

Norwalk Chamber of Commerce Celebrates 2011-2012



Newly Installed President Lynda Fisher being congratulated by Installing Office Mayor Cheri Kelley

The Norwalk Chamber of Commerce held its annual Installation and Awards Luncheon on Thursday, June 28th at the Norwalk Arts and Sports Complex. The event included a buffet lunch provided by Café n' Stuff, centerpieces by Norwalk Florist/Flowers By Alan, and trophies and awards by West Grove Trophies.

Outgoing President, Joseph Derthick of AFLAC Insurance was honored with certificates from Congresswoman Grace F. Napolitano, State Senator Ron Calderon and by the City of Norwalk Mayor Cheri Kelley. His Board of Directors presented him with outgoing gifts in addition to his Presidents Plaque. Among the accolades presented to President Joe, were special words from Master of Ceremonies Rob Cazares of Outback Restaurant and Installing Officer Mayor Cheri Kelley. They highlighted the outstanding job Joe has done for the Norwalk Chamber of Commerce. As President, Joe established the New Member Meet and Greet mixers and gave generously of his time to the business community in Norwalk and surrounding cities. His unselfish devotion to the Chamber was outstanding to say the least. President Joe and his entire Board of Directors can be proud of the 2011-2012 Chamber year and all their accomplishments!

New Members Century 21 Realty Masters, California Department of Rehabilitation and City Connections were introduced and given their membership folders. Anniversaries were celebrated for: Scott Collins - 2 year member, Walmart - 7 year member, Vicencia & Buckley Insurance Services - 6 year member, Consolidated Disposal Service - 38 year member and Norwalk La Mirada Plumbing - 49 year member.

Lynda Fisher Installed as Norwalk Chamber's 89th President

Combining Sunflowers, the happiest of flowers, and Purple, the color of good judgment, provided a backdrop for the Installation and Awards Luncheon for the 2012-2013 Chamber Year. Lynda Fisher, Personnel Manager of the Norwalk Walmart was installed as the 89th President of the Norwalk Chamber. Lynda has served on the Chamber Board of Directors since 2009 and expressed a desire to continue to build on the success that the Chamber has had over the past year. She will be exploring innovative opportunities for Chamber members to grow their businesses through networking events, mixers, candidate's forum, business seminars, fundraisers and a Business Town Hall meeting. She will work with her team to support each and every member of the Norwalk Chamber. She was administered the oath of office by Norwalk Mayor Cheri Kelley.

President Lynda introduced the Committee Chairs for the coming year: Ambassadors - Joseph Derthick, Chamber Development - Teri Bazen, Legislative Affairs - Tracy Polley and Julia Emerson and Special Events co-chairs - Toni Grijalva and Carmen Lizarraga. Mayor Cheri Kelly also installed New, Returning and Executive Committee members Michael Batory of Walgreens, Karla Butler of Thompson Bookkeeping, Rob Cazares of Outback Steakhouse, Joseph Derthick of AFLAC, Richard Fierro of Consolidated Disposal Service, Toni Grijalva of Cerritos College, Richard LeGaspri of TNT Fireworks, Carmen Lizarraga of Southeast ROP, Gary Murphy of Norwalk Florist, Tracy Polley of Kelco Sales, Gordon Stefenhagen of

Norwalk Realty, Christina Vicencia Jones of Vicencia & Buckley Insurance Services and Dr. Ruth Perez as a liaison from Norwalk La Mirada Unified School District.

Businesses, Members Honored at Installation Luncheon



The Norwalk Chamber annually honors outstanding volunteers, businesses and members for their dedication to the success of the Norwalk Chamber. This year, the Chamber presented the following awards.

OUTSTANDING VOLUNTEER



Teri Bazen, Volunteer of the Year is awarded Certificates of Congratulations from Luis Gonzales of Senator Ron Calderone's office and Phyllyp Bardowell of Congresswoman Grace F. Napolitano's office.

This year, the Volunteer of the Year award was presented to Teri Bazen of Norwalk La Mirada Plumbing. Teri serves as the Chair of the Chamber Development Committee and volunteers weekly to visit chamber members and new businesses. Teri actively participates in various Chamber events working tirelessly with passion and enthusiasm creating positive energy for the Chamber. Her service has made a difference.

BUSINESS OF THE YEAR



Richard Fierro of Consolidated Disposal Service accepting the award for Business of the Year

Consolidated Disposal Service was honored by the Chamber as the Outstanding Business of the Year. This award is chosen by the Board of Directors based on 2 key elements: the company's financial contributions to the Chamber through sponsorships and in-kind donations, but most importantly a commitment to furthering the Chamber's vision. Consolidated

Disposal Service, represented by Board Member Richard Fierro, has been a long time supporter of the Chamber to lend a hand promoting a profitable business environment in Norwalk and surrounding cities and they have played a key role in the success of the Chamber.

AMBASSADOR OF THE YEAR



Certificates of Congratulations from Luis Gonzales of Senator Ron Calderone's office and Phyllyp Bardowell of Congresswoman Grace F. Napolitano's office being presented to Ambassador of the Year Katherine Leflore

The Ambassador of the Year Award is determined by the Board of Directors and is based on a person's personal commitment to furthering the Chamber's vision. Katherine Leflore of Office Depot was honored for her service for 2011-2012. Katherine has attended most Chamber functions such as ribbon cuttings/grand opening, luncheons and fundraising events. She can always be counted on to be one of the volunteers greeting members enthusiastically and making them feel welcome.

PRESIDENT'S AWARD



Toni Grijalva of Cerritos College receiving congratulatory certificates

This year, President Joe Derthick presented the Presidents Award to Board of Director Member, Toni Grijalva of Cerritos College. Toni also serves as co-chair of the Special Events Committee. This award is given by the Chamber President to an individual who has given their time and energy to assist the President in reaching the organizations goals. Toni provided outstanding support all Chamber events and her commitment and enthusiasm to the Norwalk Chamber is shown through her loyalty and team spirit. Certificates of Congratulations from Luis Gonzales of Senator Ron Calderone's office and Phyllyp Bardowell of Congresswoman Grace F. Napolitano's office were presented to Toni.

NEW & RENEWING MEMBERS

New Members

Department of Rehabilitation

Sandra Aguilar
12501 East Imperial Hwy Suite 140
Norwalk CA 90650
562-864-8521
www.rehab.cahwnet.gov

Mary Kay Cosmetics

Tina Corrella
15116 Studebaker Rd. #A1
Norwalk CA 90650
Tina_Corrella@hotmail.com

Century 21 Realty Masters

Adriana Apodaca
Mario Verdugo Jr.
11716 Rosecrans Ave.
Norwalk CA 90650
951-581-0898
C21TeamAM@gmail.com



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Norwalk Chamber of Commerce

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**EXECUTIVE DIRECTOR
EDITOR, NCBC
VIVIAN HANSEN**

**MEMBERSHIP SERVICES
DIRECTOR
CAREN SPILSBURY**

Business Development Chair, Teri Bazen of Norwalk La Mirada Plumbing, presents 32 Year renewal plaque to Bruce and Blanche, of Bruce's Prime Ribs.

Renewing Members

The following companies and individuals renewed their membership with the Norwalk Chamber of Commerce and the services we provide are made possible by their support.

49 Years
Norwalk La Mirada Plumbing

8 Years
NTMA Training Centers

38 Years
Consolidated Disposal

7 Years
Walmart
El Clasificado

37 Years
Luxury Inn
Golden State Water Co.

6 Years
Applebee's Neighborhood Grill & Bar
Vicencia & Buckley

32 Years
Bruce's Prime Ribs

5 Years
The P.C. Help Desk

17 Years
DeJon Enterprises, Inc.

2 Years
Red Lion Hotel
You First Express

9 Years
Norwalk True Value Hardware

MEMBER SPOTLIGHT

L.A. CADA Celebrates

Los Angeles Centers for Alcohol and Drug Abuse, or L.A. CADA, held a Monument Unveiling and Grand Opening on Thursday, June 21st, at its newly remodeled facility in Santa Fe Springs. Executive Director, Brenda Wiewel, was the facilitator for the event, which included tours of the building and a buffet lunch. Speakers during the ceremony included former clients of L.A. CADA who shared their life stories and the impact that the organization had made on their lives. Also present were the Shannon Family, represented by Ruth B. Shannon, who have been instrumental in the growth and development of the L.A. CADA

organization. The formal unveiling of the new monument and ribbon cutting were held immediately after the ceremony. Recognized on the monument were the E.L. Shannon Family and the Santa Fe Drilling Company. In addition to the Norwalk Chamber of Commerce, the Whittier and Santa Fe Springs Chamber were also present at the ceremony. L.A. CADA offers a path to recovery and healthy living for those suffering from addictions. For additional information about their programs visit them at www.lacada.com.



L.A. CADA Ribbon Cutting at their newly remodeled facility.



New Monument unveiled at the L.A. CADA Campus

7 Things Highly Productive People Do

You have more important things to focus on than, um, focusing. Get back on track with these tips.

By Ilya Pozin for INC Magazine 12-2011

You probably don't want to admit it but you love distractions. In fact, just like monkeys, you get a shot of dopamine every time something pulls you in another direction. Why do you think you check your email so much?

Want to be more productive and get your focus back? There are no secret tricks here... do one thing at a time. Stop multitasking—it's just another form of distraction. Easier said than done, I know.

Recently I sat down with Tony Wong, a project management black belt whose client list includes Toyota, Honda, and Disney, to name a few. He's an expert in keeping people on task, so I thought he'd be a good person to ask.

Here are his tips for staying productive:

1. Work backwards from goals to milestones to tasks. Writing "launch company website" at the top of your to-do list is a sure way to make sure you never get it done. Break down the work into smaller and smaller chunks until you have specific tasks that can be accomplished in a few hours or less: Sketch a wire frame; outline an introduction for the homepage video, etc. That's how you set goals and actually succeed in crossing them off your list.

2. Stop multi-tasking. No, seriously—stop. Switching from task to task quickly does not work. When you multitask, your IQ drops by an average of 10 points, 15 for men, five for women (yes, men are three times as bad at multitasking than women).

3. Be militant about eliminating distractions. Lock your door, put a sign up, turn off your phone, texts, email, and instant messaging. In fact, if you know you may sneak a peek at your email, set it to offline mode, or even turn off your Internet connection. Go to a quiet area and focus on completing one task.

4. Schedule your email. Pick two or three times during the day when you're going to use your email. Checking your email constantly throughout the day creates a ton of noise and kills your productivity.

5. Use the phone. Email isn't meant for conversations. Don't reply more than twice to an email. Pick up the phone instead.

6. Work on your own agenda. Don't let something else set your day. Most people go right to their emails and start freaking out. You will end up at inbox-zero, but accomplish nothing. After you wake up, drink water so you rehydrate, eat a good breakfast to replenish your glucose, and then set prioritized goals for the rest of your day.

7. Work in 60 to 90 minute intervals. Your brain uses up more glucose than any other bodily activity. Typically you will have spent most of it after 60-90 minutes. (That's why you feel so burned out after super long meetings.) So take a break: Get up, go for a walk, have a snack, do something completely different to recharge. And yes, that means you need an extra hour for breaks, not including lunch, so if you're required to get eight hours of work done each day, plan to be there for 9.5-10 hours.

DON'T MISS THESE UPCOMING EVENTS!

Thursday - July 19, 2012, L.A. Largest Mixer
If there is anything to add here please let us know

Friday - July 27, 2012, 1:00 PM - 5:30 PM, 1st Annual 9 Hole Golf Tournament
Norwalk Golf Center - 13717 Shoemaker Ave.

MESSAGE FROM THE EXECUTIVE DIRECTOR



The Norwalk Chamber of Commerce will have a booth at L.A.'s Largest Mixer on July 19th where Mixer Visitors can "Spin to Win". Use this opportunity to promote "Your Business". Give us 100 or more promotional items and we will give them away to 5,000 + Mixer Visitors. If you would like to promote your business FREE of charge: *Promotional Items May be dropped off at the Chamber Office: 12040 Foster Road, Norwalk. This offer is for Norwalk chamber Members ONLY. 562.864.7785. Deadline to Respond: July 13th.*

-Vivian Hansen

Norwalk Chamber Member Relay for Life!

On June 9th and 10th, at the Cerritos College Soccer Field, hundreds gathered to Celebrate, Remember and Fight Back! This was the American Cancer Society's annual Relay for Life, Norwalk, CA. Many of our Norwalk Chamber members participated in the Relay for Life by sponsoring a Relay Team or raising funds to help battle cancer. This year, the Relay exceeded expectations, with over \$55,000.00 raised for the American Cancer Society.

The City of Norwalk's team, the "City Slickers" was recognized as a Jade Sponsor. They received this award because they raised over \$10,000 as a team. They were the top fund raising team in the Norwalk Relay for Life. Other Chamber members who participated with teams were SELACO WIB, Walmart, Cerritos College, Norwalk Chamber, Walgreen's, AFLAC, Susan Arthur, Norwalk Soroptimist Club, Norwalk Lions Club, and Starbucks Coffee.

Other Chamber members who participated as sponsors of this great event were the Norwalk Walmart, Norwalk La Mirada Plumbing, Heating & HVAC, Outback Restaurant, Soroptimist Club of Norwalk, Café n' Stuff and the City of Norwalk.. Highlights of the event included the Luminaria ceremony on Saturday night, the boa and drag laps by Team Johnston and the circle of HOPE. If you have never participated in a Relay for Life, and would like to, check out the Norwalk Relay for Life on Facebook at <http://on.fb.me/LMzFkd>, or visit the website at <http://bit.ly/NhM5Ms>.



1st lap in the Relay for Life is the Survivors Lap (Survivors are in purple t-shirts).



City of Norwalk Relay for Life Team is recognized as a Jade Team for surpassing \$10,000.00 in fundraising.



Top Fundraising Team, the City Slickers.



Norwalk Lions Club is recognized for the Best Decorated Booth at the Relay for Life.



Circle of Hope at the Relay for Life.

LABOR LAW CORNER

State Law Gives Registered Domestic Partners Employment Law Rights

Question: I know California includes employees' domestic partners in many of its employer group health insurance and leave laws, but who exactly qualifies as a domestic partner and what proof may I require?

California law defines a domestic partnership as two adults who have chosen to share one another's lives in an intimate and committed relationship of mutual caring, and who have formally registered as domestic partners with California's Secretary of State.

The California laws that cover domestic partners for purposes of employer group health insurance or leave rights specifically include only those individuals who have formally registered as domestic partners. Couples who live together but who have not registered with the Secretary of State are not entitled to employer health insurance coverage for a domestic partner, or to leave rights such as family leave and kin care.

Registration In order to register as a domestic partner, California law generally requires that both partners are members of the same sex. Opposite sex partnerships also are permitted, however, when at least one of the partners is over the age of 62 and eligible for certain types of Social Security benefits.

The law also requires that both partners be over the age of 18 (unless there is a court order granting permission to a minor), and that neither partner be married nor related to the other partner by blood in a way that would prevent marriage. Partners can register by completing a Declaration of Domestic Partnership Form, having both partners' signatures notarized, and submitting the form with the required fee to the California Secretary of State.

After the declaration is filed, the couple will receive a Certificate of Registration of Domestic Partnership.

Note that domestic partner registration that may be offered by some California cities/counties does not provide the same statewide legal rights to employees as does registration with the California Secretary of State.

Common-Law Marriage Sometimes employees who are living with an opposite sex partner will claim they should be entitled to leave or insurance benefits because they consider themselves to be common-law spouses, which is a form of marriage recognized in some states once a couple has been living together in a committed relationship for a certain number of years. In most cases, California does not recognize common-law marriage, however, and does not consider it to convey the same legal rights as a formally registered domestic partnership. Therefore, couples claiming to be married by common law are not entitled to domestic partner participation in employer group health plans or to employee leave rights that are afforded to registered domestic partners.

Equal Treatment Whether an employer may request proof of domestic partnership before extending insurance or leave rights depends on the employer's policy with regard to requesting proof for married employees. Employees seeking to cover their domestic partner under an employer's group health insurance plan, or who request leave to care for a domestic partner, must be treated the same as married employees seeking such coverage or leave.

Only if a company policy requires proof of marriage (such as a marriage certificate) for such benefits for married couples may an employer require proof of domestic partnership when a domestic partner requests those same benefits.

Requiring more documentation from domestic partners could be a violation of California anti-discrimination laws.

The Labor Law Helpline is a service to California Chamber of Commerce preferred and executive members. For expert explanations of labor laws and Cal/OSHA regulations, not legal counsel for specific situations, call (800) 348-2262 or submit your question at www.hrcalifornia.com.

Email Frustrations (Yup, They're Still Around)

BY Nancy Friedman, The Telephone Doctor

Do you ever wonder why your email doesn't get answered? Here are some of the public's frustrations on email. One of them may be why you didn't get an answer. There are probably more; however, these seem to float to the top more often.

Messages that are too long - As in voice mail, we know that the more succinct the message, the better it's received. And now, where we can all get our emails not only on our office computers, but on our phones and our iPads, it's critically important for our emails to be short, sweet and to the point. Long messages get zapped just as long voice mails used to.

Suggestion: If you do have a long email to send, mention that right in the subject line. This way the recipient A) knows it in advance and B) can save it for when he has time.

Poor spelling and bad grammar - Inexcusable! And also the wrong use of words. Dare we go into your/you're or there/their/they're? And to/too and two; it's and its or hear and here? Spell check will help the spelling; however, it will not catch the wrong tense. Only you can do that. Most of your clients are well bred, and receiving an email (or letter) with poor English will detract from the message. Tsk-tsk. Surely one word misspelled may not kill the deal. But several could.

Suggestion: Use your spell check and when in doubt - leave it out! Or use another word.

Wrong subject line - If you reuse part of an email for someone else and the topic in the body of the message changes, change the subject line. This drives most folks nutty. And it's also bad for locating a message when you need it. Wrong subject lines are a waste of time to the person receiving the email. And in some cases will really hurt the case.

Suggestion: Take the little bit of extra time it takes to correct the subject line to match the message when it changes. Double check it to be sure you have it correct.

ALL CAPS - Conventional wisdom says all caps should never be used. I disagree with this partially because there are times when I believe you should use all caps. Such as:

THANK YOU FOR YOUR ORDER. YOU MADE OUR DAY!

Then go back to your normal font. Telling someone they did a great job can also be in all caps as well.

ROB, CONGRATS ON YOUR RECENT ACHIEVEMENT.

Or even telling someone you love them is OK to use caps. And certainly a HAPPY BIRTHDAY would be ok in all caps. What we don't want is to send an entire email in all caps.

Suggestion: Use caps cautiously, carefully and kindly.

Not using names - Names are key and most people like their name. And they like it spelled right. Saying Dear Nancy or Hi Nancy prior to the message is much better than just starting the email out with no name. And a plain "Hi," while better than nothing, isn't very effective.

When we see our clients or friends in person we normally say, "Hello Bob" or "Hi Judy." So remember to use their name in your salutation.

Suggestion: Double check every email before you hit send to be sure names are used and are correctly spelled. Misspelled names are a sure fire "no, no." They'll spend more time thinking you misspelled their name than reading the email.

Use short paragraphs - When sending out information, it's much better to use bullets or numbers rather than make long paragraphs. Remember, emails get to our phone and it's no fun to get a loooooong email on a cell phone. Shorten it up.

Suggestion: Make your email visually interesting.

Extra tips we all need:

Beware of FORWARDING messages and sending old information that may not be appropriate at this time. Beware of sending the wrong email to the wrong person. Or hitting 'Reply to All' when we shouldn't have done that. Gulp, gulp. Not fun! And yes I've done it. Why? -because I didn't take the time to double check. It's that simple. Beware of tone of voice, no emotion, no smiling messages; it's so very important to use effective words.

A quick ☺ happy face can make a big difference.

Beware of weak, wimpy words in your emails. What are some weak, wimpy words? Which sounds better to you?

Hi Nancy. Just a note to let you know we received the lovely gift.

OR

Hi Nancy. A special note to let you know we received the lovely gift. Certainly there are more.

And until next time, thanks for reading.

Nancy

Employment Development Department holds Annual Veterans Job Fair

The Employment Development Department (EDD), in conjunction with Congresswomen Grace Napolitano and Linda Sanchez, held its annual Veterans Job Fair on June 12th, at the Norwalk Arts & Sports Complex. Many employers were present at this event, designed to support our retired military job seekers. In addition to employer booths, there were many other resources at the event. Veterans were offered free haircuts and health screenings along with help writing their resumes. There were also many resource tables at the event, all designed to provide career support to our Veterans. The event opened with the Southeast ROP Color Guard and the Pledge of Allegiance. Congresswoman Grace Napolitano welcomed all to the event, and thanked the participating employers, support organizations and the EDD for their commitment to our Veterans.

Throughout the morning job seekers of all demographics attended this event and met with many potential employers. This event was a great success and we applaud the EDD and all of the agencies who attended for supporting our Veterans.



The Southeast ROP Academy is providing free health screenings at the Annual Veterans Job Fair.



Congresswoman Grace Napolitano pictured with Los Angeles County Sheriffs, at the Annual Veteran's Job Fair.



Beyond 21st Century Beauty Academy provides free haircuts to Veterans attending the Annual Job Fair.



Starbucks Coffee is one of the employers at the Veteran's Job Fair.



NORWALK
CHAMBER OF
COMMERCE

Celebrate
Summer 2012

1st Annual 9-Hole
Golf Tournament
Friday
July 27, 2012
1:00 PM - 5:30 PM

Happy Summer

TOURNAMENT INCLUDES.....

- 9 holes of golf
- Gift bag w/goodies
- Bar-B-Q Luncheon
- Raffle Prizes
- Scramble T-Off
- Beverages on Course

CONTESTS.....

- Putting Contest
- Closest To the Pin
- Hole In One Contest

CONTEST RULES WILL APPLY



AWARDS

- Putting Contest - 1st Place
- 1st Place Team
- 2nd Place Team
- 3rd Place Team
- Closest to the Pin
- Hole In One
- "Wipeout" - 1st Place

Norwalk
Golf Center
13717 Shoemaker Ave.
Norwalk, CA 90650



\$50 GREEN FEE PER PERSON

REGISTRATION
12:30 PM — 1:45 PM

LUNCH: 1:00 PM - 1:45 PM

PUTTING CONTEST:
12:30 - 1:45 PM

SHOTGUN START: 2:00 P.M.

SIGN UP ONLINE AT:
WWW.NORWALKCHAMBEROF.COMMERCE.ORG

The Norwalk Chamber Of Commerce is a non- profit organization serving as a resource for businesses through workshops, seminars, networking opportunities and community partnerships. The proceeds from this event will be used to benefit the business and residents of Norwalk.

THEME PARK DISCOUNT TICKETS ON SALE AT
THE NORWALK CHAMBER!
KNOTT'S BERRY FARM • UNIVERSAL STUDIOS
GOLF n' STUFF