

NORWALK CHAMBER HOLDS ANNUAL HOLIDAY MIXER

The Norwalk Chamber of Commerce held its Annual Holiday Mixer on Thursday, December 19th at the Norwalk Chamber Office. This always popular event has become a tradition for many of our Norwalk Chamber members as it combines networking, holiday cheer and support of the Norwalk Food Pantry through a collection of non perishable foods by those that attend. Attendees were asked to wear an "ugly" sweater to compete in the Ugliest Sweater contest, which was won by Sue Arthur, Past Chamber President, in the female category and Richard Sneed of Norwalk Records in the male category. The Chamber once again held a raffle where the winner received \$100 in lottery tickets from our lottery tree! Karla Butler of Thompson Bookkeeping was the lucky winner of this raffle, and we

wish her the best of luck while scratching off the tickets! The Norwalk Chamber thanks all who came by and visited our offices during this open house, and especially those that donated refreshments and raffle prizes for this event: Rob Cazares, Outback Restaurant, Lynda Fisher, Walmart, Chamber President Toni Grijalva, Cerritos College, Teri Bazen, Norwalk La Mirada Plumbing, Karla Butler, Thompson Bookkeeping, Christina Jones, Vicencia & Buckley, HUB International, Mary Jane McIntosh, Churchill Composites, Richard Fierro, CR & R, Virginia Zuno, Norwalk DoubleTree by Hilton, Francella Aguilar, Republic Services, Vickie Yahn, ServiceMASTER Professional Home & Disaster Cleaning, Gordon Stefenhagen, Norwalk Realty, and Dr. Ruth Perez, Norwalk La Mirada USD.



Setting up the Lottery Tree Raffle are Norwalk Chamber President Toni Grijalva, Cerritos College, Chamber President Elect, Michael Batory, Walgreens, Vickie Yahn, ServiceMASTER Professional Home & Disaster Cleaning Services, Maria Gonzalez, CW Supplies, Francella Aguilar, Republic Services, Virginia Zuno, DoubleTree by Hilton Norwalk and Oscar Cairo, A Touch of Class.

AMBASSADORS CORNER – SUPPORTING OUR LOCAL ECONOMY

The Norwalk Chamber Ambassadors hosted another "Lunch Mob" in conjunction with their Ambassadors meeting at the Outback Restaurant here in Norwalk. Outback owner, Rob Cazares was pleasantly surprised when the group showed up as their doors opened for lunch. In addition to having the monthly meeting, the group also played a fun gift exchange game while reading "The Night Before Christmas." The Ambassadors support Norwalk Chamber members through attending events, ribbon cuttings and serving as the "good will" arm of the Chamber. Interested in getting more involved in the Chamber? Check out the Ambassadors as a way to start that process! Contact the Norwalk Chamber office if you would like more information about becoming an Ambassador.



Norwalk Chamber Ambassadors and Board of Directors enjoy lunch and a gift exchange at the Outback Restaurant. Pictured from left to right are guests Holly Noble, Mary Kay, Del Lindgren, Home Town Realty, Past President Lynda Fisher, Walmart, Chamber President Toni Grijalva, Cerritos College, Larry Lee, SELACO WIB, Norwalk City Councilmember Cheri Kelley, Virginia Zuno, DoubleTree Hotel of Norwalk, Vivian Hansen, Gordon Stefenhagen, Norwalk Realty, Chamber Vice President Karla Butler, Thompson Bookkeeping, Chamber Secretary and Outback owner Rob Cazares, Sue Arthur, Cerritos Chamber, Joan Shepperd, Duckett Wilson, Lourdes Chavez, Illusion Bridal, and Tatiana Kidd of Duckett Wilson.

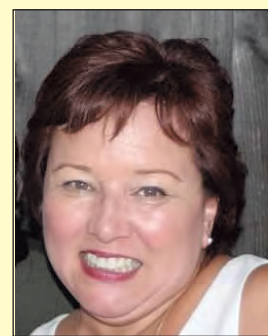
QUARTERMANIA COMES TO VISIT THE NORWALK CHAMBER

Saturday, December 7th is remembered around our county as Pearl Harbor Day, the anniversary of when the Japanese attacked Hawaii, pulling the United States into World War II. For the Norwalk Chamber, December 7th was also our Quartermania FUNdraising event. Chamber members, community guests and vendors came together to spend an afternoon vying for numerous prizes, feasting on an Italian lunch and doing some early Christmas gift shopping! Quartermania is a fun game combining quarters, bingo and silent auction where you can win great gifts for only a few quarters. We also held our "Barrel O'Holiday Cheer" raffle, where the winner received a wheelbarrow of cheer to celebrate the holidays with. Thank you to all of our Norwalk Chamber Board of Directors for contributing to this raffle! The Norwalk Chamber hosts different fundraising events throughout the year, to bring together members for networking and to support the Chambers endeavors in the business community. Funds raised help the Chamber continue to offer valuable resources to the Norwalk Businesses. Visit us at www.norwalkchamber.com to find out about upcoming events and networking opportunities in the future!



Norwalk Chamber President, Toni Grijalva pictured with the "Barrel O'Holiday Cheer" winner Lisa Spilsbury

MESSAGE FROM THE PRESIDENT



As Norwalk Chamber celebrates 90 years of serving the business community in the City of Norwalk, I want to assure you that Norwalk Chamber is devoted to being the ultimate business resource for our members. Whether through networking, promotion or advocacy, we are committed to helping your business and our community thrive in Norwalk. I encourage you to become an active chamber member and take advantage of all that Norwalk Chamber has to offer.

Our **Women in Business Holiday Boutique** on December 4th at Lakewood Country Club provided an excellent opportunity to network with other local businesses and do a little Holiday shopping.

This was a joint chamber event with the Greater Lakewood Chamber. For more information about the **Women in Business Council** or to find out more about upcoming Women in Business events, contact Christina Jones at Christina.Jones@hubinternational.com or at 714.739.3177, Ext. 204.

Our final fundraising event for 2013 - **QuarterMania** was on December 7th. Though we had a little rain that day, it didn't dampen the mood as over 80 people enjoyed this fast-paced, fun-filled event. Attendees had a chance to win many valuable prizes and get some more Holiday shopping done. We hope to hold another QuarterMania next Holiday Season!

We had a great time at our **Norwalk Chamber of Commerce Office Holiday Mixer and Open House on Thursday, December 19!** Many chamber members joined us as we celebrated the Holiday Season. Our Ugliest Holiday Sweater Contest was a big hit! And we welcomed two of our newest Norwalk Chamber members, **Fit Nation Gym** and **Infinity Insurance Read Conmigo**, presenting them with their membership plaques.

Please join us on **January 23** for our next **Networking Breakfast at DoubleTree Norwalk**. For more information or to register for this event, please go to our website at: www.NorwalkChamber.com or contact our chamber office at 562.864.7785. I hope to see you there!

We are excited to be partnering with the City of Norwalk and the Small Business Development Council (SBDC) to provide vital information and workshops to help your business succeed in today's economy. Please check our Norwalk Chamber website for more information on upcoming workshops.

On behalf of my Norwalk Chamber Board of Directors and Ambassadors, I want to wish you Happy New Year! We appreciate your chamber membership and hope that the New Year will bring you every happiness and success!

Sincerely,

Toni Grijalva
2013-14 President
Norwalk Chamber of Commerce

Norwalk Chamber of Commerce
12040 Foster Road, Norwalk, CA 90650

PRSR STD
U.S. POSTAGE
PAID
Permit No. 55
Norwalk, CA

NORWALK CHAMBER BUSINESS CONNECTIONS (NCBC) is the Official Publication of the Norwalk Chamber of Commerce.

Norwalk Chamber of Commerce

12040 Foster Road,
Norwalk, CA 90650
Phone: 562.864.7785
FAX: 562.864.8539
Monday - Friday 9am - 5pm
www.norwalkchamber.com
info@norwalkchamber.com

Facebook:
http://on.fb.me/oB5EUM

**EXECUTIVE DIRECTOR
EDITOR, NCBC
VIVIAN HANSEN**

**MEMBERSHIP SERVICES
DIRECTOR
CAREN SPILSBURY**

EXECUTIVE BOARD

**PRESIDENT
TONI GRIJALVA**
Cerritos College

**PRESIDENT ELECT
MICHAEL BATORY**
*Walgreens
Special Events Co-Chair*

**VP FINANCE
KARLA BUTLER**
Thompson Bookkeeping

**VP COMMUNICATIONS/
SECRETARY
ROB CAZARES**
Outback Steakhouse

**PAST PRESIDENT
LYNDA FISHER**
Walmart

**BOARD OF DIRECTORS
FRANCELLA AGUILAR**
Republic Services

ADRIANA APODACA
Keller Williams

JOSEPH DERTHICK
AFLAC

CHRISTINE CONSUNJI-CHEN
DoubleTree Hotel by Hilton - Norwalk

JULIA EMERSON
*Southern California Gas Co.
Legislative Co-Chair*

RICHARD FIERRO
CR & R, Inc.

CHRISTINA VICENCIA JONES
Vicencia & Buckley Insurance Services

RICHARD LeGASPI
TNT Fireworks

GARY MURPHY
Norwalk Florist/Flowers by Alan

DR. RUTH PEREZ
Norwalk-La Mirada Unified School District

TRACY POLLEY
Kelco Sales • Legislative Co-Chair

GORDON STEFENHAGEN
Norwalk Realty

VICKIE YAHN
ServiceMaster Professional Disaster Services

• • •

**CITY COUNCIL LIAISON
MAYOR LUIGI VERNOLA**

NEW AND RENEWING MEMBERS

New Members

Infinity Insurance Read Conmigo
Laura Saenz
13340 183rd Street #100
Cerritos CA 90703
562-274-4103
http://bit.ly/1bR1RNd

Fit Nation Gym
Junior, Art & Sam
13227 San Antonio Dr.
Norwalk CA 90650

**Please call Caren Spilsbury
for more information
on how to become a
Norwalk Chamber Member!
(562) 864-7785**

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.

**38 Years
C R & R**
Dan Stephanian
562-944-4716

PDQ Rental
Dennis Turner
562-944-3206

**27 Years
Little Lake City School District**
Dr. Phillip Perez
562-868-8241

**23 Years
St. John of God Church**
Pastor Edward J Dober
562-406-3927

**13 Years
Rotary Club of Norwalk**
President
562-868-0610

**9 Years
CJ Foods**
Dahoon Kang
323-278-5228

**3 Years
Starbucks Coffee**
Josh Lopez
562-807-3715

MEMBER TO MEMBER DISCOUNTS

The Member-to-Member Discount Program is a special Chamber program that encourages members to do business with fellow Chamber members. The program helps our members to save money and to increase their exposure. These businesses are offering discounts to Norwalk Chamber Members. Your current Chamber Membership Card must be presented when requesting the discount

BICYCLE SHOP/PARTS

PAT'S 605 CYCLERY
Ron Patterson
12310 Studebaker Road, Norwalk
(562) 864-0740
10% of all products. Show Chamber Membership Card for Discount.

FLORIST

NORWALK FLORIST
Gary Murphy
11947 Firestone Blvd, Norwalk
(562) 863-4478
mynorwalkflorist@yahoo.com • www.floristnorwalk.com
15% off all phone or walk-in floral orders. (Excludes wire orders, Valentine's Day, Mother's Day and Christmas) 50% off wire fee. Discounts Cannot be used in addition to any other promotional offers.

LODGING

RED LION HOTEL
Manny Irizarry
1850 S. Harbor Blvd
Anaheim (714) 383-6185
\$79 Single-Double Occupancy + 17% Occupancy tax & \$1 CA Tourism Resort Fee. Includes 2 full breakfasts and Parking. Call: 1-800-733-5464 Pride Rate code: CM6

PAINT

DUNN EDWARDS PAINTS
Mark Campos
12125 Imperial Hwy, Unit B
Norwalk (562) 864-7162
(in Paddison Square - next to Applebee's)
A 40% discount on paint only. It's Simple - Just mention that you are a Norwalk Chamber Member

PRESCHOOL

WEE CARE MONTESSORI CENTER
Gamini Jayasinghe
11943 Rosecrans Ave.
Norwalk CA 90650
562-868-3443
5% discount off regular prices for Norwalk Chamber Members, must provide membership card

CAR SALES

BUDGET RENT-A-CAR
Phil Arey OR Craig Wicks
12541 Rosecrans Avenue, Norwalk
(562)407-2800
\$500 Gas Voucher with purchase of car. While supplies last.

HAIR SALON

THE CUTTING EDGE
Mariloly Martinez
10933 Firestone Blvd., Norwalk
(562)929-7696
15% off any service or product, must show Chamber membership card to receive discount.

OFFICE MACHINES

FIRST CLASS COPIERS
Isaac or Tammie
Downey (562) 928-5091
**10% off First Service Call
10% off 1st Supply Order**

PAYROLL SERVICES

PAY ADVANCE PAYROLL
Dean Harako
721 W. Whittier Blvd. Ste. O
La Habra (562) 697-7920
New Clients receive one month of Free Payroll Services.

SEWING & VACUUM SERVICES

NORWALK VACUUM & SEWING MACHINE - SALES & SERVICE
Bill Sanning
14529 S. Pioneer Blvd.
Norwalk (562) 864-7781
15% OFF on service for vacuum & sewing machines.

CLEANING SERVICES

MERRY MAIDS
Julie or Sandra
13923 San Antonio Drive, Norwalk
(562)929-6177
\$10 off your first 10 cleanings

HALL RENTAL

NORWALK MOOSE LODGE
Don Luepritz
11305 Imperial Hwy., S. Whittier
(562)864-6867
\$100 off Hall Rental + 1/2 off Yearly Membership - only \$30 Call for more details

OPTOMETRIST

Dr. PAUL S. CRISMON, O.D.
Jackie Garcia
13800 San Antonio Dr.
Norwalk (562)864-6535
15% off Eye Exam & Glasses

PLUMBING HVAC

NORWALK/LA MIRADA PLUMBING HEATING & AIR CONDITIONING
Teri Bazen
11661 Firestone Blvd
Norwalk (562) 868-7777
5% off all work

TIRE SERVICES

PRO TIRE & PREMIER TIRE
Rudy Garcia
16102 Pioneer Blvd
Norwalk (562) 404-8558
We Pay Your Sales Tax on Purchases

THINK CHAMBER MEMBERS FIRST

Think Chamber Members First - are you doing business with your fellow chamber members? Do you automatically call the Chamber for a member referral or look at the chamber website directory when looking for a referral for a friend? By supporting one another, we build value into becoming a chamber member.

We are looking for your personal stories and recommendations from times that you use and support your fellow chamber members. Do you have a story to share? Has there been a time when you called on another chamber member for their product or services and had a positive experience. Please share those stories with the Norwalk Chamber Staff. You may see your story featured in an upcoming chamber newsletter!



**BEST BUSINESS PRACTICES:
How to Defuse Customer Complaints**

When your small business is extra busy it can strain your customer service and lead to customer complaints. It's more important than ever to resolve complaints quickly before they go viral on social media. Here's how--

- Act fast. Stay on top of customer complaints, not only in person but also online and on social media. Put a Google Alert on your business name so you'll get instantly notified to mentions of your company. Also monitor your social media accounts and any review and ratings sites you use (such as Yelp!) extra-closely this time of year. When you see a complaint, reach out right away.

- Acknowledge the issue. Often, all complaining customers want is to vent their frustrations. However, often a business owner's instinct is to deny or downplay the problem. Instead, respond by recognizing the person's frustration: "I understand you're very upset at being on hold for so long. I am so sorry for that. How can we help you?"

- Empower your front-line workers. Employees may need extra leeway to resolve customer complaints without running to a manager every time a problem comes up. Set limits, such as a certain dollar amount, and allow them to do anything within that limit (such as discounting a purchase or shipping a product) to make a customer happy.

NORWALK CHAMBER OF COMMERCE WELCOMES NEW MEMBERS!

(L-R) Norwalk Chamber President Toni Grijalva, Cerritos College is presenting a new member plaque to Laura Saenz of Infinity Insurance; Norwalk Chamber President Toni Grijalva, Cerritos College, presents a new member plaque to Fit Nation Gym, Sam Tonikian, Art Regis and JR Villalobos

**Please call Caren Spilsbury
for more information
on how to become a
Norwalk Chamber Member!
(562) 864-7785**

MESSAGE FROM THE EXECUTIVE DIRECTOR



Recent Major Activities

- The Chamber worked with the California Chamber of Commerce and the Gateway Chamber alliance to prevent the increase in the minimum wage legislation signed by the governor. We wrote letters citing our opposition and the negative effect the increase would have for small businesses.
- We supported small business with our "Lunch Mobs" at Tutti Frutti, TNT Tacos and Tortas, Diana's, Frantone's, Royal Garden and Outback. We also promoted "Small Business Saturday" to urge the residents of our communities to support small businesses and merchants.
- The Norwalk Chamber was visible in the Norwalk Business Connections monthly newsletter, providing Best Business Practices, Labor Law Updates and updates on new State regulations that affect business.
- Chamber Members, Directors, Ambassadors and Staff recognized and celebrated the Grand Opening & Ribbon Cuttings at Talia's Coffee & Tea, Cerritos College Gymnasium and the Re-Grand opening of Norwalk True Value Hardware.
- We hosted an Affordable Care workshop for small businesses and a La County Health Department workshop for restaurants.
- We partnered with the Lakewood Chamber to form a Women In Business Council to support and mentor women.

As you know, all our Chamber Board of Directors and Ambassadors are volunteer positions and they each dedicate their time to promote the City of Norwalk, surrounding cities and our Chamber Members. We urge you to get yourself and others involved to further promote our businesses and the community. Our next event is our January 23, 2014 Networking Breakfast held at the DoubleTree Hotel. I hope to see all of you there.

-Vivian Hansen

AFFORDABLE CARE ACT INFORMATION

TOPIC: 10 Things to Know About the Affordable Care Act

The Affordable Care Act (ACA), also known as the **Patient Protection and Affordable Care Act** (PPACA) or Obamacare, officially rolled out October 1 with the launch of the Health Insurance Marketplace nationwide. As you navigate the new rules of health insurance, here are 10 things to know.

1. If you're self-employed with no employees, under the ACA you are considered an individual rather than an employer. Effective January 1, 2014 you must either buy health insurance that meets the minimum essential coverage standards, qualify for an exemption, or pay a fee called the individual shared responsibility payment. For 2014, that fee is 1 percent of your yearly income or \$95 per person per year, whichever is higher. Learn more at: <https://www.healthcare.gov/>

exemptions/

2. If you're self-employed and have individual insurance, you can either keep your current plan or shop for lower rates through the Health Insurance Marketplace. Small business owners who pay high rates or can't get insurance due to pre-existing conditions will be happy to know that under the ACA, they can't be denied or charged more for coverage. Visit www.healthcare.gov to learn more and compare plans in the Health Insurance Marketplace.

3. Self-employed people may be eligible for tax credit subsidies to help offset the cost of buying health insurance. Learn more about subsidies at the Kaiser Family Foundation website: <http://kff.org/interactive/subsidy-calculator/>.

4. If your business has fewer than 50 full-time or full-

time equivalent employees, you are not required to offer your employees insurance. (What's a full-time equivalent? Essentially, two half-time employees equal one full-time worker, so 100 employees who work 20 hours a week would be considered 50 full-time equivalents.) According to the U.S. Census Bureau, some 96 percent of small businesses in the U.S. have fewer than 50 employees and aren't required to offer health insurance.

5. If you have fewer than 25 full-time equivalent employees and offer them health insurance, you may qualify for the Small Business Health Care Tax Credit if your employees earn an average of \$50,000 a year or less and you pay at least 50 percent of their premium costs. Find out more at <http://kff.org/interactive/subsidy-calculator/>

6. If you have 50 or

more full-time equivalent employees, under the ACA you are considered a large business. Starting January 1, 2015, you will be required to offer health insurance or pay a penalty. You may also have to pay a penalty if the insurance you offer doesn't meet minimum standards. Learn more about the Employer Shared Responsibility payment at <https://www.healthcare.gov/what-is-the-employer-shared-responsibility-payment/>

7. If your company is covered by the Fair Labor Standards Act (FLSA), you must provide written notice to all employees (both full-time and part-time), and to all new hires going forward, informing them about the Health Insurance Marketplace. To see if your business is covered by the FLSA and get sample notification documents, visit

www.healthcare.gov.

8. If you have at least one employee besides yourself and your spouse, you can shop for insurance for your employees in The Small Business Health Marketplace rather than the individual marketplace. Currently, The SHOP is open to employers with 50 or fewer full-time equivalent employees; by January 1, 2016, The SHOP will be open to employers with 100 or fewer full-time equivalent employees. Learn more about The SHOP at: <https://www.healthcare.gov/how-can-i-get-ready-for-shop/>

9. Starting in 2014, small business health insurance tax credits will be available only through The SHOP. If you currently get or want to receive the tax credit, this is something to consider when choosing your business's insurance plan. More information can be found at: <https://www.healthcare.gov/will-i-qualify-for-small-business-health-care-tax-credits/>

gov/will-i-qualify-for-small-business-health-care-tax-credits/

10. The ACA has many ramifications for small businesses. Get help by talking with a licensed insurance agent or broker, consulting your accountant, visiting Healthcare.gov and talking to the experts at your nearest Small Business Development Center.

The SBDC is a group of successful small business owners helping fellow entrepreneurs start, grow, and sustain their business through low-cost workshops and free one-on-one consulting in business planning, finance, marketing, and various other specialty areas (Spanish speaking consultants available). To make an appointment call: (562) 938-5100, or email: sbdcinfo@lbcc.edu

State Tax Board Ends Business Deposit Program

The California Chamber of Commerce praised the California Board of Equalization (BOE) for their affirmative vote to scale back the automatic security deposit requirement.

If you were starting a new business, as part of the state's permitting process, California has required you to place a security deposit with the Board of Equalization. Depending on the size of your new business, the deposit could range from \$2,000 to \$50,000. The goal was to protect the state in case your business didn't pay sales tax. But business and taxpayer groups have called it yet another economic barrier in

California – and the Board of Equalization says the program has been losing its cost-effectiveness. California Board of Equalization board members have voted unanimously to eliminate the burdensome security requirements for new businesses. From now on, new businesses won't need to submit a deposit. And the state will begin returning deposits to existing businesses in February. The cash and other assets currently held by the board as part of this program total nearly \$300 million.

"This vote is a positive development that helps level the playing field for California's

small businesses," said Allan Zarembek, President and CEO of the California Chamber of Commerce. "These types of deposits are not typically required in other states. As with every requirement on employers, policy makers must weigh how it impacts competitiveness and how it can impede a company's ability to expand. The Board is to be congratulated for this common sense action."

The BOE will continue to request security deposits from accounts with a history of non-payment or those that comprise a high compliance risk.

MEMBERS IN THE NEWS



Reggie Berry, former NFL Player (San Diego Chargers), CEO of Goals For Life, www.goalsforlife.net, was among the honorees to receive the Touching Lives TV "People Helping People" award on December 5, 2013 at the Downey Theatre in Downey, CA. Reggie was honored as

one of the unsung heroes recognized for supporting the at-risk kids in the community. Other recipients included Grammy Award winning artist Smokey Robinson, actress Tippi Hedren, Downey's Mayor Mario Guerra and other dignitaries. It was an evening of celebration, music and appreciation of extraordinary people who have dedicated their lives to improving the lives of others.

Goals For Life a 501(c)(3) non-profit foundation, is an educational youth development program that teaches at-risk youth in underserved communities the skills and strategies that are necessary for success in life. Goals For Life sends

former NFL football players into schools to facilitate goal setting workshops with students who demonstrate maladaptive behaviors. Drawing on their personal experiences, the athletes speak of the enthusiasm, drive and determination that were primary factors in assisting them in achieving their goals. Goals For Life athlete/mentors teaches at-risk youth that what applies to the world of sports, also applies to education. The children discover first hand that qualities such as integrity, preparation, high self-esteem, perseverance and the confidence to succeed are a winning combination in all fields and endeavors.

LABOR LAW CORNER

'No Pets' Policy Must Not Include Bringing Service Animals on Premises

Question: We have a "No Pets" policy posted. Do I have to allow a customer to bring her dog into our store? Can I ask about the individual's disability? Can I ask for a training certificate as proof that the dog is trained?

The answer to that question depends on whether the dog is a pet or a service dog. If the dog is a pet then you may enforce a no pets policy. If the dog is a service animal, however, it is not a pet, but a working animal and you must allow the dog to accompany the individual with the disability on your premises.

Service Animals

Under the Americans with Disabilities Act (ADA), privately owned businesses that are open to the public may not discriminate against individuals with disabilities and they must allow individuals to bring service animals on the premises to assist them. Although state and local law may more broadly define what is a service animal, under the 2010 U.S. Department of Justice regulations, only dogs and miniature horses are recognized as service animals. Service animals are trained to do work or perform tasks that an individual with a disability cannot perform.

Examples may include the following:

- Alerting an individual who has a hearing impairment.
- Alerting and protecting an individual who is having a seizure.
- Calming an individual with post-traumatic stress

disorder during an anxiety attack.

- Guiding an individual who is blind or visually impaired.
- Pulling a wheelchair or picking up objects for an individual with mobility impairment.

Although supervising and controlling the dog is the responsibility of the individual with the disability, under the ADA, the dog must be harnessed, leashed or tethered, unless those devices would interfere with the service animal's work or the individual's disability prevents using these devices. If that is the case, the individual must maintain control over the dog through voice, signals or other effective controls.

If the dog displays vicious behavior that is a threat to the safety of other customers, such as growling or snarling, and the owner is not able to control the behavior, the dog may be removed from the premises. Fear of dogs or being allergic to dog dander are not reasons that would prevent the dog from being on the premises.

Verifying a Service Animal

Often the service animal will wear a special harness or vest, but that is not required. When it is not obvious what service the dog will provide, you may ask whether the dog is required because of a disability, and what work or task the dog has been trained to perform.

You may not ask about the individual's disability or require

medical documentation of a disability, or require a special identification card or training certificate for the dog.

In California, assistance dogs must have an identification tag verifying that the animal has been properly trained as a guide, signal or service dog. Tags may be applied for at the county clerk's office or at the animal control department.

Most assistance dogs do wear tags and are easily identifiable by a harness or vest. Because the federal law does not have these requirements, however, it is better not to focus on those aspects in deciding whether you need to accommodate a service dog on your premises.

In addition, assistance dogs in training also need to be allowed on the premises to accompany a trainer.

More Information

Different laws apply to employment-related issues and situations. For questions about service animals or other requirements of the ADA, you may call the CalChamber Helpline or the toll-free U.S. Department of Justice ADA Information Line at (800) 514-0301 (voice) or (800) 514-0383 (TTY).

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

OSHA's Top 10 Frequently Cited Safety Violations

What type of workplace safety measures does your workplace need to comply with federal and state laws? Without the proper measures in place, accidents can and will happen.

The federal Occupational Health and Safety Administration (OSHA) announced the top 10 most frequently cited violations for Fiscal Year 2013*:

1. Fall protection (construction)
2. Hazard communication standard (general industry)
3. Scaffolding, general requirements (construction)
4. Respiratory protection (general industry)
5. Electrical, wiring methods, components and equipment (general industry)
6. Powered industrial trucks (general industry)
7. Ladders (construction)
8. Control of hazardous energy (lockout/tagout) (general industry)
9. Electrical systems design, general requirements (general industry)
10. Machines, general requirements (general industry)

*Fiscal Year 2013 runs from October 1, 2012, through September 30, 2013

OSHA provides more detailed information on its Frequently Cited OSHA Standards site at: <https://www.osha.gov/pls/imis/citedstandard.html>. At that site, you can generate a report on the most frequently cited federal or state OSHA standards using your company's industrial classification code and the number of employees in your establishment.

States with their own safety and health plans, such as California, must set job safety and health standards that are "at least as effective as" comparable federal standards. The federal OSHA approves and monitors state plans. California's Occupational Safety and Health program is, in many respects, more stringent than federal OSHA requirements.

ASK THE EXPERT

California Employment Development Department

Tax Credits and Incentives - Resources to Save You Money

• Work Opportunity Tax Credit (WOTC)

Available to employers who hire individuals from certain targeted groups by offering them a federal income tax credit. The WOTC can reduce an employer's federal tax liability by up to \$9,600 per new hire.

• Empowerment Zone/Renewal Community Tax

Incentives

An incentive to retain or hire individuals who both live and work in an Empowerment Zone or a Renewal Community. Receive annual tax credits up to \$3,000 per qualified employee in an Empowerment Zone and up to \$1,500 in a Renewal Community.

• Disabled Access Credit
Helps small businesses cover the cost of making their businesses accessible to persons with disabilities. The

maximum amount of the credit is \$5,000.

• Architectural and Transportation Tax Deduction
Businesses may take an annual deduction of up to \$15,000 for expenses incurred to remove architectural and transportation barriers to persons with disabilities and the elderly.

Find out more about these programs at: http://www.edd.ca.gov/Jobs_and_Training/Tax_Credits_Incentives.htm

www.NorwalkChamber.com

LUNCH MOB PHOTOS FROM OUTBACK



Norwalk Chamber President Toni Grijalva, Cerritos College with Larry Lee of SELACO WIB at the Ambassador Holiday Luncheon.



Enjoying the gift exchange at the Norwalk Chamber Ambassadors Holiday Luncheon are Tatiana Kidd, Duckett Wilson, Christine Consunji-Chen, Norwalk Doubletree Hotel, Joan Sheppard, Duckett Wilson, Chamber Executive Director Vivian Hansen, Virginia Zuno, DoubleTree Hotel, Lourdes Chavez, Illusion Bridal, Chamber President, Toni Grijalva, Cerritos College and Sue Arthur, Cerritos Chamber.



Norwalk Chamber members and Ambassadors attending the Holiday Luncheon at the Outback Restaurant: Lourdes Chavez, Illusion Bridal, Marilee Stefenhagen, Soroptimist Club of Norwalk, Sue Arthur, Cerritos Chamber and Virginia Zuno, DoubleTree Hotel of Norwalk.

Holiday Mixer



Norwalk Chamber Members attend the annual Holiday Mixer: Sue Arthur, Cerritos Chamber, Larry Lee, SELACO WIB, Richard Fierro CR & R, and Karla Butler, Thompson Bookkeeping.



The Norwalk Chamber office is filled with members and guests celebrating the holidays and networking.



Alma and John enjoying some Holiday Cheer

President Toni Grijalva, Cerritos College pictured with Past President Sue Arthur



Seen at the Scene are Joe Derthick, AFLAC, JR Villalobos, Fit Nation Gym, Mike Pettit, Pettit Insurance Services, Norwalk Chamber Executive Director and Art Regis and Sam Tonikian of Fit Nation Gym.



Christina Jones of Vicencia & Buckley, HUB International and Maria Gonzalez of CW Supplies getting ready for the mixer to start.



Participants in the "ugliest" sweater competition: Sue Arthur, Cerritos Chamber, Karla Butler, Thompson Bookkeeping, DJ Oscar Cairo, Marilee Stefenhagen, Norwalk Soroptimist Club, Richard Sneed, Norwalk Records and Maria Gonzalez, CW Supplies.



Bob Arthur, Cerritos College Board of Trustees and his wife Sue Arthur, a Past President of the Norwalk Chamber drop in to visit!



Chamber Board Member Gordon Stefenhagen, Norwalk Realty, with his wife, Marilee Stefenhagen of the Norwalk Soroptimist



Drawing the winning raffle tickets are Karla Butler, Thompson Bookkeeping, Richard Fierro, CR & R and Richard Sneed, Norwalk Records, while DJ Oscar Cairo entertains with music!

Winners of the "ugliest" sweater contest: Richard Sneed, Norwalk Records and Past Chamber President Sue Arthur



Alma and Toni are "decorating" Richard Sneed for the Ugly Sweater contest



Norwalk Chamber President Toni Grijalva with Cerritos College Trustee Bob Arthur



Maria Gonzales, CW Supplies, Mary Jane McIntosh, Churchill Composites and Chamber Vice President Karla Butler of Thompson Bookkeeping are enjoying the festivities!



Mixing it up at the Holiday Mixer, our most recent Norwalk Chamber Members pictured with our 50 year Norwalk Chamber member! Fit Nation Gym owners are networking with CW Supplies, Norwalk La Mirada Plumbing, Heating & AC and Cerritos College! Pictured left to right are: JR Villalobos, Maria Gonzalez, Teri Bazen, Bob Arthur, Sam Tonikian and Art Regis.



Busy selling lottery tree tickets are Norwalk Chamber Board Members Vickie Yahn, ServiceMASTER Professional, Christina Jones, Vicencia & Buckley, a division of HUB International and Karla Butler, Thompson Bookkeeping.



Norwalk Chamber President Toni Grijalva, Cerritos College is presenting a new member plaque to Laura Saenz of Infinity Insurance.

St. Lic. #271767

NORWALK/LA MIRADA
Plumbing
Heating & Air Conditioning

11661 Firestone Blvd. • Norwalk
(562) 868-7777 don@laplumber.com

\$20 OFF WITH THIS AD!

Advertise Your Business

As Low As **\$31** Per Month (Min. Print 12x)

Norwalk Chamber BUSINESS Connections

Call **Dorothy** (562) 904-3668

- ◆ Norwalk Chamber Members Only
- ◆ Direct Mail to All Members
- ◆ 22,000 Distribution

"Know what to do with your W-2? **Alba** do!"

Alba Rapid Tax & Services Since 1964

Serving Norwalk Over 45 Years! Low Preparation Fees Best of Norwalk 2012

www.AlbaRapidTax.com
562-868-3518 | 562-868-9511
15700 S. Pioneer Bl - Norwalk

AUTHORIZED IRS e-file PROVIDER

FIRST CLASS COPIERS

562.928.5091
www.FirstClassCopier.com

Multi-Function Copiers ★ Sales ★ Service ★ Supplies ★ Leasing

Isaac & Tammie Buckroff, Owners
ClassCopiers@hotmail.com

AMERICARE WEST
HOME HEALTH SERVICES

- Skilled Nursing
- Physical Therapy
- Home Health Aide
- Speech Therapy
- Occupational Therapy
- Social Services

12440 Firestone Blvd., Suite 310 Norwalk, CA 90650
Tel: (562) 466-1822 Fax: (800) 865-6724
WWW.AMERICAREWEST.COM