



City of **Lakewood** Volunteer Handbook



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City Manager's Welcome

Dear New Volunteer:

The City of Lakewood welcomes you as a volunteer and hopes your association with the City will be a mutually satisfying experience. Volunteers choose to make a difference in the community and affect many parts of the City. By taking the time to participate in our programs, volunteers influence the future of Lakewood. In assisting staff with both daily tasks and new programs, volunteers enhance the levels of quality services the City of Lakewood provides.

We thank you for the time, devotion, and caring you are willing to share, and welcome each of you as you choose to make a difference in Lakewood.

Sincerely,

John Caulfield
City Manager

Purpose and Contact Information

The purpose of the volunteer handbook is to provide overall guidance and direction to staff and volunteers, and answer questions you may have so that you will be an effective, well-informed volunteer.

The policies outlined in the handbook are intended for internal management guidance only, and do not constitute, either implicitly or explicitly, a binding contractual or personnel agreement. The City reserves the right, at any time, to change/revise terms and conditions of voluntary service. As such, the contents of this handbook are subject to change in order to reflect those changes. All City of Lakewood Personnel Policies must be adhered to even if they are not referenced in this handbook. Areas not specifically covered by the policies will be addressed by management.

Copies of the Lakewood Personnel Policies are located in the Human Resources Department (HR) as well as in all other departments. Ask your Supervisor if you want to refer to these policies.

The City also reserves the right to utilize, or not utilize, services of volunteers. Volunteers are not considered to be City of Lakewood employees and being a volunteer is not a guarantee of employment with the City of Lakewood.

Please feel free to contact management and/or Human Resources for additional information.

City of Lakewood
Human Resources
6000 Main Street SW
Lakewood, WA 98499
253.983.7849

Guiding Principles

Service

- *We provide prompt, courteous, and effective service, emphasizing problem solving and creativity.*

Teamwork

- *We communicate and work cooperatively with others, recognizing and appreciating the contributions of all.*

Integrity

- *We are honest, accountable, and honor our commitments.*

Respect

- *We embrace differences and treat each other with dignity.*

Our Goals

Our goal is to provide you:

- Opportunities to use your talents and time to improve your community.
- Work assignments commensurate with your ability, interest, experience and skill, when available.
- Orientation and training related to volunteer assignment.
- A clear understanding of assignment responsibilities including dates, times, locations, and other pertinent information.
- Information on policies, procedures, and guidelines that affect your assignment.
- Instruction and work direction from your assigned supervisor.
- Courteous, professional and supportive treatment from City staff.
- Recognition and acknowledgement for your accomplishments.

If at any time we fall short of this goal, please notify the volunteer coordinator.

Volunteer Responsibilities and Tasks

Volunteers should only perform those tasks that they have been assigned to do. When in doubt, ask questions about what you are supposed to do.

Should a volunteer ever be asked to do something that is not part of their position, or that they know they have been instructed not to do, the volunteer should respond, "I'm sorry. I would help you, but volunteers are not allowed to perform those duties."

Customer Service

FIRST IMPRESSIONS

Providing good customer service is basic but the tricky part is providing good customer service to all of our customers all of the time. Hopefully, these tips will help.

- YOU are the "face" of the City. Our customer's impression of the City depends on you.
- Greet our customers in a friendly way. Make eye contact, smile and say something like, "Hello. How may I help you today?"
- Provide customers with attentive, helpful, and prompt service by anticipating the customer's needs and issues. A volunteer's responsibilities include more than just doing the tasks assigned. "Public relations" are also a part of your duties.

- Be cheerful, courteous and respectful throughout your interaction with the customer. Customers are not an interruption of your duties; they are the reason for your duties. Volunteers should be courteous to the public. Volunteers should also be tactful in the performance of their duties, should control their tempers, exercise the utmost patience and discretion and should not engage in argumentative discussion even when they are provoked.
- Make it your job to know where services are within the City.
- Offer to help if someone appears to need directions. Ask, “What can I do for you?” and always say “thank you” and “goodbye”.
- Listen attentively. Confirm back to our customers what you have heard. Convey information clearly, concisely and accurately.
- Always speak positively about our City - inside and outside of the City.

TELEPHONE ETIQUETTE

- Answer phones by the third ring with a smile.
- State your name, department and give an appropriate greeting.
- When calling on City business, identify the City, your department and yourself.
- Ask permission to put a caller on hold.
- Eliminate call transfers whenever possible.
- When transferring a call, be sure to follow the correct procedure, so that the caller does not become disconnected.
- Do not transfer a call unless you know where to correctly transfer the call to.
- Put the caller on hold and then speak with someone who can tell you the information you need or where to transfer the call. Get the facts back to the caller immediately.
- Inform the caller that you will be transferring the call.
- If you don’t get the necessary information quickly, get the caller’s name and phone number. When you get the necessary information, follow through and call the customer back.
- Don’t keep a caller waiting.

OFFICE ETIQUETTE

- Keep your voice down in and around office areas.
- Ensure that personal conversations, demeanor and all behaviors present an “on-stage” appearance.
- Maintain a safe, clutter-free work environment.
- Eat food in designated areas.
- Pick up litter and throw it away.

DEPENDABILITY

Dependability is an extremely important part of volunteering with the City of Lakewood.

- Volunteers should call their assigned department supervisor to report any absence, illness, etc. as soon as possible.

- Volunteers should give advanced notice of any upcoming absences to their assigned department supervisor, when possible.

Volunteer Behaviors

Volunteers are governed by the same rules of behavior that govern paid City staff. Inappropriate behavior may be cause for termination from the City's volunteer program.

Inappropriate behavior includes but is not limited to:

- Unauthorized absence and/or repeated tardiness
- Intoxication and/or drinking alcoholic beverages or use of narcotics or drugs on the premises
- Dishonesty or theft
- Poor relationships with customers, employees, or other volunteers; rude, discourteous behavior
- Inability to comply with City or departmental standards or volunteer position expectations
- Falsification of records
- Insubordination
- Divulging confidential information
- Wasting supplies, damaging, defacing, or deliberately mishandling equipment or property
- Sleeping while on duty
- Failing to report an injury, incident, or accident concerning, an employee, customer, volunteer or any person within the City or on City grounds
- Carrying weapons in City Hall or other city buildings or on City grounds
- Willful violation of City rules or regulations

Volunteer Expectations

The following rules must be followed while volunteering for the City of Lakewood:

- Volunteers shall obey all City, State, County and Federal laws.
- Volunteers shall not commit any acts nor fail to perform any acts which constitute a violation of any of the policies, procedures, guidelines or directives of the City of Lakewood, whether stated in this volunteer handbook and/or in the City of Lakewood Personnel Policies or the Lakewood Police Department Personnel Policies.
- Volunteers shall promptly obey any lawful orders of supervisors.

- Volunteers shall conduct themselves in a manner as to reflect most favorably on the City of Lakewood and the Police Department. Volunteers shall not engage in any conduct which is unbecoming of persons associated with the City of Lakewood.
- While on duty, the volunteer shall pay full price for any goods, products or services obtained.
- Volunteers shall not solicit or accept any gift or gratuity from any person, business or organization for the benefit of the member or others if it may reasonably be inferred that the person, business or organization: a) seeks to influence action of an official nature; b) seeks to affect the performance or non performance of an official duty or; c) has an interest which may be affected directly or indirectly by the performance of the volunteer's duty.
- Volunteers shall not use their official position or official identification for personal or financial gain to obtain privileges not otherwise available to them, or to avoid consequences of illegal acts. Your identification should only be used in the performance of your duties as a volunteer.
- Volunteers acting in an official capacity shall not recommend or suggest in any manner the employment or procurement of any particular product, or private, professional or commercial service.
- Volunteers shall not publicly criticize or ridicule the City of Lakewood, the Lakewood Police Department, its policies, other City employees or volunteers by speech, writing or other expressions, where this is defamatory, obscene, and unlawful, undermines the effectiveness of the City of Lakewood, or interferes with the maintenance of discipline and is made with reckless disregard for truth and falsity.
- Volunteers shall not possess or store alcoholic beverages, non-prescription, controlled drugs or substances in any City vehicle or Police Department vehicle or facility. Volunteers shall not report for duty while under the influence of alcohol or drugs, including medications that may cause drowsiness or hamper ones ability to function professionally.

Policies and Procedures

Age

Volunteers must be 18 years of age or older. On occasion, individuals under the age of 18 may be utilized as volunteers, providing they have permission of their parent or guardian and work under the direct supervision of an adult during their volunteer time. Volunteers under the age of 18 shall not perform volunteer duties utilizing heavy-duty equipment, driving City vehicles or

utilizing City equipment that may cause serious injury as determined by the supervisor or Department Director.

Americans with Disability Act (ADA) Compliance and Policy against Discrimination

Participation in any volunteer position with the City of Lakewood shall be open to any individual, and no individual shall be discriminated against based on race, color, religion, age, sex, national origin, or a physical, mental or sensory handicap, or on the basis of any other characteristic protected by law.

Anti-Harassment/Discrimination

It is the City's policy to provide a work environment for volunteers which is harmonious and free from intimidation and harassment. To this end, the City does not tolerate any form or degree of harassment.

- **What is considered harassment?** Harassment includes unsolicited remarks, gestures or physical contact; display or circulation of written materials or pictures derogatory to either gender or to racial, ethnic, or religious groups; or personnel decisions based upon a volunteer's response to sexually-orientated requests.
- The City will not tolerate acts that discriminate against another volunteer because of race, color, national origin, sex, sexual orientation, religion and creed, marital or veteran's status, age, disability status, or on any basis prohibited by local, state or federal laws.
- **What is sexual harassment?** The City prohibits sexual harassment of its volunteers within the workplace by other volunteers or outside individuals. "Sexual harassment" means unwelcome sexual advances, request of favors and other offensive verbal or physical conduct of a sexual nature when: (a) submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment; (b) submission to, or rejection of, such conduct by an individual is used as the basis for employment decisions affecting such individuals; or (c) such conduct has the purpose or effect of unreasonably interfering with the individual's work performance or creating an intimidating, hostile, or offensive working environment.
- **What forms of offensive behaviors could this include?** Sexual harassment includes unwelcome verbal behavior such as comments, suggestions, jokes or derogatory remarks based on sex; physical behavior such as pats, squeezes, repeatedly brushing against someone's body, or impeding or blocking normal work or movement; visual harassment such as posting of sexually suggestive or derogatory pictures, cartoons or drawings, even at one's work station. It also includes unwanted sexual advances, pressure for sexual favors and/or basing employment decisions (such as a volunteer's performance evaluations, work assignments or advancement) upon the volunteer's acquiescence to sexually harassing behavior in the workplace.

- **What should I do if I think workplace harassment is occurring?** A volunteer who believes he or she is experiencing workplace harassment should bring the matter to the attention of the offender. If the volunteer finds this option unacceptable due to specific circumstances, he or she should address the issue first with the immediate non-involved supervisor or report the violation to the Human Resources Director or designee. An investigation will follow. Confidentiality is valued and will be maintained as permitted by law and the investigatory process. Volunteers should exhaust the administrative remedies outlined in the policy before consulting outside agencies.
- Volunteers who report legitimate workplace harassment will not be subject to retaliation. Any volunteer responsible for any retaliatory conduct will be subject to disciplinary action, up to and including termination.

Attendance

Volunteers must report to their duties timely. You and your supervisor will negotiate days and times that are convenient for both of you. Once these times and dates are agreed upon, it is the volunteer's responsibility to fulfill the agreement. Please notify your supervisor of any address or phone number changes.

Conference Attendance

Volunteers may attend conferences if it is applicable to their City of Lakewood volunteer assignment and with the approvals of the volunteer's supervisor and Department Director.

Confidentiality

On occasion, a volunteer may witness an incident, be entrusted with information, or have access to records or files deemed confidential in nature. It is the City's expectation that any volunteer privy to such information, material or event will respect and safeguard the trust and privacy rights of affected individuals. For example, volunteer assignments may involve filing information containing a person's arrest or warrant records, or opening mail which may contain past-due account information.

Confidentiality requires that you keep those private matters that have been entrusted to you entirely to yourself. Information of a confidential nature is not to be shared with anyone. If you have a question about what is confidential, please ask your supervisor.

Violation of confidentiality is a serious breach of trust, and in some cases, of law. Disclosure of confidential information will result in termination of volunteer status, civil action, or criminal prosecution.

Dress Code

As representatives of the City of Lakewood, volunteers must always appear neat and clean. You are encouraged to dress comfortably and appropriately for your particular work. Jeans or walking shorts are acceptable in recreation programs; however, observing in Court or doing

any job where you come in contact with the public requires more professional dress. In these jobs, jeans, shorts, tank tops, midriff-baring shirts, tight-fitting, low cut or mini outfits are not acceptable.

Exiting the program

Volunteers leaving service with the Volunteer Program shall return all City Property to their Department Director or supervisor.

Family Members of City of Lakewood Employees

Family members of current City of Lakewood employees are welcome to apply as volunteers. However, the volunteer shall not be directly supervised by a family member.

Holiday Schedule

The City will be closed for the following holidays:

New Years Day	January 1
Martin Luther King	3 rd Monday in January
President's Day	3 rd Monday in February
Memorial Day	Last Monday in May
Independence Day	July 4
Labor Day	1 st Monday in September
Veteran's Day	November 11
Thanksgiving Day	4 th Thursday in November
Day After Thanksgiving	Friday following the 4 th Thursday in November
Christmas Day	December 25

Hours of Operation

City offices are open from 8:00 a.m. to 5:00 p.m. weekdays and closed on weekends and major holidays. The Police Department is open from 9:00 a.m. to 5:00 p.m. weekdays and closed on weekends and major holidays. Restrooms are located in all City facilities.

Identification Badge

The Human Resources Department (HR) will issue each volunteer a photo identification badge. While performing duties for the City, you must wear your volunteer identification badge. There are no exceptions to this rule. The identification badge must be worn on the outermost garment, in an easily visible manner. Volunteers shall protect their badge and not reproduce or give it to anyone for any purpose. If your identification badge is lost, you must immediately report the loss to your supervisor.

Volunteers shall furnish their name and show their identification badge to any person requesting this information when on duty or while representing the City of Lakewood in any capacity.

The following are three particular instances where department volunteers **shall not** use their City/Police Identification/Access Cards:

- As a second form of identification
- To identify your association with the City/Police Department when not participating in a Department sanctioned function or event
- While engaged in contact with any other City or law enforcement personnel or entity outside your official capacity.

Any usage of City of Lakewood/Police Department Identification other than what is within the scope of your particular volunteer duties may lead to disciplinary action up to and including dismissal from the volunteer program.

You are responsible for returning your ID card and/or card-key to your supervisor when you end your volunteer status with the City of Lakewood and/or the Lakewood Police Department.

Mileage Reimbursement

Volunteers will be reimbursed for mileage (current IRS rate) for official City business, not to include travel to and from your volunteer assignment. Drivers shall stay within the City limits unless directed otherwise.

Volunteers will not be issued and will not attempt gas codes, gate codes and/or alarm codes unless trained in this procedure and granted permission by their Department Director.

Orientation/Training

Orientation will include, but is not limited to: review of volunteer handbook, assignment to a department, issuance of city identification badge, introduction of members of the department/section; familiarization with work locations and facilities (rest rooms, break room, copier, fax, supplies, telephone, etc.)

As opportunities arise, volunteers will be notified of training available free of charge through the City and/or Police Department. Volunteers are encouraged to participate in these training opportunities to gain more familiarity with the department, the city, or other agencies with supervisor approval.

Political Activities

City volunteers may participate in political or partisan activities of their choosing, provided that City resources and property are not utilized and the activity does not adversely affect the responsibilities of the volunteer in their positions. Volunteers may not campaign on City time or in a City uniform, or while representing the City in any way. Volunteers may not allow others to use City facilities or funds for political activities.

Any City volunteer who meets with or is observed by the public or otherwise represents the City to the public while performing his/her regular duties may not wear or display any button, badge or sticker relevant to any candidate or ballot issue during working hours. Volunteers shall not solicit, on City property or City time, any contribution for a partisan or non-partisan political cause. Except as noted in the City of Lakewood personnel policies, City volunteers are otherwise free to fully exercise their Constitutional First Amendment rights.

Recognition

The City of Lakewood holds a Volunteer Appreciation Event each year to recognize participants.

Right to Reject Services

The City of Lakewood reserves the right to limit the use of volunteers, adjust the hours of any volunteer or to reject services of any volunteer as the City, in its sole discretion, deems fit, in order to best achieve its public purpose and policy. No employment or any other contractual right is created by these policies. The City of Lakewood is grateful for the volunteer services of the community, but nothing in these policies should be interpreted as a right to participate in any program, nor to assure the continuance of any volunteer position.

Grounds for rejecting services may include, but are not limited to: unsatisfactory background check; gross misconduct or insubordination; being under the influence of alcohol or drugs; theft of property; misuse of City equipment or materials; mistreatment of clients or co-workers; failure to abide City policies and procedures; failure to meet the standards of performance relating to the essential functions of the volunteer position; and/or failure to satisfactorily perform assigned duties.

Safety Policy

No volunteer of the City shall be allowed to display violent or threatening behavior to other volunteers, the public, vendors or contractors in the performance of his/her job and/or while on City property. Such actions will result in disciplinary action up to and including termination.

Given the City's commitment to ensuring a healthy, safe and non-violent work environment, prohibitive behavior includes, but is not limited to:

- Any verbal threat of harm towards persons or property.
- Any threatening or actual physical act such as threatening gesture, hitting, pushing, kicking, holding, impeding, or blocking the movement of another person.
- The use, threatening use or possession of firearms, other weapons or explosives, openly or concealed, licensed or otherwise, while performing City business and/or while on City premises including parking lots.

Weapons are defined as any object, instrument, or chemical used to inflict harm or injury to another person or any item used in a manner threatening harm or injury to another person. Possession of mace, pepper spray or like substances for defensive purposes is not a violation of this policy.

A volunteer needs to notify the supervisor, department head and/or the Human Resources Director immediately if he/she is aware of any apparent violation of this policy: has knowledge of any individual in possession of a firearm, weapon, or explosive on City premises; is being threatened while on the job by a co-worker, member of the public, vendor or contractor; or is aware of an individual who demonstrated behavior in a manner threatening harm or injury to another person. The City will conduct an investigation into the specifics of the situation.

Safety Procedures

The City is concerned about the safety of its staff and volunteers and has established a program to identify and eliminate workplace hazards. As a volunteer, your safety and health responsibilities are the same as any staff member. Specifically, you are responsible for following all safety and health rules, promptly reporting all unsafe conditions and injuries, wearing required personal protective equipment, taking reasonable precautions to ensure the safety of those you work with, and not working at a job task you feel is unsafe. Your supervisor will provide you with necessary on-the-job safety training for your individual work assignment and any personal protective equipment (PPE) you need to perform your job.

Volunteers shall **never** place themselves in a dangerous situation or become involved in anything that may be confrontational in nature. Always “know your location” and remember that your position is one of a non-confrontational nature. Volunteers are **never** allowed to carry any type of weapon on duty, regardless of a volunteer having a concealed weapons permit. This includes gun, knives, and chemical agents. Reserve officers are required to carry weapons as part of their authorized uniform. If a dangerous situation or crime in progress is recognized, you should move away, call 9-1-1 immediately, and notify your supervisor.

Industrial Insurance

The City provides industrial insurance coverage for volunteer workers through the Washington State Department of Labor and Industries. This insurance only covers medical expenses incurred due to injuries sustained in the course of volunteer work.

If your injuries require medical treatment, inform your health care provider that you were injured at work and that the City is insured through the State of Washington. Ask your provider to initiate a Workers’ Compensation claim for you before you leave their office. All health clinics, hospitals and doctor offices have the State form and will assist with completing it.

Reporting Incidents, Injuries and Unsafe Conditions

If you are involved in an incident or are injured while performing volunteer duties, report the circumstances to your supervisor immediately. Additionally, if you observe an unsafe condition, have someone guard the hazard and report the situation to your supervisor immediately. Do not leave hazards unattended.

Vehicle Accidents

Notify your supervisor as soon as possible if you are involved in a collision while driving a City vehicle. Take the following actions at the accident scene:

- Check all parties involved for injuries.
- Call 9-1-1 and request police response for ALL vehicle accidents involving a City vehicle and a personal vehicle, personal property or pedestrian.
- Request Fire Department response if injuries are involved.
- Care for the injured to the best of your abilities and training.
- Retrieve the vehicle accident-reporting package from the vehicle glove box and follow the instructions provided.
- Fill out as much of the City Vehicle Accident Report form as possible at the accident scene. Do not rely on memory to fill the form out later.
- Do not admit fault, regardless of the circumstances.

Time Sheets

Volunteer time sheets are due once a quarter, in the months of March, June, September and December. Your supervisor will let you know when your time sheet is due in advance of the due date each quarter.

Injury compensation is provided through the Department of Labor and Industries (L & I). This is why it is imperative that volunteers submit time sheets. That is the City's way of notifying L & I and paying volunteers' L & I insurance.

Tobacco, Alcohol and Drug Free Work Environment

For health and safety considerations, the City prohibits smoking in all City facilities, including City-owned buildings, vehicles and offices or other facilities rented or leased by the City, including individual employee offices.

The City has a significant interest in ensuring the health and safety of its volunteers and citizens. To achieve this goal, the City will enforce a chemical-free workplace.

The manufacturing, possession, distribution, dispensing, or using alcohol or controlled substances in the workplace is strictly prohibited. Violation of this policy may result in the

application of disciplinary action. The policy restricting controlled substances in the workplace discusses steps the City is taking to ensure that volunteers are free from the influence of controlled substances and /or alcohol while performing their duties.

Volunteers must inform their supervisors when the possibility of impairment could result from taking prescription(s) and/or over-the-counter medications.

Use of City Vehicles

Volunteers over the age of 18 who have the need to use a City vehicle to perform their volunteer duty must have a **valid driver's license** and a good driving record. Volunteers driving City vehicles will be subject to the same rules and regulations as paid employees of the City of Lakewood. Volunteers should use due care and caution while operating City vehicles, and obey all traffic laws. All City vehicles utilized should be inspected prior to being driven. Any discrepancies that would affect safe operation of the vehicle should be reported immediately to your supervisor. Volunteers are not to transport any private citizens, unless prior authorization is granted by the volunteer's supervisor.

Closing Comments

Your ideas and energy give life to the City of Lakewood and enable it to function at its best. The more you realize your potential, the more you and the City of Lakewood will benefit.

Your state of mind, attitudes and morale affect the quality of the work you provide. Feeling good about yourself and your performance helps you to produce work of which you can be proud.

We appreciate your willingness to volunteer with the City of Lakewood. We hope you will enjoy your experience as a volunteer. As you learn your volunteer duties, feel free to ask questions. Our staff is happy to help you. It is your commitment and that of volunteers like you that allows the City of Lakewood to most effectively serve our customers' needs.

Thank you!

Receipt for Volunteer Handbook

I have received a copy of the Volunteer Handbook, which outlines the policies and procedures of the City of Lakewood in effect at the date of publication. I have read and understand the information in it and agree to abide by the policies during my volunteering.

The handbook does not constitute a contractual arrangement or agreement between the City of Lakewood and its volunteers of any kind including, but not limited to, the terms and conditions of volunteering. The City of Lakewood reserves the right to utilize, or not utilize, the services of volunteers.

I understand that it is my responsibility to secure information from my supervisor if I have questions or concerns about any of the information outlined in this Volunteer Handbook.

I understand that these policies and procedures are continually evaluated and may be amended, modified or terminated at any time and at the sole discretion of the City of Lakewood with or without notice.

(Please print and sign this page)

Signature / Volunteer

Date

Print Name / Volunteer

Volunteer Program
City of Lakewood
6000 Main Street SW
Lakewood, WA 98499