Bellevue, WA. B131 98007

WorkFirst ESL (425) 564-4144

Serves people who are parents, have permission to work in the U.S., and are currently looking for work. Classes help you improve reading, writing, and speaking skills in English, gain computer skills and find jobs.

WorkFirst Computer Basics Class (425) 564-2363

Short-term Computer and Software classes for parents. This class will teach you how to use the computer keyboard, Microsoft Word, Excel, and Outlook, how to write a resume and how to use the internet. Also the program may help you find a job or paid internship.

WorkFirst Advanced Computer Class..... (425) 564-2363

A short-term class for parents who have some skills using Microsoft Word and Excel that teaches students advanced Word and Excel skills and prepares them for the MOS (Microsoft Office Specialist) Certification. Also the program may help you find a job or paid internship.

WorkFirst Financial Aid..... (425) 564-4178

Free tuition and books for working parents enrolled in professional and technical programs. To be eligible, students must: Be a parent with dependent

children, have a job (part-time or full-time), meet income guidelines, enroll in approved courses and not be receiving any other financial assistance covering books, tuition, and fees.

Worker Retraining..... (425) 564-4054
Offers tuition assistance, help finding education, and priority registration for those who are currently collecting unemployment or have exhausted those benefits in the past two years. Also for displaced homemakers, or those who were self-employed in a declining industry. Orientation for those interested.

Casa Latina: Centro de Ayuda Solidaria a los Amigos

Main Office (206) 956-0779
Day Workers' Center (206) 229-2272
Serves Latino immigrants. The Day Workers' Center is a place where day workers can assemble to go to jobs. Jobs typically last one day and the person hiring pays the worker directly. While waiting for work, workers can participate in English-as-a-second-language (ESL) classes and skills training.
2330 Western Ave., Seattle, WA 98121

Jewish Family Service

Employment Counseling & Job Placement (425) 643-2221
Provides job listings and job matching, employment application assistance, and may help you receive employment training.
1811 156th Ave. NE, Suite 2, Bellevue, WA 98007

Lake Washington Technical College: Employment Resource Center

Job Placement (425) 739-8113
Career Choice Workshop (425) 739-8100
Provides help with resumes, job interview techniques, and access to Internet resources. Conducts career choice and job search skills workshops. Offers job placement services.
West Building, Room W-201, Kirkland, WA 98034

Refugee Resettlement Office

Job Search Program (206) 323-3152
The Job Search Program offers classes and individual coaching in job readiness training. Employment specialists assist refugee clients with resumes, applications, job searches and placements. Call for details.
1610 S. King St., Seattle, WA 98144

Westminster Chapel: Job Support Ministry

Chapel Receptionist..... (425) 562-8028
Volunteer Ministry Leader (425) 558-2401
Provides help with resume preparation, interviewing skills and job searching. Offers weekly meetings and maintains a place where you can search for jobs

that provides pamphlets, books, and computer access. May have volunteer Employment Agents and Career Counselors available to serve you.

13646 NE 24th St., Bellevue, WA 98005

WorkSource (425) 861-3700
TTY(425) 861-3708

Provides help finding jobs, free use of computers, copiers, phones, fax machine, Internet access to jobs, classes on how to get and keep a job, and access to Unemployment Insurance. Offers translation, bilingual job counselors and workshops for refugees. Go to www.worksource.wa.gov to find job listings and resources to help you get back to work.

7735 178th Place NE, Redmond, WA 98052

YWCA Family Village

Eastside Employment Services (425) 556-1352

Provides assistance writing resumes and cover letters, interview practice, personalized advice about training and education, Internet access, job postings and telephones. Also offers professional clothing.

16601 NE 80th St., Redmond, WA 98052

State Unemployment Office

English and other languages (206) 766-6000

Spanish (206) 766-6063

TTY/TDD 1-800-365-8969

If you have been laid off or lost your job through no fault of your own, you may qualify for unemployment insurance benefits. These benefits are a temporary source of income while you look for work, or in some cases, while you retrain. Apply on the internet: <https://fortress.wa.gov/esd/uia/icintro/intropage.aspx?lang=en-us>

About Temporary Employment Agencies (“Temp Agencies”)

Temporary employment or staffing agencies, also known as temp agencies, hire workers to work for different employers for a short-term temporary basis. The temp job may last from one day to six months and longer. Temp agencies provide workers to employers. Temp agencies receive payment from employers for this service. A temp worker does not pay any fees to the temp agency and is considered an employee of the temp agency. The temp agency pays the temp worker directly. Temporary work offers flexibility to the worker, but does not offer long term job stability or health insurance and usually pays less than what a worker would receive if he/she worked directly for the company. Some of the jobs for immigrants with limited English-speaking skills include assembly work, housekeeping work, and construction help.

Taxes

Income tax is a complicated topic. Here is some basic information. Noncitizens who are living and working in the U.S. are expected to file income tax returns no matter what their immigration status is. This includes undocumented workers. If you worked and earned income in the U.S. at any time during the tax year, you must file income tax forms by **April 15**. The Internal Revenue Service (IRS) is the U.S. government institution that oversees the withholding and filing of taxes. Taxes pay for services and assistance for low income people. Health care, education, housing, care for the environment, job training, and the U.S. military all are funded by taxes. Most employers will withhold taxes from your paycheck during the year and will send you a form (called a W-2) that shows the income amount you earned and how much tax was deducted from your pay. Sometimes, too much tax is withheld and you may be eligible for a refund from the government. Other times, you may not have paid enough and you will owe taxes. There is a special tax credit called the "Earned Income Tax Credit (EITC)" for low-income families that can reduce the amount of taxes you owe and possibly give you a larger refund; find out if you are eligible. You can get a copy of most tax forms at your local library, post office or on the internet at **www.irs.gov**.



If you are worried or confused about paying taxes and need more information, many libraries have free tax help during "tax season" which is January 1st through April 15th. Sometimes agencies such as Hopelink also have free help with interpreters available. Contact them to find out:

Bellevue	(425) 943-7555	14812 Main St. Bellevue, WA 98007
Redmond	(425) 882-0241	16225 NE 87th St. Redmond, WA 98052-3536
Kirkland	(425) 889-7880	302 First St. Kirkland, WA 98033-6129
Bothell	(425) 485-6521	18220 96th Ave. NE Bothell, WA 98011-3390
Carnation	(425) 333-4163	31957 E. Commercial St. Carnation, WA 98014

There are also many tax accountants who will help you; they will charge you money for their services. Be careful, because some of them have very high fees or will charge you extra to give you an early refund.

LEARNING ENGLISH AND OTHER ADULT EDUCATION

English as a Second Language (ESL)

New immigrants need to learn English to shop at the grocery, call the doctor or talk to a child's teacher. English is needed on the job to speak with customers, read instructions and fill out accident reports.



Community Colleges, the library, churches and Community-based social service organizations such as Hopelink offer free classes at many locations, both day and evening at various instructional levels. They may have citizenship preparation classes. Students learn to use and understand English they use on the job as well as in other aspects of daily life and they also may learn about U.S. culture. In most ESL classes adults practice listening, speaking, reading and writing. Talk Time groups are more casual, focusing on conversation practice.

Call each agency directly to find out if you are eligible and to learn about the registration and testing procedures, if any. Each program has its own focus and requirements. The Community Colleges and Hopelink require a skill assessment test before starting classes or tutoring. Your score can be transferred from one institution to another. Many ESL classes have waiting lists.

Other Adult Education

Adults can also continue their education through community and technical colleges. These schools offer 2 year degrees and preparation for jobs in many popular fields. Students must pay tuition, but scholarships may be available.

Helpful Places - Learning English and Other Adult Education

Asian Counseling and Referral Service

Citizenship classes and vocational education.

Bellevue (425) 284-0017
12808 Northup Way, Suite 100, Bellevue, WA 98005

Seattle (206) 695-7511
720 8th Ave S, Suite 200, Seattle, WA 98104

City of Bellevue Mini City Hall..... (425) 452-2800

Talk Time is held at Crossroads Community Center and Crossroads Mall. Contact Bellevue Mini City Hall for more information; multilingual volunteers available.

www.cityofbellevue.org

Elder and Adult Day Services (425) 452-4282

Sponsored by the City of Bellevue, U.S. Citizenship classes held Saturdays
2:30-4:30pm, no cost.

12831 NE 21st Place, Bellevue, WA 98005

Bellevue Community College..... (425) 564-2349

Most ESL classes meet 8 hours per week. Practical life skills, some job preparation and transition to college preparation classes. Some child care. A Basic Skills class and Talk Time are also available.

3000 Landerholm Circle SE, Bellevue, WA 98007

www.bcc.ctc.edu

Cascadia Community College(425) 352-8158 or 352-8860

ESL classes two evenings a week, both on campus and at Redmond and Bothell Libraries. Additional Talk Time, Computer time and individual tutoring are also available on campus.

18345 Campus Way NE, Bothell, WA 98011

www.cascadia.ctc.edu

Chinese Information and Service Center (206) 624-5633

English classes at a variety of Senior Centers on the Eastside (North Bellevue, Kirkland, and South Bellevue).

www.cisc-seattle.org

Hopelink/Eastside Literacy Program (425) 643-1912

Dozens of small ESL classes and Talk Time groups held at Hopelink and at elementary schools, churches, senior centers and libraries. Day and evening sessions.

14812 Main St., Bellevue, WA 98007

www.hope-link.org/programs/literacy

Jewish Family Service (425) 643-2221

English and citizenship classes for immigrants and refugees. Some child care.

1811 156th Ave. NE Ste 2, Bellevue, WA 98007

www.jfsseattle.org

King County Library System (425) 369-3454

Talk Time groups, citizenship preparation classes, and assistance with application process. Materials in various languages. Library web page in Korean, Russian and Spanish. More information is in the Library section.

www.kcls.org

Lake Washington Technical College ..(425) 739-8100 ext 656 or 331

Daytime and evening ESL classes meet up to 15 hours a week; prepare students for jobs and vocational education (to prepare for work such as car mechanic, dental assistant, fitness trainer and many others). Tutoring center open 5 days a week and 2 evenings.

11605 -132nd Ave NE, Kirkland, WA 98034

www.lwtc.ctc.edu

Refugee Resettlement Office ELL Classes (206) 323-3152

The English Language Learner classes focus on job related vocabulary and life skills. Please call for details.

1610 S. King Street, Seattle, WA 98144

St Louise Parish (425) 747-4450

Beginners and intermediate ESL only. Registration required in late January or early September. Classes Monday and Thursday evenings.

141 156th Ave. SE, Bellevue, WA 98007

Westminster Chapel (425) 747-1461

Talk Time classes on Thursday evenings from 7-8:30 p.m. Drop ins are welcome.

13546 NE 24th St., Bellevue, WA 98005

St. James ESL (206) 382-4511

Offers in-home tutoring for low- income immigrants and refugees who are blind or visually impaired. Citizenship tutoring also available for homebound adults in selected parts of King County, as well as Seattle.

803 Terry Ave., Seattle WA 98104





It's important to:

- Know your rights and responsibilities
- Know where to go for help
- Know what to do to get your needs met

You might come from a country where free services are not available or where you couldn't trust agencies to help you. So, it might be difficult for you to ask for help, but in the United States, there are many services and programs that have been created to help protect your rights.

Although it can be uncomfortable, you may need to ask questions and communicate your needs to others so that you and your family can benefit from the help that is available in the community. You have rights in many areas of life, such as education, disability, housing,

health care, employment, and domestic violence whether you are a U.S. citizen or not. The resources listed here are available to people of different legal status (U.S. citizen or otherwise), and they may ask you what your legal status is to see what services apply to you.

If you believe that you have suffered discrimination based on your nationality when you have tried to get a job, rent an apartment, buy a home, or obtain a mortgage to buy a home, you can get help. See the "Helpful Places" section to find out who to call.

Keep in mind that immigration law changes frequently. Contact resources below for the latest information on your specific questions.

Helpful Places - Legal Information

**Northwest Immigrants Rights Project..... (206) 587-4009
1-800-445-5771**

Northwest Immigrants Rights Project (NWIRP) is a non-profit legal services office that provides legal representation and community education to low-income refugees and immigrants in Washington State.

NWIRP provides assistance with a variety of immigration matters, including:

- Applications for political asylum
- Representation in removal (deportation) proceedings
- Petitions under the violence against women act
- Other immigration applications, including naturalization, family visas, and applications for replacement green cards

NWIRP does not provide assistance with the following:

- Student (f-1) visas or tourist (b-1) visas

- Employment-based visa petitions
- Investor visas
- Questions from employers about immigration

www.nwirp.org

Catholic Community Services Legal Action Center.... (425) 284-2211

Assists with landlord/tenant problems including eviction and other issues related to rental housing. Call for an appointment.

12828 Northup Way, Suite 100, Bellevue WA 98005

King County Bar Association (206) 624-9365

Several free programs that are offered by volunteer attorneys and law students.

900 4th Ave., Suite 600, Seattle, WA 98164-1060

King County Office of Civil Rights (206) 296-7592

The King County Office of Civil Rights investigates allegations of discrimination in housing, public accommodations, employment and contracting in unincorporated King County only (outside city limits).

TTY (206)296-7596

400 Yesler Way, Room 260, Seattle WA 98104

www.metrokc.gov/dias/ocre/

The Washington State Human Rights Commission... 1-800-233-3247

Enforces state law against discrimination including housing and employment.

TTY 1-800-300-7525

711 S. Capitol Way, Suite 402, Olympia, WA

Northwest Justice Project 1-888-201-1012 or (206) 464-1519

Provides free legal advice and representation to eligible refugees and immigrants about public benefits. Naturalization assistance is provided to immigrants with disabilities. Clients must be at or below 125% of federal poverty level and must be able to document citizenship or legal resident status in certain specific categories. Provides legal advice and representation in family law cases involving domestic violence.

TTY 1-888-201-9737

401 Second Avenue S, Suite 407 Seattle, WA 98104

www.nwjustice.org

Eastside Legal Assistance Program (425) 747-7274

Provides legal assistance and education at no cost to low-income qualified persons living east of Lake Washington and north of Renton. Includes advice clinics, self-help workshops, lectures, Wills Project, and Domestic Violence Legal Fund. There are 6 legal clinics.: Crossroads Community Center, Jewish Family Service, Friends of Youth/Issaquah and Bellevue, Redmond and

Kirkland Senior Centers. Three are for general civil law (non-family law issues). One clinic handles only family law and domestic violence cases. One clinic works with Russian and Spanish speaking clients, and the other covers immigration issues. All clinics provide a free 30 minute appointment for legal advice and consultation. The program does not assist with criminal matters.
TDD (425) 747-1663

Northwest Women’s Law Center **(206) 682-9552**
Phone service only, does NOT provide legal advice or representation.

Legal Information & Referral **(206) 621-7691**
Provides telephone information about legal rights and options. Also provides an attorney referral service; attorneys are listed by areas of expertise as well as location. Can provide referrals to bilingual attorneys for clients who do not speak English.
TYT (206) 521-4317
3161 Elliott Ave., Ste. 101 Seattle WA 98121

STARTING A BUSINESS

A clear statement of your business idea is important. The idea should be something that you can test out without too much time or expense. If someone else can't understand it, that may be a sign the idea is wrong or too complicated.



If you are interested in starting a business, the best way to learn about that business is to work for a similar company. You will be more successful if you focus on what you do best and develop more skills. When you are ready to start your own business, set goals and make your plans.

Make sure that you have enough money to start the business because growing businesses initially consume more money than they take in. Many business owners started their businesses with personal savings or with investments from friends and family. While banks do make business loans, they generally like to work with businesses that have been operating for at least 2 years. Sometimes it is better to start small and try out a business part-time to see if it will work.

Successful business owners ask the following questions when starting a business:

1) Marketing

Are there enough customers to support your business?

- Who are your customers?
- What do they need and what do they care about?
- How much are they willing to pay?
- How will customers know about your business?
- Where will customers go to get your product or service?

2) Operations

How will the business deliver on your promises?

- What work needs to be done?
- Who will do that work and how much will they be paid?
- When does the work need to be done?

3) Finances

Where does the money come from and where does it go?

- Will you have enough money to pay the bills each month?
- After starting the business, when will you begin to make money?
- How much will the business be worth after several years?

Helpful Places - Starting a Business

When you start a company, you have some legal choices about how you set it up. The three main forms of business are: sole proprietorships, partnerships, and corporations. One place where you can find on-line information on the legal process is with the Washington State Department of Licensing, Master License Service at www.dol.wa.gov or (360) 664-1400.

Call the Bellevue Entrepreneur Center (BEC) at (425) 464-2888 for further business information. Eastside business owners, particularly women, minority and immigrant businesses, can use a range of business services at no cost that are pre-paid by government, private industry, and community organizations. The services range from business counseling, referrals for help with financing and training, and consulting projects that harness the expertise from colleges and volunteer experts. These organizations invest in the BEC because they know that helping small business owners generates new taxes, expands business, and provides incomes and jobs for our community.

Refugee Resettlement Office Jump Start Fund (206) 323-3152

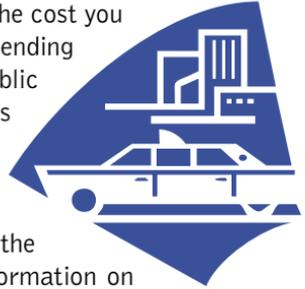
The Jump Start Fund offers loans to those with refugee or asylee status interested in starting a small business. Please call for details.

1610 S. King Street, Seattle, WA 98144

TRANSPORTATION AND DRIVING

About Public Transportation

There are different types of public transportation. The cost you pay to use public transportation is different depending on your age and if you have a disability. Public Transportation agencies offer special services for seniors and people with disabilities. Many transit systems have a free program called Travel Training to assist the elderly, people with disabilities and non-English speakers learn to ride the buses. Call your local transit agency for more information on Travel Training.



There also are many Park & Ride lots you may find useful. Park & Rides are places where you can park your car and easily connect with transit services.

Where to Find Bus Schedules: Schedules are available free-of-charge on the buses, in libraries (see Library section), shopping centers, and downtown Seattle. City Halls also have them (See the City section for locations). Call the transit agency for other locations.

Riding the Bus

At your Bus Stop:

Look at the signs showing the different buses that stop there. Arrive at least 5 minutes before the bus is supposed to leave.



On the Bus:

Be ready with exact cash, or a ticket, pass or transfer. Drivers do not have change. Put your cash or ticket in the fare box next to the driver, or show the driver you pass or transfer. If you'd like the bus driver to tell you when the bus has reached your stop, sit in the front seats and ask the driver to tell you. Please give front seats to seniors and disabled passengers.

Leaving the Bus:

Leave by the rear door, but if you have a bicycle with you, leave by the front door and let the driver know you need to take your bicycle. If you cannot reach the first step on the bus, let the driver know. The driver may lower the bus. If you are not able to use the steps, let the driver know and he or she may lower a lift or ramp.

Tips on Using the Bus Schedule

Buses usually go in 2 directions, so be sure you are looking at the route in the direction you want to go. If you know when you need to be at your destination, work backward in the schedule to see when you need to be at the bus stop. Call the transit agency or ask the bus driver for more help.

Transferring is connecting between different bus routes or bus systems. If you have to transfer for your trip, ask the driver on your first bus when you pay for the ride for a transfer (this is a small piece of paper). The transfer may not cover the entire cost of your next bus ride, so ask the driver if you are unsure.

Paying For Your Ride

There are many ways to pay for your trip such as cash, monthly passes and tickets. You can buy passes and ticket books at many places like drug stores, other stores or from transit agencies directly. Call your transit agency for more information. One commonly used pass is the "Puget Pass." Animals and helpers needed for travel by customers with disabilities may ride free.

Riding Rules

Each transit system has rules that riders must follow. You are not allowed to eat, drink or smoke on buses. Food and drink must be kept in closed containers. Children must be removed from strollers and strollers must fit between the seats. Animals helping you are welcome and need to be on a leash or harness. There are many more rules; you can ask your transit agency or bus driver about them.

For Seniors and People Who Need Extra Help Entering Buses

Call your local transit agency for more information on the services below:

Regional Reduced Fare Permit:

If you are 65 or older or if you have a disability, you may qualify for this permit. It allows you to ride at a lower fare. Call your local transit agency for more information.

Ramps and Lifts:



Drivers know how to help people board and keep their wheelchairs on the bus safely. Most buses have lifts or ramps that may be used at bus stops.

Ridematch:

People of similar schedules ride together in a vehicle.

ADA Paratransit Service:

For people who have disabilities and are unable to use regular buses, each transit agency offers paratransit service that works at the same time and in the same route as regular buses. Call the transit agency in your area and ask about this service.

About King County Metro

Information provided by and used with permission from King County Metro. King County Metro Transit provides transportation services to most places in King County. Metro buses connect to Community Transit and Sound Transit.

Travel Training

For non-English speakers, people with disabilities and the elderly there is a short video available on how to ride the bus. Call 206-533-3060 or visit <http://transit.metrokc.gov> and type in "how to ride the bus" in the metro search box.

Fares

Pay the bus fare on the bus with cash, a bus pass or a ticket. Drivers do not give change. You can buy bus passes and tickets by phone, mail, fax, or in person at a Metro customer service office. There are also many shopping locations that sell tickets and passes. Please contact King County Metro or see a bus schedule for more information.

Paratransit Service

Metro provides many services like lifts and ramps on buses and vans for people who are disabled or have difficulty using steps. Call to register with Metro ahead of time to use these services.

Community Transit serves Snohomish County and provides express service to downtown Seattle, Bellevue, Redmond and the University of Washington. Community Transit connects with Metro and Sound Transit.

Sound Transit serves King County and provides services in many areas. It connects with Community Transit, Everett Transit and Metro.

Other Transportation

Airplane

Most airlines allow 2-3 bags per person. Check with your airline about the weight and size of luggage you are allowed to bring.



Bicycle

Riding a bicycle is not expensive. Many streets have marked "bike lanes" and there are many regional trails for bicycles. There are no license requirements. Bicyclists must wear helmets and obey all traffic laws.



Motorcycle

You must have a license to operate a motorcycle. The motorcycle must be registered and insured. Call a licensing office for details. Motorcyclists must wear helmets.

Taxi

You must call the taxi company for pickup. Taxis are expensive. Pay by cash; drivers carry very little change. Some accept credit cards. To find a taxi company, look under "Taxis" in your phone book.

Train

Train cars are accessible to travelers with wheelchairs.



Helpful Places - Transportation

King County Metro

<http://transit.metrokc.gov>

Customer Service (206) 553-3060 or TTY (206) 684-2029

Routes and Schedules 1-800-542-7876 or (206) 553-3000
TTY (206) 684-1739

Bus Time.....24 hour line (206) 287-8463

Paratransit (206) 263-3113 or TTY (206) 263-3116

Sound Transit

www.soundtransit.org 1-888-889-6368
or TTY 1-888-713-6030

Community Transit **1-800-562-1375**

www.commtrans.org (425) 353-7433

Travel Training..... (425) 348-2379

Paratransit (425) 347-5912 or 1-800-562-1381
TTY (425) 347-7997

Ridematch **1-888-814-1300**

Seattle-Tacoma (Sea-Tac) International Airport

17801 Pacific Highway S. Seattle, WA 98158..... (206) 433-5388

The Sounder, Amtrak **1-800-872-7245**

About Owning a Vehicle

If you are a resident of Washington, your vehicle must be registered in Washington State. The words and phrases related to owning a vehicle can be very confusing. Here are some things to keep in mind: Registering your Vehicle is the same as Licensing your Vehicle. And a Vehicle Registration is the same as a Washington Vehicle License. A Title is a legal document saying that you own your vehicle and if you took out a loan for the vehicle, the title is kept by the bank that gave you the loan.

For People who Do Not Drive:

The Washington Identification Card

You can get a photo identification card if you do not drive. This is called the Washington Identification Card. Call a driver licensing office for more information.

Many of the things you must do to legally own a vehicle in Washington are done at Vehicle Licensing Offices. These are not the same as Driver Licensing Offices. Information on Driver Licensing Offices is in the Driving a Vehicle section.

If your vehicle is new, you will most likely register your vehicle at the place where you buy it, not the Vehicle Licensing office. The dealer will do most of the work required to register the vehicle in Washington, you will have to sign some papers and the dealer will charge you a registration fee.

If your vehicle is not currently registered in Washington, or is a used vehicle this section will give you more information about Registering your Vehicle.

WHEN MUST I REGISTER MY VEHICLE?

HOW MUCH WILL REGISTRATION COST?

Your vehicle must be registered within 30 days of becoming a Washington resident. You may receive a traffic fine if you are a resident and do not license your vehicle in this state. There are various fees associated with acquiring Vehicle Registration, contact a vehicle licensing office for more information.

Things to Bring When Applying for Vehicle Registration

The documents you need to bring to the Vehicle License Office depend on whether your vehicle is new or used. They are official documents that show that you own the car, like its title, and registration. You must bring personal identification in all cases and bring cash or a check to pay licensing fees and taxes. Call a vehicle licensing office to find out what you need to bring.

Renewing Vehicle Registration

Vehicle Registration is valid for one year. You should receive a renewal notice in the mail before your vehicle registration expires. Even if you don't receive the notice, you must still renew before the expiration date.

About Insurance

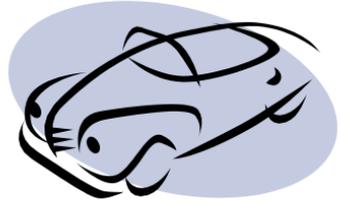
You are required to have liability insurance on your vehicle. You must carry with you (at least in the vehicle) an identification card verifying you have a valid vehicle liability insurance policy.

Emissions 1-800-272-3780 or (425) 649-7021

In King County, you have to have your vehicle's emissions tested to limit air pollutants if your car is 5 years or older. This is done as part of an Emission Check Program.

About Tabs

In Washington, vehicles must have Tabs on the back license plate. Tabs are colored stickers that indicate the year and month they are valid. For more information contact your vehicle licensing office.



Seat Belt Laws

The law requires drivers to wear seat belts. All passengers under age 16 must be in a seatbelt; smaller children need to be in carseats or booster seats. There is a fine if you do not comply with this law.

Using Car Seats and Booster Seats

Children under 40 pounds must be in a car seat, according to Washington State Law. A child who is less than 6 years of age but at least 4 or weighs between 40 and 60 pounds (18.1kg – 27.2kg) must be in a child booster seat when both lap and shoulder belts are available. Put child seats in the back seat of the vehicle. The law requires that children under 12 years must sit in the back seat.

Services for People with Disabilities



If you have a disability, you can get special identification cards, license plates and placards that let other people know you are legally allowed to park in parking spaces reserved for disabled people. Placards are hanging blue pieces of paper that you attach to your rearview mirror when parking. Vehicles with the license plates must be registered in the name of the disabled person.

To get the identification card, placard and license plates, you can find applications at driver licensing offices or vehicle licensing offices. Or download an application from the Department of Licensing website:

<http://www.dol.wa.gov/forms/420073.htm>

An identification card will be mailed directly to the disabled person. Disabled parking plates and placards are only available at vehicle licensing offices.

Parking spaces for people with disabilities are near the entrances of stores, movie theaters, office buildings, community centers and other locations to give people with disabilities easier access. They are marked by signs or painted symbols in the parking space. There are fines for any unauthorized use of the disabled parking placard, plate, or identification card. For more information, call or visit a vehicle licensing office.

Vehicle Licensing Offices

<p>BelRed Auto License Crossroads 15600 NE 8th Suite 0 -14 Bellevue, WA 98008-3947 (425) 747-0444</p>	<p>Sno Falls Credit Union 9025 Meadow Brook Way SE Snoqualmie, WA 98065 (425) 888-8705</p>
<p>Eastside Auto Licensing 12006 NE 85th St Kirkland, WA 98033 (425) 828-4661</p>	<p>Worthington Brokerage Across from City Hall 10035 NE 183rd St Bothell, WA 98011 (425) 481-1644</p>

About Driving a Vehicle

In Washington, in order to drive a vehicle legally, you must have a current driver's license or instruction permit and your vehicle must display vehicle license plates on the front and back.

Who is Eligible?

In order to get a license, you must be 18 years old. If you are at least 16 you must have permission from your parent or guardian and show proof that you took an approved driver education course.

Obtaining a Driver License

If you drive, you must apply for a Driver License within 30 days of becoming a Washington resident. Go to the Driver Licensing Office to apply for a license, and be ready to:

- Provide Identification Documents: There are many different documents they accept. You can find a long list in the Driver Guide (available free at Driver Licensing Offices), and see the "About Identification Documents" section below for some examples.
- Provide a check to pay for the license.
- Sign documents about your driving history.
- Give your Social Security number (SSN). It may be used for identification purposes, and is kept on file at the Department of Licensing.

You may also be tested on your vision, hearing and knowledge of Washington traffic laws (the knowledge test).

How to Prepare for the Knowledge Test

Study the Washington State Driver Guide. The Driver Guide is free at any driver licensing office. The Guide has been translated into Chinese, Japanese, Korean, Russian, Spanish and Vietnamese.

About the Drive Test

During this test, you must drive a vehicle on a special course and/or actual roads. A person from the Department of Licensing will ride with you. You must drive your own vehicle. Before the test, a Licensing Services Representative will inspect your vehicle. You will also need to present proof of Liability Insurance for the vehicle. The drive test is required of applicants with licenses from all other countries.

About Identification Documents

Many documents and different combinations of documents are acceptable. Contact the driver licensing office for more information on what is accepted. You may ask if the office has someone available that speaks your language or bring someone who speaks English to the office to assist you. Or have someone who speaks English call the office for you. If your identification documents are not accepted, you may request an additional document review by speaking with the driver licensing office.

Each of the items listed here may not be enough without accompanying items. And, driver licensing representatives accept documents other than those listed here.

- An original USCIS, formerly Immigration and Naturalization Services (INS) form that contains your signature and photograph.
- A passport from a foreign country that has not expired.
- A letter from the Department of Social and Health Services. (See the Financial Assistance, Food and Clothing section for more information on DSHS.)
- A Washington city or county police employee ID card, containing your signature and photograph.

The driver licensing office can accept some documents if they contain your name and signature or name and date of birth. Call or visit them for more information.

Identification Documents in Different Languages

If you present foreign documents, driver licensing representatives will make every effort to read and interpret them. This may require that they fax your document to another location. If no bilingual staff is available, you may be asked to provide an English translation with the original document.

Washington's Licensing Program for Teens

Instruction permits are available for young people ages 15 – 18 years. The identification documents may be different and there are fees for getting licenses and permits. Contact a driver licensing office for more information.

Driver Licensing Offices

Bellevue 525 156th Ave SE (425) 649-4281	North Bend 402 Main Ave S (425) 888-4040
Bothell 18132 Bothell Way NE Ste B6 (425) 483-1739	The Washington State Dept. of Licensing 1125 Washington St. SE PO Box 9020 Olympia, WA 98507 (360) 902-3600 or (360) 902-3900 TDD (360) 664-8885 TTY (360) 664-0116
Kirkland 10639 NE 68th (425) 827-0317	

What to Do When Your License Expires

Your first license will expire on the fifth year after it is issued. (The first license period may be less than five years.) Ask your licensing office about early renewals. Your license may be renewed at any driver licensing office. To renew your license, you must appear in person and pass a vision test. There is a cost to renew.

Driving with a License from Another State or Country

If you are at least 16 years of age and carry a valid Driver License issued to you in your home state, you may drive a vehicle in Washington for a period six months or less. If you have a license issued by another country you may operate a motor vehicle in this state for a period under one year.

Senior Drivers

State law allows licensed drivers age 55 and over to receive discounts on insurance payments if they complete an approved vehicle accident prevention class. The Washington State Department of Licensing has certified the following programs to offer senior driver accident prevention classes:

AAA Washington 1745 114th Ave. SE Bellevue, Washington 98004 (425) 462-2222	Evergreen Safety Council 401 Pontius Ave. North Seattle, Washington 98109 1-800-521-0778 or (206) 382-4090
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Also, the AARP offers Mature Driver classes for drivers age 55 and over. Courses available at local senior centers and may result in insurance discounts; ask your insurance company for details.

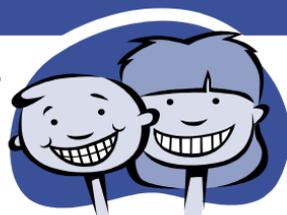
Driving Under the Influence (DUI)

It is illegal to drive when you are affected by alcohol. Most people are unable to drive safely before they become legally intoxicated (legal intoxication is determined by the amount of alcohol in your body). Police officers may use a breath test or other tests to see if you are intoxicated. A breath test is highly accurate, simple and painless. If you are convicted of drunk driving, you may face jail time, your license may be taken away and you may have to pay court fees.

**To report a drunk driver in
Washington:
call 1-800-28-DRUNK or call 911**

CHILDCARE

This section was adapted from and used with permission by The Guide to Early Learning Opportunities in King County published by the Early Learning Access Project, funded by a federal Early Learning Access Project grant.



About Child Care

If parents work, they usually must find child care for their young children. Good child care is important in helping children grow up healthy and ready to learn. Finding good child care can be difficult. A good starting point is to contact Child Care Resources at (206) 329-5544. Child Care Resources is a not-for-profit resource and referral agency serving all residents of King County. They can give you names of child care providers, help you decide what kind of child care is best for your child, and give information on programs that can help you pay for child care. Their website (www.childcare.org) is also a good resource for parents.

Help Finding Child Care

Child Care Resources (206) 329-5544

For referral to licensed family child care homes, preschools and/or centers. Serves all families in the community.

15015 Main St., Suite 206, Bellevue, WA 98007

www.childcare.org

Head Start and Early Head Start

Head Start and ECEAP are comprehensive preschool programs serving low-income children and children with disabilities. Head Start is federally funded; ECEAP is state funded. Services include free preschool education, health and nutrition services and family support. The program is offered in many school districts and through community agencies, community colleges, child care centers and family child care homes. Head Start and ECEAP programs select families based on age, income and need. Please apply to the program to see if your family qualifies for services.

Bellevue School District Head Start	Issaquah Head Start
14220 NE 8th St. Bellevue, WA 98007 (425) 456-6062	15025 SE 117th St. Renton, WA 98059 (425) 837-7523

Bellevue Community College Head Start Early Learning Family & Childcare Ctr Bldg 3000 Landerholm Cr. SE Bellevue, WA 98007 (425) 564-2308	Lake Washington Head Start 15130 NE 95th St. Redmond, WA 98052 (425) 882-8170
Children’s Services of SnoValley ECEAP 1407 Boalch Ave. NW North Bend, WA 98045 (425) 888-2777	Northshore Head Start 19705 – 88th Ave. NE Bothell, WA 98011 (425) 489-6434
Hopelink Head Start (Bellevue) 537 – 102nd Ave. SE Bellevue, WA 98004 (425) 462-1456	Redmond Family Village YWCA Head Start 16601 NE 80th St. Redmond, WA 98052 (425) 556-1355

Early Head Start

Head Start is available for children age 1 month to 5 years old at selected family child care homes in East King County. Because this program is provided in a childcare center, families must have a subsidy or other means to pay for child care.

Puget Sound ESD (206) 439-6910
 400 SW 152nd St., Burien, WA 98166

Head Start programs select families based on age, income and need. Early Head Start serves families living below the Federal Poverty Level, families who have children with disabilities and some families with higher incomes, foster children, and families receiving cash assistance (TANF, SSI). Please apply to the program to see if your family qualifies for services.

Before and After School Programs

Boys and Girls Clubs (Bellevue) 209 100th Ave. NE Bellevue, WA 98004 (425) 454-6162	Boys and Girls Clubs (Kirkland) 10805 124th Ave. NE Kirkland, WA 98033 (425) 827-0132	Boys and Girls Clubs (Redmond) 7300 208th Ave. NE Redmond, WA 98052 (425) 836-9295
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Your child’s school may have information about additional programs.

Help Paying for Child Care or Preschool

Working Connections DSHS (206) 341-7404
Child Care Subsidy Program

Working Connections serves families whose income is 175% of Federal Poverty Level and under.

Child Care Financial Assistance Program (CCFAP)
(Child Care Resources) (206) 329-1011

Provides child care financial assistance for the residents of certain cities outside the City of Seattle limits who are not qualified for any other child care subsidy programs and are working and/or in school. Serves families with income up to 80% of Median income for HUD (U.S. Department of Housing and Urban Development).

Bellevue Schools Foundation
(Bellevue School District) (425) 456-4030

Serves children 3 years through 5th grade. Pays for full day preschool and school age care in Bellevue School District child care. BSF supplements funds for City of Bellevue residents when DSHS Working Connections Child Care Subsidy Program or King County funds are insufficient. Serves families with income up to 80% of median income for HUD.

Lake Heights Family YMCA Scholarship (425) 644-8417, ext 16

Serves children 6 weeks to 12 years. Scholarship with parent paying difference between scholarship and full price of child care.

Lake Heights Family YMCA, 5225 – 119th SE, Bellevue, WA 98006

About Financial Assistance through Local Cities and Communities

The cities of Bellevue, Kirkland, Redmond, and most north and east King County communities offer child care financial assistance through Child Care Resources for residents that meet income guidelines and other criteria. To find out if you qualify for this program, or to request an application, please call (206) 329-1011, ext. 218.

Scholarships and Sliding Fee Scales

Some organizations that sponsor early learning programs or child care providers offer scholarships or sliding fee scales. When you call a program, ask about availability of these lower cost options.

Where to Get Required Immunizations

Child Care Programs require that children have their immunizations. You can get routine immunizations for children 6 weeks through 18 years of age at:

Community Health Centers of King County – Eastside 16315 NE 87th St. B6 Redmond, WA 98052 (425) 882-1697	Public Health- Seattle King County 14350 SE Eastgate Way Bellevue, WA 98121 (206) 296-9722	Northshore Public Health 10808 NE 145th St. Bothell, WA 98011 (206) 296-9787
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About Education

All children between the ages of 8 and 18 must attend school in the state of Washington. It is the law and is called the "Becca Bill." If a student does not attend school regularly, this law requires the school district to get involved and in some cases, parents and children must go to court. It is very important for parents to call the school's attendance office when a child will miss school.



Public education is free for children from age 5 through high school. Most children begin school at age 5 in "Kindergarten." Kindergarten is for half-day; full day is also available at most schools, but you must pay for it. Schools have information about starting Kindergarten in the early part of each calendar year; contact your local school. The school year begins in early September and runs through the middle of June every year. Schools have lunches that children can buy and low-income families are eligible for free or reduced cost lunches. Apply at your child's school.

Before children can enter school, they must be vaccinated against certain illnesses. Your child's doctor or Public Health nurse can tell you if your child's immunizations are complete and up to date.

To enroll your child in school, contact your nearest neighborhood school. Be prepared to bring the child's birth certificate, immunization information, two emergency contacts, and social security number (optional).

All children are entitled to specialized educational services, if they are eligible, up to age 21 or until they graduate from high school. To have your child tested for special needs, talk to your local school. Many schools offer services for students who do not speak English as their first language. Programs are different depending on the school and the district.



Parents are expected to participate actively in their children's education. This means talking with the teacher, reading to your child, making sure their homework gets done, and volunteering in the classroom, if possible. The best way to ensure a good education for your child is to be involved as much as you can.

Helpful Places

Bellevue School District (425) 456-4000 www.bsd405.org	Mercer Island School District (206) 236-3300 www.misd.wednet.edu
Issaquah School District (425) 837-7000 www.issaquah.wednet.edu	Northshore School District (425) 489-6001 www.nsd.org
Lake Washington School District (425) 702-3200 www.lkwash.wednet.edu	Riverview School District (425) 844-4500 www.riverview.wednet.edu
Snoqualmie Valley Public Schools (425) 831-8000 www.snoqualmie.k12.wa.us	

Language Schools for Chinese Language

Northwest Chinese School..... (206) 349-6927
 For pre-school age to adults. There is a fee to attend. Located at Lake Washington Technical College.
 11605 132nd Ave NE, Kirkland WA 98034

Sammamish Chinese Academy..... (425) 246-6326
 Ages 4 and up who live in Issaquah and the Sammamish Plateau. There is a fee to attend. Located in the Sammamish Hills Lutheran Church.
 22818 SE 8th St., Sammamish WA 98074

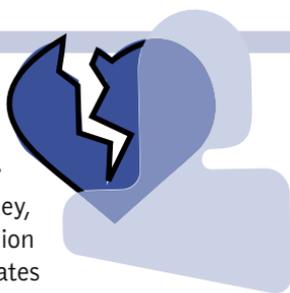
Spanish Language Education

Bellevue School District has a program called Spanish Immersion. English-speaking students begin at age 5 or 6 and receive almost all their subject matter instruction in Spanish. May be appropriate for children who don't speak/read/write Spanish fluently but whose parents are Spanish-speaking. For more information call:

Newport High School (425) 456-7400
Sunset Elementary (425) 456-6100
Tillicum Middle School..... (425) 456-6700

About Domestic Violence

Abusive partners use a wide range of behaviors to maintain power and control over their partners. This can include physical harm, threats of physical harm, keeping the partner from friends and family, controlling all the money, or threatening to turn the partner into immigration authorities. Although some of what the United States considers “domestic violence” may be very common and even acceptable in other countries, it is illegal here. Children and teens can also be the direct targets of an abuser or may be indirectly impacted when their parent is abused. Children’s physical and emotional well-being can be significantly affected by the behavior of an abusive parent. Domestic violence is not a private family matter; it concerns and impacts our entire community.



Safety Planning

If you are in an abusive relationship, there are several steps you can take to help protect yourself. The agencies listed below can help you create a safety plan. One important thing to know is that if English is not your primary language, you can request an interpreter from the police, the courts, medical providers, and crisis phone lines. If your abusive partner threatens your immigration status, you can call The Northwest Immigrants Rights Project at (800) 445-5771 or (206) 587-4009 for information about your rights.

If your partner threatens to take your children out of the country, you can contact the Children’s Passport Issuance Alert Program at (202) 736-7000.

“Protection orders” are special court orders that protect people from a violent partner. You can consult with a Protection Order Advocate to get more information about Protection Orders and also to get assistance in obtaining one. The number for the King County Protection Order Advocacy Program is (206) 296-9547.

Helpful Places - Domestic Violence Resources

You can call one of the domestic violence agencies or hotlines listed below to discuss safety planning ideas, resources, and forms of support available to you and to your children. Some of them operate safe, confidential shelters where you and your children can live if you need to leave an abusive partner.

Hotlines

Washington State Domestic Violence 1-800-562-6025
National Domestic Violence Hotline 1-800-799-7233
Crisis Clinic 1-800-244-5767 or 206-461-3222

Domestic Violence Agencies

Several of these organizations have confidential locations, so addresses are not available. If your language is not spoken by staff, you may request an interpreter.

Abused Deaf Women's Advocacy Services (ADWAS) . (206) 726-0093

For victims of sexual assault and domestic violence who are deaf, deaf-blind and hard of hearing.

2627 Eastlake Avenue East Seattle, WA 98102-3213

24-hour crisis line: (206) 236-3134

New Beginnings **24-hour crisis line (206) 522-9472**

Counseling, shelter, advocacy, transitional housing assistance.

Asian and Pacific Islander Women and Family Safety Center **(206) 467-9976**

Educational services. Accepts collect crisis calls from women in domestic violence situations.

Catherine Booth House **Crisis Line (206) 324-4943**

Shelter, legal assistance, counseling.

Northwest Justice Project **(206) 464-1519 OR 1-888-201-1012**

Legal advice and representation in family law cases involving domestic violence.

401 Second Avenue S, Suite 407 Seattle, WA 98104

1 (888) 201-9737 (TTY)

www.nwjustice.org

CHAYA..... **Help line: 1-877-922-4292 or (206) 325-0325**

Support services and 24-hour helpline for South Asian victims of domestic violence.

The Northwest Network of Bisexual, Trans and Lesbian Survivors of Abuse (206) 568-7777
Counseling, support groups, and advocacy.
TTY (206) 517-9670

Consejo Counseling and Referral Services (206) 461-4880
Primarily serves Spanish-speaking people. Counseling, support groups, and housing assistance.
3808 South Angeline Seattle, WA 98118

Protection Order Advocacy Program (206) 296-9547
1 (800) 326-6165 ext. 69547
Assistance in filing protection orders.
516 3rd Ave, E233 King County Courthouse Seattle, WA 98104-2312
TTY Seattle (206) 205-6198

Eastside Domestic Violence Program..... Crisis Line: (425) 746-1940
or 1-800-827-8840 (TTY)
Crisis services, counseling, shelter, legal advocacy, children's services.

Refugee Women's Alliance (206) 721-0243
Support and resources for immigrant and refugee women.
4008 Martin Luther King Jr. Way, Seattle, WA 98108

Eastside Legal Assistance Program.....Main number: (425) 747-7274
Contact the family law and domestic violence clinic for advice and information.
Russian, Ukrainian, and Spanish speakers; call and leave a message:
(425) 747-1663

Seattle Indian Health Board (206) 324-9360
Primarily serves Native American and Alaskan Native communities.
Counseling and support groups.
611 12th Ave S. #200, Seattle, WA 98144

Jewish Family Services, Project DVORA (206) 461-3240
Particularly for Jewish victims of domestic violence. Counseling, support groups, education.
1601 16th Avenue Seattle, WA 98122

Youth Eastside Services
Teen Dating Violence Program(425) 747-4937 (TDD)
Counseling, support groups, community education.
999 164th Ave NE Bellevue, WA 98008

FINANCIAL HELP, FOOD AND CLOTHING

About Financial Assistance, Food and Clothing

There are places that can help you with needs such as food, clothing and financial assistance for your bills such as rent, prescriptions, water and other utilities. This section has information on these places. You can find information on utilities in the Electricity, Gas and Water section. For information on Housing, see the Housing and Shelter section.



Who is Eligible?

Each agency has its own rules – what services they provide, income guidelines, areas they serve and registration process. In most cases, you will not have to repay the money or goods you receive. Please call the agencies for more information.

Helpful Places - Financial Help, Food and Clothing

Department of Social and Human Services (DSHS)

An agency that provides welfare programs to those who qualify. These programs cover topics such as:

- Abuse & Neglect
- Adoption
- Caregiver Support
- Cash
- Child Care
- Child Safety
- Child Support
- Deaf and Hard of Hearing
- Children's Services
- Disability
- Domestic Violence
- Drug/Alcohol/Chemical Dependency
- Education
- Emergency Help
- Employment Service
- Food
- Foster Parenting
- Help in the Home
- Homelessness
- Juvenile Rehabilitation
- Medical Care
- Mental Health
- Residential Care

DSHS office locations:

King Eastside Community Services Office

14360 SE Eastgate Way

Bellevue, WA 98007

Near the Eastgate Park & Ride and Eastgate Public Health.

(206) 341-7404 or 1-800 662-6715

TTY (425) 649-4012

To apply for services call (206) 341-7404 and have an application mailed to you or get an application at the office.

Working Connections Child Care (206) 341-7404
Pregnancy Medical 1-800-337-1835
Children’s Medical 1-800-337-1835

For Working Connections Child Care/Pregnancy Medical and Children’s Medical you may choose to complete your application by phone.

Skykomish Valley Community Services Office

19705 State Route 2

Monroe, WA 98272

Next to Safeway parking lot across from KFC restaurant.

1-425 438-4972 or 1-800-735-7039

TTY (360) 805-1158

Working Connections Child Care or

Pregnancy Medical or Children’s Medical..... (425) 438-4972
or 1-800-735-7039

To apply for services call 1-425-438-4972 and have an application mailed to you or get an application at the office during business hours.

Mailing address:

PO Box 6053, Arlington, WA 98223

Hopelink

Serves homeless and low income families, children, seniors, and people with disabilities. Hopelink’s services range from those that are immediate and crisis-oriented (food, emergency shelter, eviction prevention, energy assistance) to longer term programs (literacy, family development, child care and development) that help families get back on their feet and thrive.

<p>Bellevue Center 14812 Main St. Bellevue, WA 98007 (425) 943-7555</p>	<p>Adelle Maxwell Child Care Center (425) 462-1456</p>
<p>Kirkland Center 302 First St. Kirkland, WA 98033 (425) 889-7880</p>	<p>Energy assistance (For other Energy Assistance Programs please see the Electricity, Gas and Water Section.) (425) 869-6027</p>

Northshore Center 18220 96th Ave NE Bothell, WA 98011 (425) 485-6521	Family Development Program (425) 943-7550
Redmond Center 16225 NE 87th St. Redmond, WA 98052 (425) 882-0241	Transportation (425) 943-6789
Sno-Valley Center 31957 Commercial St. Carnation, WA 98014 (425) 333-4163	

Other Helpful Services

Catholic Community Services 12828 Northup Way, Suite 100 Bellevue, WA (425) 284-2211	Salvation Army 911 164th Ave. NE Bellevue, WA 98008 (425) 452-7300
Overlake Service League (425) 451-1175	St. Vincent de Paul Call to be directed to the Parish in your area. (206) 767-6449

About Food Banks and Feeding Programs

Food banks and feeding programs collect and offer food for the community. The food is free. Food banks provide non-perishable groceries and some provide perishable items such as fresh produce, dairy and meat. Feeding programs may serve and provide hot food that you eat at a certain location. Churches, cities, community centers (teen centers, senior centers) often work together to provide food, so please contact your community gathering place for more information. Some are in the Recreation and Neighborhood Activities Section. See Hopelink above for many other food banks.

Crossroads Hot Meal Program For Bellevue residents only 16000 NE 8th St Bellevue, WA 98008 (425) 452-4874	World Impact Network 2015 Richards Rd Bellevue, WA (425) 643-8246
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Emergency Feeding Program (Food Bank) (425) 869-6027	St. Andrew's Lutheran Church 2650 148th Ave SE Bellevue, WA (425) 746-2529
Asian Counseling and Referral Service Food bank located in Seattle, but open to people in East King County too. Must be low-income and bring a photo ID. 919 King St. Seattle, WA 98104 (206) 292-5714	
Food Stamp Program 1-800-865-7801	
Old Firehouse Teen Center Free teen dinners Wednesdays 6pm. 16510 NE 79 th Redmond, WA 98052 (425) 556-2370	Kirkland Teen Union Building Free teen dinners Fridays 6-7pm. 348 Kirkland Ave Kirkland, WA 98033 (425) 822-3088 ext. 202
Ground Zero Teen Center Free teen dinners Thursdays 5:30pm 257 100 th Ave NE Bellevue, WA 98004 (425) 452-6119	

About Clothing Banks

Clothing banks collect new and used clothing for the community. The clothing is free. Clothing banks often collect and offer toys.

Bellevue Seventh Day Adventist Church 15 140th Ave NE Bellevue, WA 98005 (425) 746-1763	Old Firehouse/Teen Center Clothing Bank 16510 NE 79th Redmond, WA 98052 (425) 556-2370
Gear Up Kirkland Teen Union Building 348 Kirkland Ave Kirkland, WA 98033 Kirkland outreach monthly clothing program for teens (425) 822-3088	Youth Link Teen Closet 257 100th Ave NE Bellevue, WA 98004 For Eastside residents only (425) 452-5254

Kirkland Seventh Day Adventist Church

6400 108th Ave NE
Kirkland, WA 98033
(425) 822-7922

YWCA Family Village Working Wardrobe

16601 NE 80th
Redmond, WA 98052
(425) 556-1350

HEALTH SERVICES: MEDICAL AND DENTAL

Preventing disease is easier than curing it, so remember to keep your vaccinations (shots) up to date to prevent diseases such as diphtheria, tetanus, whooping cough, polio, meningitis, hepatitis A and B, measles, chicken pox and others. Get regular health screenings such as mammograms, pap smears, and make sure children have regular check ups. Get flu shots (influenza vaccine) every year in November; this is especially important for infants 6 to 24 months and for the elderly.



Health Insurance Coverage

Most health care services require health insurance coverage. Some people get this coverage through their employer, but there are many uninsured people who cannot afford insurance even if they are working. Some doctors and medical clinics have a sliding fee scale which means you pay according to your income. This section includes specific places you and your family can go to if you are low-income or you do not have insurance. There are many private family doctors that you can find in your local phone book; payment methods and amounts vary, but most of them accept only certain kinds of health insurance or full payment out of pocket at the time of the appointment.

Basic Health 1-800-826-2444

A State program for low-income families and individuals that are not eligible for other assistance that helps cover medical needs. Basic Health contracts with health plans all over Washington State to provide reduced-cost health care coverage to qualified Washington State residents. All health plans in Basic Health offer the same basic benefits, but monthly premiums, providers, and some details of coverage vary. The process of applying for Basic Health can take a long time.

Healthy Options 1-800-562-3022

Healthy Options is the name of the Medicaid managed care program. As a Healthy Options member, people get to choose the health plan (insurance company) they want from a list of plans that are contracted with the State. Some exceptions exist. Healthy Options is a managed care plan. This means that people have a primary care provider (PCP) who coordinates all of their care (e.g., a physician, physician's assistant, or nurse practitioner). Clients must see or phone their PCP first for any medical problem except in cases of emergency. Their PCP will refer them to a specialist or other health care provider if necessary. Healthy Options members get to choose their PCP from a list of doctors who contract with the health plan they choose.

Public Health- Seattle and King County

Provide health care and dental services to low-income residents. Primarily serve low-income residents of East King County who do not have a health care provider-children, adults, and seniors. Clinics offer a sliding scale which means your fee is based on ability to pay. No one is denied service due to inability to pay. The clinics accept Medicare, medical coupons, Washington State Basic Health Plan, private insurance, and donations. Call for eligibility information.

Eastgate Public Health Center (Bellevue)..... (206) 296-4920

Maternity and WIC (Women, Infants & Children) (206) 296-9728

Spanish interpreters on site daily. Interpreters for other languages available. Assistance with applying for Basic Health Plan.

14350 SE Eastgate Way, Bellevue, WA 98007

Northshore Public Health Center (Bothell)..... (206) 296-9787

Maternity and WIC (206) 296-9820

Immunizations and Travel (206) 296-9816

Teen Clinic..... (206) 296-9814

Family Planning, STD clinic..... (206) 296-9814

(STD is Sexually Transmitted Diseases)

Spanish interpreters available everyday. Interpreters for other languages available when requested.

10808 NE 145th St. Bothell, WA 98011

Community Health Centers

Provide primary and natural medical care, dental care services, and family planning. Accept Medicare, medical coupons, and Community Health Plan of Washington, along with other major insurance. People without health insurance may qualify for sliding fee scales.

Redmond-Eastside Community Health Center (425) 882-1697

Offers health care for homeless youth also. Spanish language spoken. Interpreters available for other languages.

16315 NE 87th. St., Suite B-6, Redmond, WA 98052

Bothell-Kenmore Community Health Center (425) 486-0658

Spanish interpreter available on site. Interpreters available for other languages.

6016 NE Bothell Way, Kenmore, WA 98028

Hospitals and Emergency Rooms

Evergreen Hospital..... (425) 899-1000

12040 NE 128th St, Kirkland WA 98034

Group Health Hospital..... (425) 883-5151
 2700 152 AVE NE, Redmond WA 98052
 Overlake Hospital (425) 688-5000
 1035 116th. AVE NE, Bellevue WA 98004
 Harborview Medical Center..... (206) 731-3000
 325 9th Ave, Seattle WA 98104

Family Planning and Women’s Health

Planned Parenthood

1420 156th. Ave NE, Bellevue, WA 98007 (425) 747-1050
 6610 NE 181st. Ste 2, Kenmore, WA 98028..... (425) 482-1122
 75 NW Dogwood St., Ste B, Issaquah, WA 98027 (425) 369-0301

Public Health Clinics

14350 SE Eastgate Way, Bellevue, WA 98007..... (206) 296-4920
 10808 NE 145th St., Bothell, WA 98011 (206) 296-9814

Women’s Health and Diabetes Information Line..... (888) 438-2247

Other Health Care Clinics and Services

RotaCare Free Medical Clinic

No appointments.
 Come Saturday mornings 9:30-11:30 for free medical services.
 Located at Hopelink: 14812 Main St., Bellevue, WA 98007

Sea Mar Community Health Center (206) 762-3730

Primarily serves Spanish-speaking persons, seniors, and low-income individuals. Sliding scale based on income level and ability to pay. Medicare and medical coupons are accepted.
 8720 14th Ave. S., Seattle 98108

Overlake Service League (425) 451-1175

Emergency assistance for prescription drugs for residents within Bellevue School District. Call to schedule a home visit to determine eligibility.

Public Health Nurses

Home visits by nurses to assist pregnant women and infants. Support to children with special health care needs.

Bellevue (206) 296-4920
 Bothell..... (206) 296-9787

About Dental Services

There are places that offer dental services at low cost, and some offer services in other languages. You may contact these places yourself, or ask community clinics to tell you about them. Community clinics may also tell you about how you can get dental service at **mobile dental vans**. These vans contain dental professionals and their equipment, and travel to certain places such as schools, or churches, or health clinics to serve you and others. In some cases, the school, church or health clinic will provide translation and interpretation for you. To get more information about mobile dental vans, call NW Medical Teams or Smile Mobile (numbers below), or your health care provider.

Who is Eligible?

Most organizations listed offer services to specific age groups: children, adults, seniors. Some accept medical/dental coupons. To see if a place accepts medical coupons, please call The Washington State Department of Health Services Client Assistance Line at 1-800-562-3022 or call the organization directly. For other inquiries and to make appointments, call the numbers listed.

For Seniors and People with Disabilities

Many members of the Washington State Dental Association also participate in a low-cost dental program for people with low income, the elderly and disabled. Those who are 65 years of age or older, have no dental insurance and meet income requirements are eligible. There is no age requirement for disabled or Alzheimer's patients. Seniors and Alzheimer's patients meeting these criteria may call the local Senior Information and Assistance office (206) 448-3110 for help. People with disabilities, call the WSDA at (206) 448-1914 to ask for a referral.

Helpful Places - Dental Services

Eastside Community Dental Clinic (425) 883-8000

Offers emergency services for all ages, and non-emergency services for children under age 18 and their families. Accepts (DSHS) medical coupons. Services available in Spanish.

16345 NE 87th St. Building C2, Redmond, WA 98052

DSHS-Community Services Offices (206) 341-7404

(King-Eastside) TDD (425) 649-4012

For more information on DSHS please see the Financial Assistance, Food and Clothing Section.

Eastgate Public Health Clinic (206) 296-9726
Provides general services to children 1 through 19 years who live in King County. Also provides services for pregnant women and women who are 2 months past delivery. Services available in Spanish.
14350 SE Eastgate Way, Bellevue, WA 98007

Lake WA Technical College Dental Clinic (425) 739-8130
Provides service to people 3 years and older. They recommend you bring someone who can translate for you to the first appointment because this is when they need information on your medical history. You must call first; they do not accept people without appointments.
*11605 132nd Ave NE, East Bldg. E103
Kirkland, WA 98034*

Northwest Medical Teams

Free dental care in a mobile dental van. They mainly serve adults, and the Smile Mobile serves children. The van comes to the Bellevue area once a month and to Northshore 2-3 times a month.
*For Bellevue, Kirkland, Redmond area call..... (425) 899-3254
For other areas call (425) 454-8326*

Smile Mobile (206) 517-6303
A mobile dental van service that travels all over Washington to provide dental services to children ages 13 years and younger. They receive clients by way of schools, churches, community clinics, etc. and these places provide interpreters, and locations. They let you know if you qualify for their services.

MENTAL HEALTH, DRUG & ALCOHOL, AND CRISIS SERVICES

About Mental Health Services

There are places that offer help for people who are feeling sad, anxious, or overwhelmed and need someone to talk to. Sometimes it is hard to deal with your feelings or problems by yourself. Your emotions may be interfering with your ability to work, take care of your children, or your relationships with others may be suffering. There are professionals trained to listen to people's problems and help them figure out how to feel better. This section also has resources for people needing help with drug or alcohol problems. Several of these organizations offer educational classes on a variety of topics, such as parenting. Call the agencies listed to find out about all their services.



Everyone is eligible for counseling and support services. Most organizations listed offer sliding fee scales based on income and also accept insurance. Some accept medical coupons. Call for information and to make appointments.

Who Is Eligible?

Everyone is eligible for counseling and support services. Most organizations listed offer sliding fee scales based on income and also accept insurance. Some accept medical coupons. Call for information and to make appointments.

Helpful Places

Mental Health and Crisis

Crisis Clinic 24-hour Crisis Line 1-866-427-4747 or (206) 461-3222

Crisis intervention, assessment, and emotional support via phone.

Asian Counseling and Referral Service

Mental health services for Asian/Pacific Islander American youth, children, and seniors.

Bellevue Office (425) 284-0017
12808 Northup Way, Suite 100, Bellevue, WA 98005

Seattle Office (206) 695-7511
720 8th Ave S, Suite 200, Seattle, WA 98104

Catholic Community Services..... (425) 284-2211

Offers sliding scale counseling for individuals, couples, children and families.
12828 Northup Way, Suite 100, Bellevue, WA 98005

Children's Response Center (425) 688-5130

Counseling for sexual assault victims under 18; parent support is available. Interpreters available.

Overlake Hospital Medical Ctr, 925 116th Ave NE #211, Bellevue, WA 98004

Changes Parent Support Network..... (206) 618-2673
Helps parents of adolescents. Free support, education and training through weekly meetings.
Old Redmond Schoolhouse, 16600 NE 80th St., Redmond, WA 98052

Community Psychiatric Clinic (425) 454-3021
Provides day recovery programs for low-income persons with symptoms of serious and persistent mental health illnesses that prevent them from working.
13133 Bel-Red Rd., Bellevue WA 98005

Consejo Counseling and Referral Services (425) 747-7892
Offers mental health counseling for adults and children in Spanish.
1412 140th Pl NE, Bellevue, WA 98007

Friends of Youth

Individual, family and group counseling for youth and families.

Carnation/Duvall (425) 844-9669
26311 NE Valley St, Bldg A, Suite 101, Duvall, WA 98019

Issaquah (425) 392-6367
414 Front St N, Issaquah, WA 98027

Redmond (425) 869-6490
16225 NE 87th St, #A6, Redmond, WA 98052

Snoqualmie (425) 888-4151
7972 Maple Ave SE, Snoqualmie, WA 98065

Harborview Medical Center

Center for Sexual Assault and Traumatic Stress..... (206) 521-1800
Assessment and counseling for adult and youth who are victims of rape and sexual assault. Interpreters available.
1401 E Jefferson St, 4th Floor, Seattle, WA 98122

Jewish Family Service (425) 451-2264
Individual, couple, family, and group counseling for adults, children, and adolescents including people affected by substance abuse.
1607 116th Ave NE, Suite 103, Bellevue, WA 98004

Kindering Center..... (425) 747-4004
Language and physical therapies, pre-school, and family counseling for developmentally disabled or abused children up to age of 3; in-home services available.
16120 NE 8th St, Bellevue, WA 98008

King County Sexual Assault Resource Center1-800- 825-7273
Counseling and advocacy for victims of sexual assault. Interpreters available.

Lutheran Community Services Northwest (425) 644-4735
Offers family, marital, individual, and group counseling. Services in Amharic, Farsi, Polish, Russian, Somali, Sudanese, Tigrinya and possibly others (call for more information).
433 Minor Ave N, Seattle, WA 98109

Mercer Island Youth and Family Services..... (206) 236-3525
Counseling for youth, parents, seniors and families on Mercer Island.
8236 SE 24th St, Bldg C, Mercer Island, WA 98040

NAMI (National Alliance for the Mentally Ill) (206) 617-7820
Provides classes, peer support groups, and forums for those affected by serious mental illnesses. Locations vary. Call for information.

Northshore Youth and Family Services (425) 485-6541
Counseling for youth, parents, and families.
10309 NE 185th, Bothell, WA 98011

Sea Mar Community Health Center (206) 764-8763
Counseling for primarily Spanish-speaking adults and seniors.
8800 14th Ave S, Seattle, WA 98108

Seattle Mental Health

Mental, emotional, and behavioral healthcare to children, adolescents, adults, and older adults; next-day appointments.

Northcreek Campus/Bellevue (425) 748-1900
14216 NE 21st St, Bellevue, WA 98004

Redmond..... (425) 869-6634
16345 NE 87th St, Suite C-1, Redmond, WA 98052-3538

Youth Eastside Services

Individual, family, and group counseling for youth experiencing problems; specialized services for victims of sexual abuse and their parents.

Bellevue (425) 747-4937
999 164th Ave NE, Bellevue, WA 98008

Kirkland..... (425) 827-4937
13009 NE 85th St, Kirkland, WA 98033

Redmond..... (425) 869-6036
Family Resource Center 16225 NE 87th, A-2, Redmond, WA 98052

Drug & Alcohol Services

Alcohol/Drug 24-Hour Helpline..... (206) 722-3700
Crisis line for drug and alcohol related crises.

Asian American Chemical

Dependency Treatment Services..... (425) 378-7883
Culturally appropriate drug counseling.
3150 Richards Rd., Bellevue, WA 98005

Community Psychiatric Clinic (425) 454-3021
Full range of services for recovery from chemical dependency.
Eastside Regional Service Ctr, 13133 Bel-Red Rd, Bellevue, WA 98005

DSHS Community Services Offices..... (206) 341-7404
Treatment and/or shelter for low-income individuals incapacitated due to alcoholism or drug use; serves East and Northeast King Co. residents.
14360 SE Eastgate Way, Bellevue, WA 98007-6462

Friends of Youth

Confidential substance abuse assessment and counseling for youth and their families.

Carnation/Duvall (425) 844-9669
26311 NE Valley St, Bldg A, Suite 101, Duvall, WA 98019

Issaquah (425) 392-6367
414 Front St N, Issaquah, WA 98027

Redmond (425) 869-6490
16225 NE 87th St, #A6, Redmond, WA 98052

Snoqualmie (425) 888-4151
7972 Maple Ave SE, Snoqualmie, WA 98065

Jewish Family Service (425) 747-2264
Individual, couple, family, and group counseling for adults, children, and adolescents including people affected by substance abuse.
1607 116th Ave NE, Suite 103, Bellevue, WA 98004

Northshore Youth and Family Services (425) 485-6541
Assessment and substance abuse counseling for youth.
10309 NE 185th, Bothell, WA 98011

Therapeutic Health Services..... (425) 747-7892
Outpatient counseling for persons with alcohol/drug-related problems; assessments and interventions, alcohol screening tests; family and group counseling.
1412 140th Pl NE, Bellevue, WA 98007-3915 (Rockwood Office Park)

Youth Eastside Services

Provides substance abuse assessment, testing, and individual and family counseling for youth, ages 12-20.

Bellevue (425) 747-4937

999 164th Ave NE, Bellevue, WA 98008

Kirkland..... (425) 827-4937

13009 NE 85th St, Kirkland, WA 98033

Redmond..... (425) 869-6036

Family Resource Center 16225 NE 87th, A-2, Redmond, WA 98052

SERVICES FOR PEOPLE WITH DISABILITIES

About Services for People with Disabilities

Services for people with disabilities are created to improve quality of life. Access to quality, affordable services, and recreational programs help people achieve self-sufficiency and insure that all members of the Eastside King County community have the opportunities they need to participate in community life.



Who is eligible?

Eligibility requirements vary. Some services are provided free of charge; others are available at fees that depend on a person's income, and others require a full fee. Some services are paid by Medicaid, Medicare or private insurance. To determine eligibility and obtain services please contact each agency directly.

Helpful Places - Services for People with Disabilities

ARC of King County

Has a program that provides information and support over the phone for families of people with disabilities.

Latino Services:

(206) 364-4645, ext. 150

Asian/Pacific Islander Services:

(206) 364-4645, ext. 133

General Information and Referral:

(206) 364-8384

Evergreen Healthcare Horizons Program

Information and referral, workshops, classes, and support groups for families and individuals who are elderly or have chronic illnesses or disabilities.

*12040 NE 128th St., #B1-140,
Kirkland*

(425) 899-3200

Brain Injury Association of Washington

Support, resources and information for people with brain injuries and their families.

16315 NE 87th, B4, Redmond

(425) 895-0047

Highland Community Center

Recreation and socialization opportunities for people of all ages with disabilities.

14224 Bel-Red Rd., Bellevue

(425) 452-7686

<p>Consejo Counseling and Referral Service Educational materials and outreach for people with HIV/AIDS. <i>3808 South Angeline, Seattle, WA 98118</i> <i>(206) 461-4880</i></p>	<p>Overlake Service League Serves residents of Bellevue School District. Scholarships and grants for childcare, summer school, camp, and tutoring for low-income households and children with disabilities. <i>(425) 451-1175</i></p>
<p>Bridge Ministries Visits for people with physical and developmental disabilities to provide support, social activities, and used medical equipment. <i>520 6th St. S., Kirkland</i> <i>(425) 828-1431</i></p>	<p>Seattle King County Aging and Disabilities Services For seniors and adults with disabilities; provides case management and in-depth services. <i>618 2nd Ave. #1020, Seattle</i> <i>(206) 684-0660</i></p>
<p>Crisis Clinic Community Information Line Provides referrals to agencies and services. Disabilities Specialists are available. <i>(206) 461-3200</i> <i>1-800-621-4636</i></p>	<p>US Department of Veteran Affairs-Regional Office Provides information and processes benefits claims for veterans of military service and their families. <i>1-800-827-1000</i></p>
<p>Asian Counseling and Referral Service Offers in-home care and support for seniors and adults with disabilities. Focuses on the Asian and Pacific Islander communities. <i>(206) 695-7610</i></p>	<p>Catholic Community Services, Volunteer Chore Services Provides volunteer help for elders and adults with disabilities. <i>((425) 284-2235</i></p>

Infants and Children

Children’s Hospital Bellevue **(425) 454-4644**
Provides brief educational, intellectual, and developmental screening for children who may be having learning problems at home or school. Up to age 21.
1135 116th Ave NE, Suite 400, Bellevue, WA 98004

Children's Services of Sno-Valley (425) 888-2777
Offers early intervention services for children with developmental delays and disabilities and their families. Birth to 3 years old.
(Services provided primarily in homes.)
1407 Boalch Ave NW, North Bend, WA 98045

Kinderling Center..... (425) 747-4004
Physical and speech therapies, special education, counseling, child care, and foster care to infants and children (and their families) who have been abused, are medically fragile or have disabilities.
16120 NE 8th, Bellevue, WA 98008

Employment

AtWork! (425) 274-4000
Employment and training for people with disabilities
Bellevue: 15155 Bel-Red Rd. 98007
Issaquah: 690 NW Juniper St. 98027

DSHS Division of Vocational Rehabilitation (425) 649-4241
Vocational rehabilitation services to individuals with disabilities including assessment, counseling, job preparation/placement, support services.
14360 SE Eastgate Way, Bellevue 98007

Eastside Employment Services..... (425) 453-0676
Offers job assistance and placement for individuals with developmental and learning disabilities. Includes on-the-job training and ongoing follow-up and support.
1601 116th Ave NE , #102, Bellevue 98004

Adult Day Health
For those in need of daytime health, social, or rehabilitative services.

Elder and Adult Day Services
Bellevue (425) 867-1799
12831 NE 21st Place, Bellevue, WA 98005

Issaquah..... (425) 837-3967
3707 Providence Pt Dr SE, Suite A, Issaquah, WA 98029

Jewish Family Service (425) 643-2221
Seattle Association for Jewish Disabled
Offers a variety of services to assist people with mental illness, developmental disabilities, or brain injury.
1607 116th Ave NE, Suite 103, Bellevue 98007

Lake Washington Adult Day Health..... (425) 487-2441
Provides health, social, educational, and recreational services for older adults (55 years and older) in the Northshore area.
106 5th Ave., Kirkland, WA 98033

Northshore Senior Center Adult Day Health..... (425) 487-2441
Provides health, social, educational, and recreational services for older adults (55 years and older) in the Northshore area.
10201 E Riverside Dr, Bothell, WA 98011

Transportation

Department of Licensing-Disabled Parking Permits... (360) 902-3770
Metro Transit Rider Information (206) 553-3000
Regional Reduced Fare Bus Pass Permit..... (206) 553-3060
Para Transit ADA (206) 553-3060 or 1-800-201-8888
(to arrange a ride)
Medicaid/ Medical Transportation 1-800-923-7433
Volunteer Transportation (seniors) (206) 448-5740
American Cancer Society (cancer patients) 1-800-729-1151 ext 3304
American Cabulance (425) 741-3444 or 1-800-750-5700
Rural Metro Am/Cabulance (206) 972-1976 or 1-800-989-9993

Home Repair and Modification, Home Utilities

Catholic Community Svcs
Volunteer Chore Services..... (425) 284-2235

Housing Rehabilitation Program,
City of Bellevue Residents Only (425) 452-6884

King County Housing Repair Program
All East King County Cities (not Bellevue)..... (206) 296-7640
Northshore Handyman..... (425) 486-4564
Hopelink..... (425) 869-6027
Eastside Love Inc. (425) 869-9561

Legal Services

Washington Coalition of Citizens-
disAbility Resource Network..... V/TDD (425) 558-0993
Legal Action Center Catholic Community Services.... (206) 324-6890



How To Get Phone Service

Contact the company you select (there are many to choose from) and they will ask you questions (your address and type of services you'd like) to start phone service. Information provided in this section is subject to change. Contact your local phone provider for questions.

Billing Information

Your bill comes each month and will have the date by which the company must receive your payment. After this date, more charges may apply. The first bill you get will have the installation costs on it in addition to phone call charges. For help paying your bill, call your phone company.

Call **411** to find numbers that aren't in the phone book.

Local Calls are made within your local calling area. You can find this area in the back of your phone book. To call within this area, dial the 7 numbers of the phone number without the area code. You don't need to dial 1 + (area code) for a local call.

Long-distance Calls are calls that are made outside of your local calling area and you need to use the area code. Dial 1 + (area code) + number to make long-distance calls. If you do not know the area code of the city, call your long-distance company. For operator help, dial 0 + (area code) + number. The operator will ask what type of call you want to make (see "Some Types of Calls" below.) There are significant additional charges when you use operator assistance.

Some Types of Calls

- **Person to Person:** You only have to pay for the call if the person you are calling responds.
- **Collect:** The operator will ask the person who responds to pay for the call. This type of call is useful if you are calling from a public phone and you don't have enough money with you.

Toll-Free Numbers and Toll Charge Numbers

Many business numbers start with "800," "877," or "888." These are "toll-free" numbers. This means your call to them is free even if their office is not in your local area. If you call a number beginning with "900," "915," or "976," you pay for the call. These are "toll charge" numbers and they can cost you \$7 each minute or more.

International Calls are placed by your phone company if you have international service. There are many calling plans offering discounts to certain countries, so if you call a country frequently ask your long-distance company for more information. You may use a different long-distance company than you normally use for certain calls by dialing an access code. This may save you money.

Dial 011 + country code + city code + number. There may be a delay of 45 seconds or more between your dialing and the ringing sounds. For operator help, dial 01 + country code + city code + number. The operator will want to know what type of call you are making (see "Some Types of Calls" above). If you don't know the country code, look in the phone book or call your long-distance company.

Pre-paid Phone Cards

Sometimes it is cheaper to make an international call using pre-paid phone cards. You can buy them at many stores or on the internet. You can also make long-distance calls with them. Choose one that offers you discounts to the country you usually call. The cards come with a "PIN" number that you should protect.

About Threatening, Obscene or Nuisance Calls

These calls are against the law. If you receive these calls, don't say anything, and hang up. If you receive a threatening call, tell the police. Let your phone company know about the calls and they can offer different services to find out where the call came from or prevent them. You may also change your telephone number.

Telephone Tips

- Always carefully examine your phone bill; call the telephone company if unfamiliar charges appear on your bill.
- People who call you trying to sell you something can only legally call in a certain time period. They must stop calling if you ask them to take you off "their list."
- Never give your calling card number or "PIN" to any stranger.
- Be careful if asked to pay per-minute charges or dial a long sequence of numbers beginning with "1" after calling a toll-free number (800, 888, or 877). This is an dishonest method used to convert toll-free calls into a toll-charge call.

If Verizon is your provider1-800-483-4000
If Qwest is your provider1-800-244-1111

CITY SERVICES

The following services are some of the helpful resources offered by Cities:



Human services include help with food, clothing, shelter, utility bills, medical or dental care, legal issues, counseling, employment, learning to speak and read English, or referral to a wide range of available services. The city's role is to financially assist organizations providing these services and also refer people to the appropriate places to get the help they need.

Parks and recreation departments offer programs and classes for children, teens, adults, seniors and disabled residents. Scholarships are available for low income residents. Some community centers and park areas are available to rent for special events. There are a variety of free services provided at local parks including picnic areas, gardens, beaches, sports fields, and play equipment for children.

Volunteer opportunities are usually available through your city. There are many opportunities to give your time and gain experience. Most cities provide volunteer programs to match your interests and abilities; volunteering can be rewarding and help people make valuable connections in their community.

Permits and Licenses are issued by the state, county and your local city. The permits issued by most cities are construction and building permits, street use and special events permits for celebrations and business licensing. See "How to Start a Business" section.

Water, sewer and recycling programs are usually available through your local city. Single family residents pay for water/sewer service directly to their local city or these costs are included in the rent and the landlord pays the city. Sometimes when you live in an apartment you pay your water/sewer costs to a company hired by your landlord to collect these fees. Some cities provide recycling services and programs and may have discount programs available for seniors, disabled and low income residents.

Safety and security are important to all residents. There are emergency preparedness and fire prevention programs available through your local fire department and crime prevention programs available through your local police departments. Cities also help with pedestrian, bicycle and traffic safety. See Emergency Services Section for police and fire department information and also what to do in case of an emergency.

Neighborhood and community programs and services are designed to help you connect with your community. The city provides programs to improve neighborhoods, help residents form neighborhood groups and to assist with neighborhood conflicts and concerns.

Streets and paths are built and maintained by your city if they are located within the city limits. Streets outside the city limits are maintained by the county or the state. The city designs and maintains traffic signals, addresses road and traffic safety, and maintains city streets, bike paths, sidewalks and walking trails. You can call your city if you have a maintenance or safety concern that needs to be addressed.

City government operates differently depending on the city in which you live. In general all cities have elected city officials who make decisions about how money is spent to keep our cities safe and comfortable. You can learn how to contact city officials and attend city council meetings, get involved and influence decisions, and serve on boards, commissions and committees.

Cities make referrals and help people get connected with resources in the community. People who work at the city usually have knowledge about the best places to go for help in your community. Sometimes city staff speak your language. Even if you don't think the city can help you directly, they may be able to refer you to the right place.

Contact your local city from the listings below for more information on specific services provided in your city.

Bilingual city staff are available during specific days and times at some city facilities.

Contact Information For Your Local City

City of Beaux Arts Village 10550 SE 27th Street Bellevue, WA 98004 (425) 454-8580 www.beauxarts-wa.gov	City of Carnation 4621 Tolt Ave P.O. Box 1238 Carnation, WA 98014 (425) 333-4192 www.ci.carnation.wa.us
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<p>City of Bellevue 11511 Main Street/PO Box 90012 Bellevue, WA 98009-9012 (425) 452-6800 www.ci.bellevue.wa.us Spanish: www.ci.bellevue.wa.us/page.asp?view=22990 **Bilingual staff available during specific days and times The City of Bellevue has a free resource hotline in Spanish. Eastside residents who would like general information and information about resources and services provided by the City of Bellevue, can call (425) 452-4280.</p>	<p>City of Clyde Hill 9605 NE 24th Street Clyde Hill, WA 98004 (425) 453-7800 www.clydehill.org</p>
<p>Crossroads Mini City Hall (City of Bellevue neighborhood service center) Inside the Crossroads Shopping Center 15600 NE 8th Street Suite H-9 Bellevue, WA 98008 (425) 452-2800 **Multi-language message lines and bilingual staff available during specific days and times</p>	<p>City of Duvall 15535 Main Street NE P.O. Box 1300 Duvall, WA 98019 (425) 788-1185 http://www.cityofduvall.com/</p>
<p>City of Bothell 18305 101st Ave NE Bothell, WA 98011 (425) 486-6250 www.ci.bothell.wa.us</p>	<p>City of Hunts Point 3000 Hunts Point Road Hunts Point, WA 98004 (425) 455-1834 www.ci.hunts-point.wa.us</p>
<p>City of Issaquah 130 E. Sunset Way – Administration 1775 12th Ave NW – Building permits, planning P.O. Box 1307 Issaquah, WA 98027 (425) 837-3080 www.ci.issaquah.wa.us</p>	<p>City of Newcastle 13020 SE 72nd Place Newcastle, WA 98059 (425) 649-4444 www.ci.newcastle.wa.us</p>

<p>City of Kirkland 123 5th Avenue Kirkland, WA 98033 (425) 587-3000 www.ci.kirkland.wa.us **Bilingual staff available during specific days and times</p>	<p>City of North Bend 211 Main Ave N. P.O. Box 896 North Bend, WA 98045 (425) 888-1211 www.ci.north-bend.wa.us</p>
<p>City of Medina 501 Evergreen Point Road P.O. Box 144 Medina, WA 98039 (425) 454-9222 www.ci.medina.wa.us</p>	<p>City of Redmond 15670 NE 85th Street Redmond, Washington 98052 Mailing: P.O. Box 97010 Redmond, WA 98073 (425) 556-2900 www.ci.redmond.wa.us **Bilingual staff available during specific days and times</p>
<p>City of Mercer Island 9611 SE 36th St. Mercer Island, WA 98040 (206) 236-5300 www.ci.mercer-island.wa.us</p>	<p>City of Sammamish 486 228th Ave NE Sammamish, WA 98074 (425) 898-0660 www.ci.sammamish.wa.us</p>
<p>City of Snoqualmie 8020 Railroad Ave SE P.O. Box 987 Snoqualmie, WA 98065 (425) 888-5307 www.ci.snoqualmie.wa.us</p>	<p>City of Woodinville 13203 NE 175th ST Woodinville, WA 98072 (425) 489-2700 www.ci.woodinville.wa.us</p>
<p>City of Yarrow Point 4030 95th Ave NE Yarrow Point, WA 98004 (425) 454-6994 www.ci.yarrow-point.wa.us</p>	

EMERGENCY SERVICES: POLICE AND FIRE

About Police and Fire

Police officers and fire fighters work with the entire community, people of different cultures and ethnicities to provide a safe environment. They work to protect you from fire, disaster and medical emergencies. Call 911 in emergencies.



911

911 is a link between you and local police and fire departments and it is the only number you need to remember. 911 personnel will tell you what to do until help arrives. When dialing 911, your address automatically comes up on the dispatcher's screen, but they may still need to confirm the address. If you don't know the address where you are, 911 personnel will still respond to your call. Usually the emergency is being responded to before the phone call is complete.

911 is for emergencies only.

When Calling 911

Stay calm. Be ready to describe the problem, give your location, your name, and phone number. If you can't speak English, tell the person on the phone what language you need, and an interpreter will enter your conversation. The person on the phone may ask more questions.

In Case of Fire

Call 911 and your local fire department will respond.

Smoke Detectors: Every home or apartment needs to have a working smoke detector. Landlords must provide smoke detectors. It is against the law to damage the smoke detector.

Washington Poison Center / 24-hour line1-800-222-1222

Choose Option 1 to report a poisoning

or 1-800-732-6985 or TDD 1-800-572-0638

For non-emergency information..... (206) 517-2350

Poison control provides 24 hour telephone information. They can provide poison information and first aid help in many languages. There are ways you can prevent children from poisonous substances. One way is to teach children what things they can put in their mouth and what they should not. The center also provides information and materials to prevent children from being poisoned. For these call 1-800-222-1222.

About Disaster Preparedness

In the event of large-scale emergency such as a flood, landslide, or terrorist act, there are ways to prepare yourself and get assistance. You may be unable to contact the police or 911 due to loss of power. Emergency Service personnel may be unable to respond. So, you need to develop a disaster plan for you and your family.

Workplaces, schools, community centers and many other places in your neighborhood have plans in case of disaster. Ask about them to be prepared.

In case of an infectious disease outbreak or an incident of bio-terrorism visit the Public Health – Seattle & King County website at www.metrokc.gov/health for updated information.

Planning with your Family

- Choose a meeting place away from your home in case you can't go inside your home.
- Have someone who lives at least 200 miles (322km) away be your contact person because it's easier to make long distance calls in a local emergency.
- Make sure all family members (including children) know to dial 911 in an emergency.
- Keep fire extinguishers where you live and show everyone how to use them.
- Keep emergency supplies in a kit. The kit should have first aid, food, water, clothes, bedding, tools and any other things you may need. Keep enough supplies for at least 3 days.
- Learn first aid and Cardio Pulmonary Resuscitation (CPR).
- Find different ways to leave your home and find 2 ways out of each room.
- Make sure fire extinguishers work. Recharge or replace used fire extinguishers.
- Test smoke detectors and change the batteries regularly.
- Review your plan regularly to remember it.

NOTE: For more information on steps to take for various kinds of disasters as well as disaster preparedness, contact your local or state office of emergency management, or the American Red Cross.

Helpful Places

During emergencies, TV and Radio are good sources for information.

The American Red Cross- Seattle Chapter, Serving King and Kitsap Counties

(206) 323-6565

PO Box 3097

Seattle, WA 98114

www.seattlredcross.org

The American Red Cross is a humanitarian organization that provides immediate free assistance to the victims of disasters. The Red Cross also trains people to prevent, prepare for and respond to emergencies; seeks to reconnect families separated by such events; and provides emergency communications between members of the U.S Armed Forces and their families here at home. If you need assistance, please contact us 24 hours/day, 7 days/week. Phone (206) 323-6565.

King County Office of Emergency Management

24 hr line:

(206) 296-3830

Salvation Army

Eastside Office (425) 452-7300

Insurance Information

www.insurance.wa.gov

WA State Office of Insurance Commissioner

Consumer advocacy and outreach

1-800-562-6900

Federal Emergency Management Assistance (FEMA)

Numbers only work after a Presidential
Disaster Declaration

1-800-621-FEMA or 1-800-621-3362

TTY 1-800-562-7585

www.fema.gov

U.S. Small Business Administration

1-800-488-5323

Numbers only activated
is there has been an
emergency declaration.

www.sba.gov/wa

If you have damage call 1-800-462-FEMA (3362) (For speech or hearing impaired – TTY 1-800-562-7585) to register with the Federal Emergency Management Agency (FEMA). You must call and apply within the application period.

About Insurance

If your property is covered by insurance, contact your insurance company. If you don't have insurance, federal programs like FEMA are here to help.

HOUSING AND SHELTER

About Housing

It is against federal law for landlords to discriminate against people seeking housing based on race, color, national origin, religion, sex, family status, or disability. Plan to spend 25-30% of your income on housing.



Who is Eligible?

Some resources are available to people with disabilities or people without disabilities. Many are limited to low-income families.

Owning A Home

Many organizations will help you find homes at prices you can afford. They may ask about your income to see if you qualify for services. Some have services for people with disabilities and the elderly, so if you need these, please ask about them. Most of these programs offer their services for free.

A Regional Coalition for Housing (ARCH)..... (425) 861-3676

An information source for below-market price homes available through local city housing programs. Find available homes on the ARCH website:
<http://www.archhousing.org/ownership/index.htm>

Community Home Ownership Center (CHOC)1-800-317-2918

Helps new homebuyers. For free guides and other resources please see their website
www.choc-wa.org

Habitat for Humanity of East King County (425) 869-6007

Builds homes for families that partner with volunteers to complete their new homes. Houses are sold without a profit and with no-interest mortgages.

Homebuyer Education Classes..... 1-800-767-4663, ext 775

Free classes. You can get a schedule of home buying classes on the Washington State Housing Finance Commission website:
www.wshfc.org/buyers/schedule.htm

House Key / House Key Plus ARCH (425) 861-3677

Community Home Ownership Center (CHOC) 1-800-317-2918
Washington State Housing Finance Commission 1-800-767-4663
A down payment assistance loan and below market rate mortgages to first-time homebuyers meeting income requirements. Information at
www.wshfc.org/buyers/index.htm

HUD-funded housing counseling agencies.....1-888-466-3487
Advice on buying a home, making payments and what to do if you can't afford payments or have lost your home.

**King County Housing Stability Project1-800-621-4636
(206) 461-3200**
Provides loans and grants to people threatened with losing their homes.

Repairs and Protecting your Home from Weather (206) 214-1240
King County Housing Authority offers home repair and weatherization programs for low-income homeowners. Programs may also be offered through your city.

For utilities repair callPSE 1-800-562-1482, Option 1
For more information on weatherization, please see the Electricity, Gas and Water section.

Rebuilding Together Eastside (425) 455-0179
(formerly called Christmas in April) Repairs and renovates houses for many people, particularly the elderly, individuals with disabilities, and families with children.

Rental Housing

A Regional Coalition for Housing (ARCH)..... (425) 861-3676
An information source for below market price rental homes. Call ARCH or go to the website <http://www.archhousing.org/rental/index.html>

**King County Housing Authority (KCHA) Rental Housing
KCHA Eastside Office (206) 574-1140**
Provides subsidized rental housing units for low-income families, seniors and persons with disabilities.

Housing Choice Voucher Program (Section 8) (206) 214-1300
May provide assistance with rent costs. Call to see if vouchers are available.

**KCHA Housing Access & Services ProgramYWCA (206) 461-3694
(HASP) Helps people with disabilities access Section 8 vouchers. Information is available through the YWCA.**

**King County Housing Stability Project
Community Information Line ... 1-800-621-4636 or (206) 461-3200**
Provides loans and grants to households at immediate risk of eviction or foreclosure and assistance to homeless families who need help with move-in expenses.

If you are willing to move, call the following number. You may put your name on the waiting list of more than one place.

KCHA Eastside Office (206) 574-1140

Saint Andrew's Housing Group (SAHG) (425) 746-1699

Serves individuals and families unable to afford market price housing.

Emergency Shelter & Transitional Housing

Many organizations provide safe, confidential places where you can live if you have problems. Different organizations will provide things such as emergency housing, temporary housing, or help finding permanent housing. Call the numbers listed to find out about all their services.

Community Information Line 1-800-621-4636 or (206) 461-3200

TTY (206) 461-3610

Crisis Clinic.....24-hour Emergency Numbers 1-800-244-5767

(206) 461-3222

TTY (206) 461-3219

Catholic Community Services (CCS)1-800-872-3204

Provides housing and other services for homeless, pregnant women at homes located in Bellevue and Bothell. Also provides shelter for homeless men in South and East King County.

Eastside Interfaith Social Concern Council

Congregations for the Homeless..... (206) 295-7803

A shelter program for homeless men provided by faith groups.

El Centro de la Raza..... (206) 329-7960

Assists families with children find permanent housing. Primarily serves homeless Spanish speakers, but will help everyone. Assists with housing applications and provides translation. Operates El Patio, a low-income and transitional housing facility.

Friends of Youth (425) 869-6490

Provides many types of housing for young people ages 11 – 24 years old. For more information on other social services Friends of Youth offers, see the Mental Health, Drug & Alcohol and Crisis Services section.

Hopelink..... (425) 882-0241

Provides family shelter, transitional housing, energy (heating) assistance, and emergency financial assistance among other services. See the Financial Help, Food and Clothing section for more information about Hopelink.

Kirkland Interfaith Transitions in Housing (KITH)..... (425) 576-9531
Provides homeless families with transitional housing. Offers help with rental agreements, paying rent, and getting furniture or household items.

YWCA Family Village..... (425) 556-1350
Provides emergency shelter and transitional homes for homeless women and families. Operates the YWCA Family Village in Redmond, a family transitional housing facility with child care and employment services.

Housing for People with Disabilities and Special Needs

The following programs offer services for people with disabilities and special needs and for those without them.

**Eastside Domestic Violence Program... 24-hour lines (425) 746-1940
1-800 827-8840**

Has two confidential shelters, a large network of places to go if you have problems, a 24-hour Crisis Line, support groups, programs for children, a program that links families to police and the courts, and education and training programs. (See the Domestic Violence section for more information.)

**King County Housing Authority (KCHA)..... (206) 461-3694
Housing Access & Services Program (HASP)**

HASP Helps people with disabilities access Section 8 vouchers. Information is available through the YWCA.

Parkview Group Homes (206) 324-4113
Provides homes and support services to people with developmental disabilities and their families.

Rental Information

The Tenant-Landlord Information is printed with permission from the Office of the Attorney General. The information can also be found in English and other languages at www.atg.wa.gov/consumer/lt/

Basic Rights of All Tenants

Right to a livable place.

Protection from unlawful discrimination.

Right to hold the landlord responsible for damage caused by the landlord's lack of caring for the property.

Protection against being locked out and seizure of personal property by the landlord.

Types of Rental Agreements

A rental agreement is an agreement between you and your landlord stating expectations and rules of you as a renter and your landlord. There are two different types of rental agreements:

Month-to-Month Agreement

This agreement is for an indefinite period of time, with rent usually payable on a monthly basis. The agreement can be in writing or oral, but if any type of fee or refundable deposit is being paid, the agreement must be in writing. A month-to-month agreement continues until either you or the landlord give proper notice to end it. The rent can be raised or the rules changed at any time, if the landlord gives you proper notice.

Lease

A lease requires you to stay for a specific amount of time and restricts the landlord's ability to change the terms of the rental agreement. A lease must be in writing to be valid. During the term of the lease, the rent cannot be raised or the rules changed unless both you and the landlord agree.

Illegal Statements in Rental Agreements

Not all statements in rental agreements or leases are necessarily legal.

Illegal statements include:

- Denying any right given to tenants by the Landlord Tenant Act.
- Requiring tenants to give up their right to defend themselves in court against a landlord's accusations.
- Limiting the landlord's liability in situations where the landlord would normally be responsible.
- Allowing the landlord to enter the rental unit without proper notice.
- Requiring a tenant to pay for all damage to the unit, even if tenants or their guests do not cause it.
- Stating that the tenant will pay the landlord's attorney's fees under any circumstances if a dispute goes to court.
- Allowing the landlord to take a tenant's property if the tenant does not pay rent on time.

Deposits and Other Fees

When you move in, the landlord often collects money to cover things like cleaning or repairs that may be done after you move out. The money collected may be returned (if refundable) to you or not.

Refundable Deposits

The word "deposit" only means money that can be refunded to the tenant.

If a refundable deposit is being charged, the law requires:

- A written rental agreement stating what each deposit is for and what you must do in order to get the money back.
 - You must be given a written receipt for each deposit.
 - A completed summary or statement describing the condition of the rented place. You and the landlord must sign it, and you must be given a signed copy.
 - Deposits must be placed in a bank account or escrow company and you must be informed in writing where the deposits are being kept.

Nonrefundable Fees

These will not be returned to you under any circumstance. If a nonrefundable fee is being charged, the rental agreement must be in writing and must state that the fee will not be returned.

While Living in the Rental Unit

Landlord Responsibilities:

- Maintain the home so it does not violate state and local codes in ways that endanger your health and safety.
- Maintain parts of the building, such as roofs, floors and chimneys, in reasonably good repair.
- Maintain the home in reasonably weather-tight condition.
- Provide adequate locks and keys.
- Provide necessary facilities to supply heat, electricity and hot/cold water.
- Provide garbage cans and arrange for removal of garbage, except in homes for one family.
- Keep common areas, such as lobbies, stairways and halls, reasonably clean and free from hazards.
- Control pests before you move in. The landlord must continue to control infestations except in single-family dwellings, or when you caused the infestation.
- Make repairs to keep the unit in the same condition as when the tenant moved in (except for normal use).
- Keep electrical, plumbing and heating systems in good repair, and maintain any appliances that are provided with the rental.
- Inform you of the name and address of the landlord or landlord's representative.
- Set water heaters at 120°F (about 49 °C) when a new tenant moves in.
- Provide smoke detectors, and ensure they work properly when you move in. (You are responsible for maintaining detectors.)
- Investigate whether you are engaging in gang-related activity when another tenant notifies the landlord of gang-related activity by serving a written notice and investigation demand to the landlord.

Note: A landlord is not responsible for the cost of correcting problems that you caused.

Tenant Responsibilities:

- Pay rent, and any utilities agreed upon.
- Comply with requirements of city, county or state regulations.
- Keep the unit clean and sanitary.
- Dispose of garbage properly.
- Pay for fumigation of infestations caused by the tenant.
- Properly operate plumbing, electrical and heating systems.
- Not intentionally damage the place.
- Not engage in or allow any gang-related activity.
- Not permit substantial damage to the property or interference with other tenants' use of their property.
- When moving out, restore the place to the same condition as when you moved in, except for normal use.

Landlord's Access to the Rented Place

The landlord must give you at least a two-day notice that he or she wants to enter at reasonable times. The law says that tenants must not unreasonably refuse to allow the landlord to enter where the landlord has given at least one-day's notice of intent to enter at a certain time to show the place to potential or actual buyers or tenants. Tenants must not unreasonably refuse the landlord access to repair, improve, or service the place. In case of an emergency, or if the property has been abandoned, the landlord can enter without notice.

About Repairs

Required Notice

- When something needs to be repaired, the first required step is to give **written notice** of the problem to the landlord. The notice must include the address and apartment number of the rented place, the name of the owner, if known, and a description of the problem.
- After giving notice, the tenant must wait the required time for the landlord to begin making repairs: 24 hours for no hot or cold water, heat, or electricity, or for a condition that is imminently hazardous to life. 72 hours for repair of refrigerator, stove and oven, or a major plumbing fixture supplied by landlord. 10 days for all other repairs.

About Illegal Actions of A Landlord

The law prohibits a landlord from taking certain actions against a tenant, including:

Lockouts

Landlords are prohibited from changing locks, adding new locks, or otherwise making it impossible for you to use the normal locks and keys. Even if you are behind in rent, lockouts are illegal. If you are locked out, you can file a lawsuit to regain entry.

Utility Shutoffs

The landlord may not shut off utilities because you are behind in rent, or to force you to move out. The landlord may only shut off utilities so that repairs may be made, and only for a reasonable amount of time.

If a landlord intentionally does not pay utility bills so the service will be turned off, that could be considered an illegal shutoff.

If the landlord has shut off utilities, you should first check with the utility company to see if it will restore service. If it appears the shutoff is illegal, you can file a lawsuit.

Taking the Tenant's Property

The law allows a landlord to take your property only in the case of abandonment. A statement in a rental agreement, which allows the landlord to take a tenant's property in other situations, is not legal. If the landlord does take your property illegally, contact the landlord first. If that is unsuccessful, notify police.

Renting Condemned Property

The landlord may not rent units that are condemned (unfit for living) or unlawful to occupy due to existing uncorrected code violations.

Retaliatory Actions

If you exercise your rights under the law, such as complaining to a government authority, the law prohibits the landlord from taking retaliatory action (actions against you as a result of your complaint) like raising the rent, reducing services, or evicting you.

About Proper Notice to Leave

When you want to move out of a rental unit, it is important that you give proper notice to the landlord. Check your rental agreement to determine what kind of notice must be given.

Return of Deposits

After you move out, the landlord has 14 days in which to either return deposits, or give you a written statement of why all or part of the money is being kept. Leave a forwarding address with the landlord when moving out. Under the law,

you must restore the rental unit to the same condition as when you moved in, except for normal wear and tear. Deposits cannot be used to cover normal use, or damage that existed when you moved in.

About Eviction

There are four types of evictions under the law, each requiring a certain type of notice: not paying rent, not complying with the rental agreement, creating a “waste or nuisance,” and “no cause.”

If the landlord wants you to move out and does not give a reason, you must be given a 20-day notice to leave, at least 20 days before the next rent is due.

You can only be required to move out at the end of a rental period (the day before a rental payment is due.) Usually, a 20-day notice cannot be used if you have signed a lease. Check the specific rental document to be sure.

How must a landlord notify the tenant of eviction proceedings?

For a landlord to take legal action against a tenant who doesn't move out, the landlord must first give you written notice. The landlord's options include serving you the eviction notice in person, serving you papers through the mail, or placing the eviction notice in a prominent place on the premises.

What if a tenant continues to live in a rental unit after receiving notice?

If you stay in the rental in violation of a notice to leave, the landlord must go to court. If the court rules in favor of the landlord, the sheriff will be instructed to move you out of the rental if you don't leave voluntarily.

About Abandonment

Under law, abandonment occurs when you have both fallen behind in rent AND have indicated by words or actions an intention to not continue living in the rental. When a rental has been abandoned, the landlord may enter the place and remove any abandoned property. It must then be stored in a reasonably secure place. A notice must be mailed to you saying where the property is being stored, and when it will be sold. If the landlord does not have your new address, the notice should be mailed to the rental address, so it can be forwarded by the post office. Call your City for more information and talk with someone in the zoning or building departments. See phone numbers in the City section.

Helpful Places

For general questions about housing codes

Contact your city and talk with someone in the zoning or building departments. See the city section for phone numbers.

For Complaints about Discrimination

King County Office of Civil Rights (206) 296-7592
TTY (206) 296-7596

Investigates allegations of discrimination in housing.
www.metrokc.gov/dias/ocre

HUD Office of Fair Housing and Equal Opportunity . (206) 220-5170
TTY (206) 220-5185

Provides information on enforcement of the Fair Housing Laws to ensure that the right of equal opportunity and free and fair housing choices without discrimination.
www.hud.gov/offices/ftheo/

Washington State Human Rights Commission (206) 464-6500
TTY (206) 587-5168

Provides legal information and assistance with complaints about discrimination on the phone.

For Information on Renter's Rights and Help Resolving Conflicts

Bellevue Neighborhood Mediation Program..... (425) 452-4091
Free mediation for Bellevue residents and free interpreters for mediations. Mediation is a way to resolve conflicts without going to court.

Catholic Community Services Legal Action Center.... (206) 324-6890
Provides legal assistance for low-income clients with civil and legal problems including landlord/tenant issues.

Columbia Legal Services..... (206) 464-5933
Represents low-income people on civil and legal matters all over Washington.

Housing Justice Project..... (206) 624-9365
Assistance with eviction process for tenants.

King County Dispute Resolution Center1-888-803-4696
(206) 443-9603
Free or low cost mediation to resolve conflicts without using the court system.

NW Justice Project

Northwest Justice Project: Information site that includes eviction, tenants' rights, home ownership and other housing issues.
www.nwjustice.org/law_center/housing.html

Tenant Net

www.wa.gov/ago/consumer/lt/home.html

Links to Landlord-Tenant laws www.atg.wa.gov/consumer/lt/

Tenants Union (206) 723-0500 or TDD (206) 723-0523

A non-profit membership-based organization of tenants providing information about landlord/tenant laws and tenants' rights. www.tenantsunion.org

Washington Protection and Advocacy..... (206) 324-1521

Pursues justice on behalf of people with disabilities on matters related to human, legal and civil rights. www.wpas-rights.org



About The King County Library System

The King County Library System offers people living in King County free access to books, music, videos and computers. The King County Library System's has books, tapes and videos in many languages. Many free programs and classes are also offered, including bilingual Story Times for children, ESL (English as a Second Language), computer classes, author appearances, talks by authors and interesting activities for all ages. Some libraries offer classes to prepare you for citizenship tests.

Check with your local King County library to see what is available.

Who can get a library card and use the library?

Anyone living in the area served by the King County Library System. Libraries are open to everyone to use, but to use computers in the library you may need to have a library card issued by King County Library system and a telephone number. If you get a library card from one King County Library it will work in all of them. (A list of library telephone numbers is below.)

How do I get a library card?

To borrow library materials, you need to sign up for a free library card. Each family member can sign up for his or her own library card. You need to have picture identification and something showing your address (driver's license or a utility bill, for example). You can sign up for a library card on your home computer at the website www.kcls.org or at the library. Let the library know if you have lost your card.

What can I borrow at the library?

You can borrow books, CDs, audiocassettes, videos, DVDs and magazines. Ask the librarian when you need to return your things.

Renewing allows you to keep the book a little bit past its original due date. You can renew at the library website or with a librarian. If an item is returned after the date it is due, you will be charged an overdue fine unless you have renewed it. Check with your local library for loan periods and overdue fine amounts.

Can I use a computer at the library?

All King County libraries have computers you can use for free with your library card and a telephone number. They are available for finding information, doing homework, looking for jobs, and many other things. You can print copies to take home from these computers. To make an appointment to use a computer, call your library, or sign up from your home computer on the King County website, www.kcls.org. Some of the libraries have computer labs that offer classes and other help learning to use computers. Call any library to find the

nearest branch with a computer lab.

What special programs does the library have for children?

The library has story time for children from babies on up, and special story time programs for children and families. There are holiday programs, music programs, storytelling programs, and special reading programs for kids. Call your library for its activities and times or go to the website www.kcls.org and choose "Programs, Classes and Events."

East King County Libraries

The Answer Line (425) 462-9600 or 1-800-462-9600
TDD (425) 450-1788

Provides general information like library locations, programs and classes happening at libraries and can renew and reserve books for you. Can also help you find information on topics you are researching in the library very quickly.

<i>Bellevue Regional Library</i>	(425) 450-1765
<i>Bothell Regional Library</i>	(425) 486-7811
<i>Carnation Library</i>	(425) 333-4398
<i>Crossroads Library</i>	(425) 644-6203
<i>Duvall Library</i>	(425) 788-1173
<i>Fall City Library</i>	(425) 222-5951
<i>Issaquah Library</i>	(425) 392-5430
<i>Kingsgate Library</i>	(425) 821-7686
<i>Kirkland Library</i>	(425) 822-2459
<i>Lake Hills Library</i>	(425) 747-3350
<i>Mercer Island Library</i>	(206) 236-3537
<i>Newport Way Library</i>	(425) 747-2390
<i>North Bend Library</i>	(425) 888-0554
<i>Redmond Regional Library</i>	(425) 885-1861
<i>Sammamish Library</i>	(425) 836-8793
<i>Skykomish Library</i>	(360) 677-2660
<i>Snoqualmie Library</i>	(425) 888-1223
<i>Woodinville Library</i>	(425) 788-0733

THE POST OFFICE

About the United States Postal Service

The United States Postal Service (USPS) is a branch of the federal government that sends and distributes domestic and international mail to homes and businesses. There may be more than one post office in your city. The U.S. Postal Service is not the only way to send mail; there are other companies that send and distribute mail too.



Addressing a Letter or Package

Mailing or delivery address: The address that mail is being sent to.

Return address: The address from which you are sending the mail (your own address). It ensures that an item can be returned if necessary.

(The return address) From: Your Name 1111 Anywhere Avenue Somewhere, Washington 98083	Postal Stamp
(The mailing address) To: Recipient Name 1111 21 st Street Apartment #1 Somewhere, NY 12345	

Zip Code: A 5-digit number letting the post office know the area where the mail goes.

How Can I Send Mail To Places Outside the U.S.?

As with domestic mail, you can choose the best service based on speed, cost, and extra services. When mailing internationally you must include a country name and country postal code to the return and destination addresses. You also have to write "AIRMAIL" in large letters under the destination address. The full address should be typed or written in English. As a precaution, senders should place a card showing the names and addresses of the sender and addressee inside parcels. The following shows the order of information for the destination address:

LINE 1: Name of Recipient

LINE 2: Street address or P.O. Box number (see below for information on PO Boxes)

LINE 3: City, or Town name, (province, state, county, etc.) and postal code (if known) (Note: in some countries, the postal code may come before the city or town name)

LINE 4: COUNTRY NAME (use capital letters, in English)

Mailing Costs and Services

The cost to mail a package or letter depends on many things like the destination, speed, the type of item you are mailing, what you do to prepare the item, etc. You may choose what works best for you. Also, you may qualify for discount rates.

Delivery Services within the United States:

Express Mail **Next Day** delivery

First-Class Mail **1-3 Days** delivery

Priority Mail **2-3 Days** delivery

Standard Mail -Items weighing less than 16 ounces (.45kg) can be sent at discounted or special rates.

Ways to make your letter or package secure:

Delivery confirmation: Verifies delivery.

Signature Confirmation: The recipient signs for the package.

Certified Mail: Secure mail that requires the recipient's signature at the time of delivery.

Collect on Delivery (COD): Allows the postage and price of an item to be collected from the recipient by the USPS and given to the mailer.

Insured Mail: Insurance in case of loss or damage.

Registered Mail: Provides maximum security and date of delivery or attempted delivery.

Where can I get stamps?

Stamps come in many styles and prices. You can buy them in places like your local Post Office, vending machines, grocery stores, and on the internet. The type and cost of stamps depends on where your mail is going and its weight. Call your post office for more information.

Receiving Mail

When you keep a house or apartment you are eligible to receive mail at that address. There are other options to get your mail to you. One is keeping a Post Office Box (PO Box).

What is a PO Box? And how do I get one?

A PO Box is one place where you can pick up your mail, especially if you move around a lot or want to keep important mail private. You can rent a PO Box from the post office. Call your local post office to see what they have available.

How do I get my mail when I move?

Notify the post office about a month before your move. You can change your address online or do it at your local Post Office. It is important to change your address with people sending you mail so you receive your mail at your new address.

How do I get my mail when on vacation?

Contact your post office about vacation holds.

Other Services at the Post Office

You can buy packaging supplies, stamps, telephone calling cards and money orders.

Money Orders: How can I avoid sending cash in the mail?

Money orders are a safe alternative to sending cash through the mail. A lost or stolen money order can be replaced. You can buy money orders at all Post Offices in amounts up to \$1,000 each. Most money orders cost \$0.90-\$1.25.

Passports

Some Post Offices offer passport application and renewal services. For more information about passport application forms and locations, call the United States Postal Service.

United States Postal Service 1-800-ASK-USPS (1-800-275-8777)

www.usps.com *TTY 1-877-7833*

Main Post Offices in East King County

Note: There are usually multiple post offices in each city; these are just the main ones. Please contact them for information on other post offices in your city or call the U.S. Postal Service number above.

<i>Bellevue</i>	(425) 453-5655
<i>Bothell</i>	(425) 482-9755
<i>Carnation</i>	(425) 333-6451
<i>Duvall</i>	(425) 788-5645
<i>Fall City</i>	(425) 222-7501
<i>Issaquah</i>	(425) 837-8795
<i>Kirkland</i>	(425) 739-6727
<i>Kenmore</i>	(425) 482-9755
<i>Medina</i>	(425) 646-8111
<i>Mercer Island</i>	(206) 230-5636
<i>North Bend</i>	(425) 831-7020
<i>Preston</i>	(425) 222-5536
<i>Redmond</i>	(425) 885-1057
<i>Skykomish</i>	(360) 677-2241
<i>Snoqualmie</i>	(425) 888-4317
<i>Woodinville</i>	(425) 487-0995

NEIGHBORHOOD ACTIVITIES AND RECREATION

About Neighborhood Activities and Recreation

East King County cities have beautiful parks for everyone to enjoy, and recreation programs for all ages. Some cities also have hiking and bicycling trails, and swimming pools and beaches. There are a number of organizations, such as the Boys and Girls Clubs, that have recreation programs for children and youth, and the YMCA, which also offers adult activities. Most of the city programs and other organizations have scholarships to help people pay for classes or activities.



How To Find Information About Parks, Classes or Activities

The best way to find out about what is available is to call the particular city's parks and recreation office. Or, you can check the websites and usually get this information. Below is the main contact information for each of the cities in East King County that offer recreation activities:

Who is Eligible?

Each place has its own eligibility requirements. For example, Cities may require that you live within city limits to be eligible for discounts. Please contact these places directly if you are interested in scholarships or discounts to see if you are eligible.

City of Bellevue

www.cityofbellevue.org

www.ci.bellevue.wa.us

For Services for Spanish-speakers, go to the City of Bellevue Website and choose La Pagina de Internet de la Ciudad de Bellevue

<i>Recreation and Parks Information/Registration.....</i>	<i>(425) 452-6881</i>
<i>Bellevue Aquatic Center.....</i>	<i>(425) 452-4444</i>
<i>North Bellevue Community and Senior Center.....</i>	<i>(425) 452-7681</i>
<i>Highland Community Center.....</i>	<i>(425) 452-7686</i>

(for people with disabilities)

City of Bothell

www.ci.bothell.wa.us

<i>Recreation and Parks Information/Registration.....</i>	<i>(425) 486-7430</i>
<i>Northshore Pool.....</i>	<i>(206) 296-4333</i>
<i>Northshore Senior Center.....</i>	<i>(425) 487-2441</i>

City of Carnation

www.ci.carnation.wa.us

Sno Valley Senior Center..... (425) 333-4152

City of Issaquah

www.ci.issaquah.wa.us

Recreation and Parks Information/Registration..... (425) 837-3300

Julius Boehm Pool (425) 837-3350

City of Kirkland

www.ci.kirkland.wa.us

Online registration..... www.kirklandparks.net

Recreation and Parks Information/Registration..... (425) 587-3336

North Kirkland Community Center (425) 587-3350

Peter Kirk Pool..... (425) 587-3225

Teen Center (425) 822-3088

Senior Center (425) 587-3336

City of Mercer Island

www.ci.mercer-island.wa.us

Recreation and Parks Information/Registration..... (206) 236-3545

Mercer Island Pool..... (206) 296-4370

City of Newcastle

www.ci.newcastle.wa.us

Parks and Facility Information (425) 649-4444

City of North Bend

www.ci.north-bend.wa.us

Mt Si Senior Center (425) 888-3434

City of Redmond

www.ci.redmond.wa.us or www.redmond.gov

Recreation and Parks Information/Registration..... (425) 556-2300

Redmond Pool..... (425) 296-2961

Teen Center (425) 556-2370

Senior Center..... (425) 556-2314

City of Sammamish

www.ci.sammamish.wa.us

Information..... (425) 898-0660

City of Snoqualmie

www.ci.snoqualmie.wa.us

Recreation and Parks Information..... (425) 831-5784

Another good website that has parks and recreation activity brochures for a number of cities in East King County is:

www.myparksandrecreation.com/info_activity/city_catalogs.asp

Other organizations offering recreation programs:

<i>Bellevue Boys and Girls Club</i>	(425) 454-6162
<i>Kirkland Boys and Girls Club</i>	(425) 827-0132
<i>Mercer Island Boys and Girls Club</i>	(425) 232-4548
<i>Redmond Boys and Girls Club</i>	(425) 836-9295
<i>Femwood YMCA (Bothell)</i>	(425) 806-0473
<i>Lake Heights Family YMCA (Bellevue)</i>	(425) 644-8417
<i>Campfire Boys and Girls</i>	(425) 885-0477 or 1-800-451-2267
<i>Big Brothers/Big Sisters Eastside</i>	(425) 415-0494
<i>Strom Jewish Community Center (Mercer Island)</i>	(206) 232-7115
<i>Girl Scouts Totem Council (main office in Bellevue)</i>	(425) 614-1126

UTILITIES

About Utilities

Electricity, gas and water are known as “utilities.” You probably receive gas and electricity from Puget Sound Energy (PSE); please see below for PSE contact information. Water service usually comes from your city (see the Cities section).



About Deposits

There are some cases in which you may have to pay a deposit. For example:

- if the utility company believes you do not have a record of good credit.
- you or someone at your address still owes money to a previous utility company.
- a company has denied you service before.

When do I get my deposit back?

When you pay your bill by the date payment is due for 12 consecutive months, your deposit will be used to pay your next bill or returned to you. For more information, call your utility company.

What can I do if I can't afford the deposit?

Tell your company and they may help you find a solution. Also, there are some places that can help you pay your bill and may help with your deposit if it has caused your company to disconnect service. One of them is Puget Sound Energy's Utility Assistance Program which is connected to Hopelink and the Salvation Army. See below for their telephone numbers.

About Utility Bills

The bill has information like the date when the bill becomes overdue and phone numbers to call to complain if you need to. A bill is past due after 15 days from date the company sends you the bill. You can request a different due date based on when you get paid from your job.

What types of payment will the company accept?

- Checks made to your utility company or money orders (to learn more about money orders, see the Post Office section).
- If you have a bank account, you may connect it to your utility company to transfer your money automatically to pay bills. This saves you the cost of mailing and writing checks. Call your utility company and bank to ask about this.
- Credit Cards are accepted for making payments on PSE bills.

How can I make a formal complaint about my bill or service?

Call the company and describe the problem. You can request that the company re-check the energy or water meter. Ask for a supervisor if necessary. If you can't solve the problem with the company, call the "UTC": Utilities and Transportation Commission (information below).

About the Rates you Pay

Many companies will send you a copy of their rates. If not, a copy must be available at the company's office. You may also review a document outlining rates, terms and conditions for providing service at UTC headquarters in Olympia or request that a copy be mailed to you. Your company must inform you of proposed rate increases before they happen. If you disagree with the rate increase, you can write a letter, attend a public meeting or call the UTC.

About Disconnecting Your Service

Companies can turn off your service for reasons such as: you have not paid your bills on time, or you started service under a false name. Before disconnecting you, the company must give you a written notice describing the amount you owe and what you must do to avoid disconnection.

When are companies not allowed to disconnect service?

They cannot disconnect service on days when the company cannot start your service again the same or next day (such as weekends and some holidays). There are exceptions.

Can the company charge me for reconnection?

Yes, the amount varies from company to company.

Utilities Assistance

If you cannot pay your bills, there are programs that can help you keep your utilities on. The information below shows different ways you can get utilities assistance.

Who is Eligible?

Customers have to meet certain criteria, like income requirements to receive assistance. Call the programs to ask for their requirements.

Weatherization involves adding more insulation to your home, reducing the flow of outside air in your home, or installing proper windows. This will permanently reduce your energy costs. There are special programs for low income families. Call your utility company to find out more.

Hopelink

Provides Energy Assistance through two programs:

- 1) PSE: Puget Sound Energy, the program they both support is called HELP and
- 2) LIHEAP: Low Income Home Energy Assistance Program

To apply for utilities assistance in either program or for more information call the Hopelink Energy Line below. The person answering can decide which program meets your needs.

Puget Sound Energy (PSE)

Provides natural gas and electricity. To help you pay your utilities bills, PSE offers the following services:

- A program called **HELP**. PSE works with Hopelink and the Salvation Army to provide utilities assistance.
- **Budget Payment Plans**: These average energy charges over a period of months to even out monthly bills.
- **Weatherization assistance**

The Moratorium

A payment plan that enables individuals who have used up all other options to keep their heat on from late fall through early spring. Call your utility company for further information and specifically ask about 'Moratorium.'

Salvation Army

In partnership with PSE, provides utility assistance throughout the year for people who have received a notice from their utility company that their service will be disconnected. They offer vouchers to cover utility costs. Call to make an appointment and fill out an application.

<p>Hopelink Energy Line (HELP) (425) 869-6027 1-800-348-7144</p>	<p>Puget Sound Energy (PSE) Customer Services P.O. Box 90868B Bellevue, WA 98009 (425) 452-1234 or 1-888-225-5773 TTY 1-800-962-9498 24 hours a day, seven days a week Assistance in many languages</p> <p>Send payments to: Payment Processing BOT-01H, PO Box 91269 Bellevue, WA 98009</p> <p>Weatherization Assistance 1-800-562-1482, Option 1</p>
<p>National Energy Assistance Referral (NEAR) 1-866-674-6327 (1-866-NRG-NEAR)</p>	
<p>Salvation Army 911 164th Ave NE Bellevue, WA 98008 (425) 452-7300</p>	
<p>Washington UTC 1-800-562-6150 TDD 1-800-210-5963</p>	

ADDITIONAL INFORMATION



Each language version of Helpful Connections has a closing section written by a member of the community in his or her own language. Each is distinct, with additional information they wanted to share with new immigrants and refugees, aside from what appears in other parts of the Guide. Included here are the English translations of all their contributions.

Chinese by Grace Kuan

Greetings! Welcome to the Eastside! Chinese people always say, "It's easier to stay home for a thousand years than relocate to a different place for just one day". We understand the difficulties and challenges you face around housing, education, health care, benefits, and access to public resources. We hope the listed resources will provide you with some useful information.

Besides the wealth of information listed in this guide, we find that many of our new neighbors find these other resources helpful: Chinese newspapers to learn about community events and information, Chinese churches to connect with other community members, and Chinese schools to help our children keep our language, culture and traditions alive.

In addition, many cities offer wonderful programs and activities for all ages through their Parks and Recreation Departments. Summer camps, swimming lessons, and senior activities are just a few. Please contact your local city hall or visit their web site for the most up to date information.

Newspapers

- Asia Today (206) 365-8807
- 亞美商報 (206) 367-6563
- Seattle Chinese Post (206) 223-0623
- Seattle Chinese News (206) 622-6371
- World Journal (206) 682-2888
- Sing Tao Daily (206) 325-0382
- 全美電視 (206) 447-2288
- 華商指南 (206) 367-6563
- 西城時報 (206) 621-8863

Churches

- 西雅圖靈糧堂 (425) 454-2165
- 東區証道堂 (425) 894-4921
- 南區証道堂 (253) 639-5683
- 湖東教會 (425) 820-5202
- 台語教會 (425) 746-7107

- 西雅圖聖公會使徒堂 (425) 644-1613
 - 東區基督徒教會 (425) 747-0889
 - 西雅圖東區華人宣聖會 (425) 451-8057
 - 真光基督教會 (425) 391-4258
- *完整教會名錄請查詢華商指南或福音報紙

Schools

- 西北中文學校 (206) 349-6927
 - 西雅圖中文學校 (425) 747-1749
 - 苗克瑞克漢語學校 (425) 487-6196
 - 華盛頓中文學校 (425) 868-5429
 - 普捷灣中文學校 (206) 752-8638
 - 西雅圖台語教會中文學校 (206) 522-8084
 - 西塔中文學校 (253) 661-2010
 - 逸仙中文學校 (206) 625-9955
 - Sammamish樹人中文學校 (206) 618-6903
- *如有遺漏可查詢華商指南

As the leading provider of social services to the Chinese community for over 30 years, CISC would like to help you in your transition into your new community. For further questions, please visit our website www.cisc-seattle.org or call (206) 388-0159, (206) 388-0160 or (206) 624-5633.

關何曉梅
Grace Kuan

Korean by Daniel Inbae Kim

Welcome to the Eastside! If you are a newcomer you may need some local information specific to the Korean culture. Below you will find Korean Churches, restaurants, grocery and video stores and contact information to Seattle and King County newspapers in Korean. Also, every Friday from 10:00 – 12:00 a Korean speaking volunteer is available to help you at the Crossroads Mini City Hall, located inside the Crossroads Shopping Center. His name is Daniel Kim and he has lived on the Eastside for more than 20 years. He would be more than happy to help with information, referrals and interpretation. Stop in and say hello; he'd like to meet you and offer tips on getting connected in your new community.

Crossroads Mini City Hall

15600 NE 8th Suite H-9
Bellevue
(425) 452-2800

Korean Churches

15318 SE Newport Way
Bellevue 98006
425-562-1508

10936 NE 24th St.
Bellevue 98004
425-941-4980

6016 – 120th Ave. SE
Bellevue 98006
425-746-4710

10431 SE 11th & Bellevue Way
Bellevue 98004
425-454-3690

3105 – 125th Ave. SE
Bellevue 98005

Korean Grocery

Southgate Oriental Market

3900 128th AV
Factoria Blvd. SE #E
Bellevue
(425) 643-4244

Paldo Oriental Grocery

549 156th AV SE
Bellevue
(425) 641-1614

Korean Restaurants

Seoul Olympic Restaurant

1200 112th AV NE
Bellevue
(425) 455-9305

Southgate Korean BBQ

3703 150th AV SE
Bellevue, WA
(425) 603-9292

Bulgogi Korean

15600 NE 8th
Inside Crossroads Shopping Center
Bellevue
(425) 747-7212

Newspapers

The Korean Times

(206) 622-2229

The Korea Daily

(206) 365-4000

Video

Southgate Video

3900 Factoria Blvd. SE #H
Bellevue
(425) 649-0433

Spanish written by the Grupo de Madres

Latinas de Crossroads (Crossroads Latin Mothers Group)

Be very strong and self reliant because when we have just arrived everything is very difficult, and if you feel alone, ask for help. I suffered a lot when I first arrived but now I am very happy and can talk with other people.

Take on your new life and prepare yourself spiritually because faith is what gives one strength to keep on fighting in this new world or this new city.

Look for more orientation in your language. Try to attend events in your language so you can meet more people. Try to find good friends that listen to

you and so you can also listen to them.

Welcome! As time goes by we meet people and perhaps you will meet some bad people, but in life you must take the positive things and leave the negative things aside. But the most important thing is that in me you can find a friend, I'm here to help you.

I recommend to you the community center at Crossroads. The Mothers Group can give you the help you need. So that you don't give up, go out, have fun, look for friends, go for a walk, converse, laugh, sing, dance and always say: I have to get ahead, never say no, and this way you will keep your mental health.

Don't feel that you are less than others because you are an immigrant, because there are many of us in this situation. Don't be afraid to go look for a job or go out in the street, or look for financial assistance, or mental or physical health assistance. There are community centers that can orient you and help you, like the "Crossroads Community Center". There is no better way to be strong than to share with other people in the same situation.

Look for advice or help from people who have been here longer.

Be calm and don't be afraid of what you hear, don't listen to negative stories.

Never give up because we all have an opportunity when we arrive to the United States. There are many reasons to not give up, for example, our family, but the most important thing is to always trust in God because He will never abandon us. We only have to be very strong to get ahead. Let's fight to make a better life. **Viva la Raza Latina.**

Russian Additional Information by Olga Petrova

Russian Consulate in Seattle

2323 Westin Building 2001, 6th Ave,

Seattle, WA, 98121

Phone: (206) 728-1910

Fax: (206) 728-1871

A big number of immigrants from former USSR live in King County. That's why there are a lot of Russian speaking doctors, restaurants and groceries with Russian food.

A list of services where you can find Russian speaking staff or Russian food below:

Health Services	
Advanced Family Medicine 1940 116th Ave NE, Suite 200, Bellevue, WA, 98004 Phone: (425) 453-6838	Gynecologist Michael Davidov 34509 9th Ave S, Suite 207, Federal Way, WA Phone: (253) 815-9595 Fax: (253) 815- 9797
Gynaecologist Maria Holmes 13030 121st Way NE, Suite #202 Kirkland, WA, 98034 Phone: (425) 821-2020	Dentist Efim Tulchinsky Madera Dental Center 15710 NE 24th St., Suite A, Bellevue, WA 98008 Phone: (425) 865-0411
Education and Child Care	
Child Care: Phone: (425) 745-1098, (425) 350-6315	School: (425) 653-9581, (206) 755- 3183
Grocery Store	
International Deli K-Mart Plaza, 15015 Main St., Bellevue, WA, 98007 Phone: (425) 865-0439	From Russia With Love 1424 156th Ave. N.E., Bellevue, WA 98007 Phone: (425) 603-0701
Restaurants	
My favorite Piroshki 1010 Bellevue Square, first level, Bellevue, WA Phone: (425) 646-9354	My Favorite Piroshki Crossroads Mall, Bellevue, WA, Phone: (425) 401-9870

You can also buy Russian food in stores like Whole Foods, Larry’s Market, and Uwajimaya.

American Laws:

It is illegal in USA to leave children under 12 on their own without adult care. You must understand that if you leave your child at home alone, then your neighbor may call the police. It’s a good idea to find good child care or to hire a nurse for your children. School buses will pick up children to school and drive them back after studies. You need to meet your children after schools at a certain place to take them home.

It is illegal in US to drink alcohol beverages in public places. You can drink alcohol at home, on private parties or in a bar, but only if you 21 or older.

Telemarketers are people who sell their products or services via phone calls. Persons from different organizations may call you (only from 8 am to 9 pm) and offer something or ask for donations or notify that you won some prize, like trip to the Disney Land. Prizes often require you to attend real estate timeshare presentation and buy some property for price that by far exceeds the cost of the prize. If you find such calls tiresome or unpleasant you can always ask telemarketers to put your phone number to "Do Not Call List".

Auto insurance is mandatory in US. Always keep you insurance in the car so you can show it to policeman if asked.

Rules of the road in US are easy to learn. In the Department of Licensing you can ask for free Driver Guide in Russian. You can take the Knowledge Test in Russian too.

Some rules of the road are different from those in Russia. For example, if you see flash- lights of the policeman's vehicle that means you need to pull over and stop. Choose a safe place to stop and do not prevent other vehicles from moving. Hold both hands on the steering wheel and do not try to get out of your car until asked by the police officer. Remember that any sudden movement can be considered dangerous to officer.

Important information about school buses: you must stop when a school bus has stopped with its red lights flashing whether it is on your side of the road or on the opposite side. You don't need to stop for a school bus if the road is three lanes or more or if it's separated by a barrier and you are driving in opposite direction.

It is illegal to drive when your blood alcohol content (BAC) is 0.08 or above. The best advice is: if you drink alcohol, do not drive. Driving under influence is a serious criminal misdemeanor and offenders of this law are imprisoned.

Banking

US banking system is very reliable. Almost all bank accounts are insured. Banks can offer you loans to buy a car and mortgages to buy a house.

It is usual to pay for purchases with credit card. When you use your credit card, credit bureaus record your credit history and calculate your credit score. Conditions for your next loans depend on your previous credit history, and better history generally allows you to get bigger loans with smaller interest rates. With credit card you can shop on-line, pay your bills, and buy groceries. But there are some disadvantages. If someone knows your credit card number

he can make purchases with it. Do not let strangers know your credit card number.

Some organizations like banks and hospitals need full information about you. They will give you a complete report about privacy of your information.

There is some problems of "Stolen Identity" in US. With your credit card number and SSN criminals can make expensive purchases. Do not let strangers know your PIN numbers and do not make purchases on-line unless you are sure of security of the web-site. For example, when you shop on-line and are asked to transfer money to some suspicious company, or method of payment is confusing do not shop there. Do not tell your Social Security Number to strangers. Do not place you driver's license information and SSN on resume when you apply for a job, especially if you place your resume on a web-site. If your identification document was lost or stolen immediately report it to police. If your credit card is stolen call your bank, and you will be sent a replacement (may include a fee).

US banking system is very competitive. Representatives of many banks can call you to offer you their service. They can mail you with advertisements and offers of credit cards. Look carefully for fine print on any such mails. Even though title may be "You are approved for credit card", the actual letter may state that additional screenings are required. When you apply for a credit card or a loan and your application is rejected, your credit history suffers. Do not open too many credit cards. Balancing of all credits may be hard and failure to do it may cause bankruptcy. Balance your credit card debt on time; it helps to earn good credit history.

Many shops in US provide loans for expensive items. If you apply for a loan please read carefully for its terms and conditions.

Vietnamese Additional info by Kristy Nguyen

Welcome to the Eastside! In this guide, you will find information, lists of agencies, shops, and businesses to help you settle in.

Please remember that government agencies are a good source of information. Here in the United States, whether or not you are a citizen, you are entitled to certain inalienable rights and opportunities, such as education, housing, medical, employment, etc. So, feel free to drop by any one of these agencies if you ever have questions.

If you are nostalgic for a taste of home, please visit the Vietnamese restaurant located inside the Crossroads Shopping Center.

Papaya Vietnamese Restaurant

15600 NE 8th

Bellevue, WA 98008

425-643-8999

If you are looking to purchase or refinance a home, and would like to meet a loan officer that speaks your language, please visit or call: Jacqueline Nguyen at Bank of America

Bank of America Mortgage

South Seattle Multicultural Office

225 Tukwila Parkway

Tukwila, WA 98188

206-686-9880



CONVERSION TABLES

Area, Length and Distance:

Kilometer into Miles Multiply by 0.62

Miles into Kilometers Multiply by 1.61

Meters into Feet Multiply by 3.28

Feet into Meters Multiply by 0.3

1 meter = 100 centimeters = 1000 millimeters = 1.094 yards = 3.28 feet = 39.4 inches

1 kilometer = 1000 meters = 0.621 miles = 3281 feet

1 acre = 4047 meters squared = 4840 yards squared = 43,650 ft squared

1 inch = 2.54 centimeters

1 foot = 0.3048 meters = 30.48 centimeters

1 foot = 12 inches

1 yard = 3 feet

1 mile = 5280 feet



Weight:

Pounds into Kilograms Multiply by 0.45

Kilograms into Pounds Multiply by 2.21

Grams into Ounces Multiply by 0.035

Ounces into Grams Multiply by 28.35

1 kilogram = 1000 grams = 2.205 pounds = 35.3 ounces

1 gram = .035 ounce

100grams = 3.5 ounces

500 grams = 1.10 pounds

1 kilogram = 2.205 pounds

1 kilogram = 35oz

1 pound = 16oz

Volume:

Liters into Gallons (US) Multiply by 0.26

Liters into Gallons (UK) Multiply by 0.22

1 liter= 1000ml = 0.26 gallons= 1.057 quarts = 2.113 pints = 33.8 fluid ounces = 4.16 cups

1 teaspoon = 5 ml

1 tablespoon = 15ml

3 teaspoons = 1 tablespoon

1 fluid oz. = 30 ml

1 cup = 240ml

1 pint (2 cups) = 470ml

1 quart (4 cups) = 940ml

1 gallon (4 quarts) = 3.8 liters

Temperature:

Fahrenheit to Celsius/Centigrade Subtract 32 then multiply by 0.55

Celsius/Centigrade to Fahrenheit Multiply by 1.8 and add 32

Time:

U.S. time 2 blocks of 12 hours (12am-11:59am and 12pm-11:59pm)

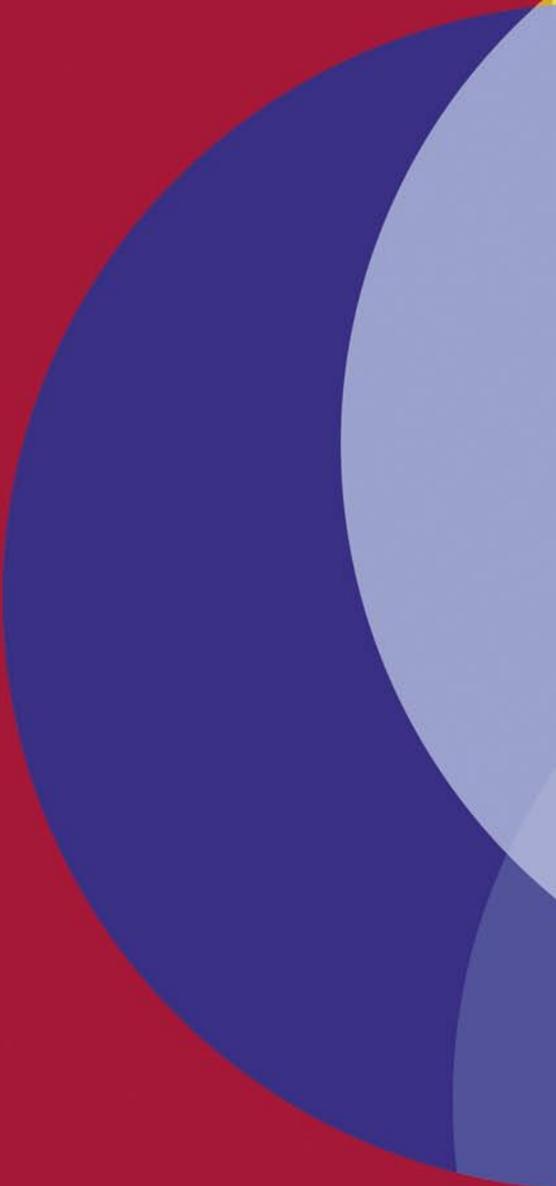
US Time zones:

Pacific (WA state's time zone): if noon here, then

Mountain: 1 hour ahead, 1pm

Central: 2 hours ahead, 2pm

Eastern: 3 hours ahead, 3pm



Eastside
Human
Services
Forum

ERIC • eastside refugee and immigrant coalition