

Norwalk Chamber of Commerce

Serving and Supporting the Business Community Since 1923

2013

TASTE OF NORWALK & COMMUNITY FAIR

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- ADMISSION
- RESTAURANT SAMPLES
- HEALTH SCREENING
- GIVEAWAYS

Thursday / October 17th

Norwalk DoubleTree Hotel

4:00 pm - 7:00 pm

NORWALK CHAMBER NETWORKING LUNCHEON



Norwalk Chamber President Toni Grijalva, Cerritos College, Matt Hifai, Café n' Stuff, Downey Chamber President Patty Kotze, Diversified Risk Management Inc. Roberta Carlos of Café n' Stuff.

The Norwalk Chamber of Commerce held its networking luncheon as a joint Chamber adventure with the Downey Chamber of Commerce on Thursday, September 26th, at Café n' Stuff Restaurant in Downey. Café n' Stuff is a member of both Chambers so it was a perfect venue for the event. Chamber members mixed and mingled before sitting down to an excellent lunch. While giving self introductions, attendees were encouraged to offer information on what kind of services they provided at their business. From tax and accounting to selling cars and everything in between, it was great to hear from each person exactly what service or product their business provided. During lunch, the group was privileged to hear from guest speaker, Bruce Sparks of the Small Business Development Center. Bruce's topic was Marketing Strategies for Today's businesses. Bruce has an extensive background in business planning, marketing and advertising and has previously owned a number of successful businesses. Sharing some great pieces of advice with the Chamber members, he was able to offer something for everyone. Whether it was "Building your Brand, Knowing Your Competition, or Marketing on a Limited Budget, Bruce really hit home with ideas to support small businesses and how to get ahead of the competition. The Small Business Development Center, located in Long



Norwalk Chamber members enjoying lunch and the workshop. Larry Lee, SELACO WIB, Past President Lynda Fisher, Walmart and Vice President Karla Butler, Thompson & Associates.



Guest Speaker Bruce Sparks, Long Beach Small Business Development Center, with Gail Hill of Shakey's Pizza Restaurant.

Beach, offers support and services to everyone. If you have a need for specialized support in business planning, marketing, legal information or finance, contact them at 562-938-5100 to set up your appointment. Their services are either free or very low cost

The Norwalk Chamber Ambassadors held their monthly meeting and "Lunch Mob" at Diana's Restaurant located at 16330 Pioneer Blvd. in Norwalk. Diana's is famous for their wonderful Mexican Cuisine and also their tortillas, which they produce locally at their tortilla factories. The family business was founded in 1969 and has grown to include restaurants, factories and stores. Their products are sold both locally and internationally or you can visit their store here in Norwalk to purchase your tortillas! Meeting at Diana's, Ambassadors tasted everything from Tortilla Soup to Tacos and the food was delicious.

The Norwalk Chamber Ambassadors are being led this year by Co-Chair Lynda Fisher who provided a plan of action for this year's Ambassador Team. From supporting local businesses through business visits, ribbon cuttings and networking events to holding monthly "Lunch Mobs" at our Norwalk Chamber restaurants, the Ambassadors have a busy year planned. Keep your eyes on the Ambassador's Corner in our monthly newsletter, where you will meet a new Norwalk Chamber Ambassador each



Roberta Carlos of Café n' Stuff with Holly Noble of Mary Kay Cosmetics.

and they even provide one on one professional business counseling at no charge.

Keep your eyes open for the next great networking adventure being planned for you by your Norwalk Chamber of Commerce!

AMBASSADOR'S LUNCH MOB DIANA'S RESTAURANT



Ambassadors Craig Wicks, Budget Car Sales, Richard Sneed, Norwalk Records, Ambassador Chair Lynda Fisher, Walmart, Chamber President Toni Grijalva, Cerritos College, Ambassador and Chamber Vice President Karla Butler, Thompson & Associates and Chamber Board Member Rafael Garcia, Republic Services.

This month, meet Norwalk Chamber Ambassador Karla Butler. Karla is the owner of Thompson & Associates, who provide bookkeeping and tax preparation services here in Norwalk. Karla has been a member of the Norwalk Chamber since 2002 and additionally serves on the Board of Directors as the Vice

President of Finance. Karla has a love for animals, especially her cats and dogs, camping and her family. She is an avid supporter of the Norwalk Chamber and sponsors many of the Chambers activities. Her office is located on Historic Front Street here in Norwalk. If you are in need of any bookkeeping or tax related services, contact Thompson &

Associates at 562-868-2231. Interested in joining the Ambassadors? Attend the next "Lunch Mob" on October 10th, at TNT Tortas & Tacos located at 11042 Rosecrans Ave. here in Norwalk. We will meet outside at 11:45am and go in as a group to visit this member!

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 Luncheon** is on **October 9** from **11:30am to 1pm** at **Lakewood Country Club**. For more information about the Women in Business Council or to register for the Women in Business Luncheon, contact Christina Jones at Christina.Jones@hubinternational.com or at 714.739.3177, Ext. 204.

Please join us for our **Norwalk Chamber Business Expo, "90 Years of Serving Norwalk, Yesterday, Today and Tomorrow"** on **Thursday, October 17** from **4-7pm** at **DoubleTree Norwalk**. Sponsorships and Exhibitor Tables are still available! To register for this event or for more information, please go to our website at: www.NorwalkChamber.com or contact our chamber office at 562.864.7785. **Admission is FREE!** You won't want to miss this opportunity to network with other Norwalk Chamber businesses and our community!

Also on our calendar for the month of October is a **FREE Energy Workshop** featuring Southern California Edison, Southern California Gas Company, Golden State Water and Republic Services. Learn about Rebates and Incentives, Smart Recycling, Rate Updates, The Advanced Meter Project and Water Use Efficiency for your business. This **FREE Energy Workshop** on **October 22** from **9-11am** will be held at the **Norwalk Arts & Sports Complex, Sproul Room** and is sponsored by the City of Norwalk and Norwalk Chamber. To register or for more information contact Norwalk Chamber at 562.864.7785 or by email at info@norwalkchamber.com.

On behalf of my Norwalk Chamber Board of Directors, I want to thank you for your chamber membership. We look forward to serving you, your business and our community in the coming months.

Sincerely,

Toni Grijalva
2013-14 President
Norwalk Chamber of Commerce

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

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Norwalk Chamber of Commerce

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info@norwalkchamber.com
Facebook:
http://on.fb.me/oB5EUM

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Norwalk Realty

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**CITY COUNCIL LIASION
MAYOR LUIGI VERNOLA**

NEW AND RENEWING MEMBERS

New Members

TNT Tortas & Tacos
Israel Gomez
11042 Rosecrans Ave
Norwalk CA 90650
562-868-6968
www.tortasandtacos.net

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
Wells Fargo Bank
Kathy Hernandez
562-406-7220

27 Years
Janie Ladao
Employment Development Department
562-929-9107

26 Years
Norwalk Lions Club
President
562-929-5765

24 Years
Community Family Guidance Center
Richard Murase
562-924-5526

21 Years
Helpline Youth Counseling
Jeff Farbor
562-864-3722

19 Years
American Cancer Society
Rosie Rivas
562-437-0793

18 Years
Golden Trowel Norwalk Masonic Lodge #273
Mike Winford
562-863-9101

Renewing Members

16 Years
Norwalk Dental Associates
Christine Nguyen
562-863-7253

14 Years
Camino Federal Credit Union
Frank Arealo
562-293-1500

12 Years
F.O.C.I.S.
Reggie Bowie
562-807-6464

10 Years
Kelco Sales
Tracy Polley
562-868-9861

9 Years
Bernabe Community Center
Brad Reed
562-863-1899

7 Years
State Farm Insurance
Beth Bettger
562-496-1000

Applebee's Neighborhood Bar & Grill
Joe Herrera
562-863-0798

6 Years
Norwalk Community Coordinating Council
President Gordon Stefenhagen
562-400-8188

3 Years
The Downey Patriot
Jennifer DeKay
562-904-3668
jennifer@thedowneypatriot.com



New Member Amy Solares, of ANA Insurance Services receives her membership plaque from Chamber President Toni Grijalva, Cerritos College.



Marilee Stefenhagen of the Norwalk Soroptimist Club receives their renewal plaque from Chamber President Toni Grijalva, Cerritos College



Craig Wicks of Budget Car Sales received renewal plaque from President Toni Grijalva, Cerritos College

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
Gami 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.

AWARDS & TROPHIES

WEST GROVE TROPHIES
Esmeralda Gallardo
15602 Graystone Avenue, Norwalk
(562) 650-0838
10% off first order. 15% off for schools & churches. On orders of \$100 & up.

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

Visit Us Online at

www.NorwalkChamber.com

Southern California Gas Company Advanced Meter Installation Project Continues in Norwalk

Norwalk businesses and residents have been seeing the installation of natural gas meter upgrades with the advanced meter communication device over the past several months. Advanced meters will enable you to have access to your hourly natural gas usage information on a next-day basis through My Account at socalgas.com, which can help you to better manage your gas use, save money and reduce your impact on the environment.

- BENEFITS OF ADVANCED METERS**
- **Save Energy and Save Money:** With the advanced meter, you will have access to more detailed information and analysis tools to help you better understand how you're using gas and where you could potential save.
 - **More Privacy:** You can enjoy more privacy and/or security since a meter reader will no longer need to access the gas meter each month. Customers who, in

the past, had to provide SoCalGas with a key to their gates, leave latches unlocked, or confine their dogs to give us access to the meter each month, now will only need to provide entry for periodic maintenance.

- **Help the Environment:** When you conserve energy, you're helping the environment by reducing CO2 emissions. Since meters will be read automatically, we'll also be helping the environment by reducing vehicle

traffic, pollution and greenhouse gas emissions by removing about 1,000 vehicles, currently used to read meters. After complete installation of approximately six million meters, we anticipate that the advanced metering technology will help improve air quality by reducing approximately 140,000 tons of CO2 emissions each year. These estimates are based on anticipated decreased customer gas use and fewer SoCalGas vehicles on the road.

- **Enabling Future Technology:** Advanced meters and the network used to transmit advanced meter information, can help enable technology advancements to make it even easier for you to view and manage your energy use. For example, in the future you may be able to sign up for email or text alerts, or view your gas usage information via a smart phone application
- **Cost Efficiencies:** The financial benefits of advanced meters

exceed the cost. SoCalGas estimates that about 85% of the system costs will be offset by operational savings, and the remaining 15% of the system costs will be offset through energy conservation.

More detailed information is available on the Norwalk Chamber website at www.norwalkchamber.com

AFFORDABLE CARE ACT INFORMATION

On March 23, 2010, President Obama signed comprehensive health reform, the Affordable Care Act (ACA), into law. Over the next several months Vicencia & Buckley will be breaking down and exploring the various topics of the Affordable Care Act to help you better understand this new law for yourself, your family and your business. Along with our topic of the month we will be featuring recently asked questions by our clients. We encourage you to send us your questions or ideas for topics you would like more information on

TOPIC: ERISA Compliance

What is ERISA? – The Employee Retirement Income Security Act of 1974 (ERISA) is

a federal law that sets uniform minimum standards to ensure that employee retirement and benefit plans established by private employers are maintained in a fair and financially sound manner. While ERISA doesn't require that employers or unions offer any retirement or benefit plan, it does require that those who do establish plans meet certain standards.

Does our company have to comply with ERISA? – All employers are subject to ERISA compliance regardless of size and corporate structure (sole proprietor, S corp, etc) and most non-profit organizations regardless of size [including 501(c)3] are also subject to compliance. Here is a list of the

exempt organizations:

- Federal, state, or local government plans, including plans of certain international organizations.
- Certain church or church association plans.
- Plans maintained solely to comply with state workers' compensation, unemployment compensation or disability insurance laws.
- Plans maintained outside the United States primarily for non-resident aliens.
- Unfunded excess benefit plans - plans maintained solely to provide benefits or contributions

in excess of those allowable for tax-qualified plans.

Our company doesn't have a pension plan; do we still have to comply? – Along with pension plans, ERISA applies to health benefit plans, which includes health reimbursement arrangements (HRAs), flexible spending accounts (FSAs), dental and vision plans, along with many other types of coverages. ERISA also applies to defined benefit plans, such as 401(k)s.

Doesn't our master contract or Summary Plan Description that we receive from our carrier satisfy ERISA compliance? – Unfortunately ERISA requires specific language, notices and other documentation that is not provided by the insurance carrier. Therefore, relying on these documents would not satisfy an

ERISA inspection.

If I don't comply with ERISA, what happens? – The Department of Labor performs audits at random on employers. If an employer is found to not be in compliance they can be financially penalized. Penalties are assessed on a case by case basis.

How do I comply with ERISA? – The recommended solution for employers to fulfill the ERISA compliance requirements is to obtain a wrap document that bundles all requirements into one plan. Notification of the availability of the ERISA wrap plan then needs to be communicated to your employees. One way to do this is to insert notification into your employee handbook. Due to the comprehensive nature of the wrap plans, we

recommend obtaining assistance from a third party who can gather and implement an ERISA compliance wrap product and can also provide audit guarantee and other professional customer service. Vicencia & Buckley can assist you in this partnership and guide you through this process.

Stay Tuned Next Month: Covered California – The California Health Exchange

This update is provided by Vicencia & Buckley in order to review the latest developments in health care reform. This update is designed to provide accurate and informative information and should not be considered tax or legal advice. © 2013 Vicencia & Buckley. All rights reserved.

Christina Vicencia Jones, CPCU Vice President, Vicencia & Buckley Insurance Services, Inc. (714) 739-3177 ext. 204

KILLER WORDS OF CUSTOMER SERVICE

by Nancy Friedman, The Telephone Doctor

A recent Telephone Doctor survey revealed these common sayings to be Killer Words of Customer Service. These Killer Words will distract your customers and potential customers away from the real point of your conversation.

So best we eliminate them from our routine. It's not easy to do. If it were easy to do, everyone would be doing it...and we know everyone isn't doing it.

Remove these Killer Words from your vocabulary and watch your customer interactions improve.

1. "It's not our policy." - Ouch! Okay, okay, most every company

has policies and it's something we need to deal with on a daily basis I'm sure. What we realized was it's not necessarily the policy that's frustrating, it's blurting out first and foremost, "It's not our policy" or in some cases it's "their" policy. The policy needs to be rephrased so that it starts off in a more positive way. We like to say "rejecting gently." And rephrasing policies are a good way to explain what's not gonna happen.

Next time you find yourself saying, "That's not our (their) policy." Stop. Regroup and reword. Buffer it with, "Let me see what we can do. Normally the policy of that company doesn't allow last minute changes. (The request MUST be stated so the customer

hears that you're going to go to bat for them.) However, we can sure tackle this."

What happens here is sometimes when we go back on behalf of the client, it works. And then sometimes it doesn't. But at least we double checked. And we didn't just slough it off with, "I'm sorry. It's not our/their policy."

2. "Our computers are so slow." - Big excuse. Everyone's computer runs slow every once in a while. When you complain about your computer it's as though, you're complaining about your company. That's how it's perceived. And perception is reality. Take the time to say, "This might take a bit longer than I'd like it to. Tell me about..."

and then ask a benign question that will take time and let the customer talk.

While most people do understand slow computers, they don't like it. It kills the conversation.

3. "Calm Down." - Oh man does that make the hair on the back of their neck stand up. In any movie or TV show I've watched lately when someone is told to "calm down," the next words are, "Don't you tell me to calm down." Bill O'Reilly said that to a guest the other night. And the guest slammed back at him "don't you tell me to calm down."

There are times when the client may need to vent. Your job is to listen and come in at the appropriate time with sympathetic and empathetic wording. Instructions on how to

handle something is one of the last things they need. Get rid of "calm down."

4. "No Problem." - And they're thinking, "When was I a problem?" Believe we can thank the 'islands' for this one. When we take a cruise and ask for anything, what's the first thing the waiter says? Right, "no problem."

Well on the cruise it may be ok; however, back home it should be "you're welcome," "my pleasure," "happy to help," and a host of other ways to let the customer know you're glad to do that.

No problem appears to be a big problem with your customers. Lose it. It kills the conversation.

5. "Yes, but..." - Hmm what's wrong with that? We all say it. Well, what's wrong with that is the minute we say "yes, but," the client knows something negative

is coming.

If you have ever said, "I love you so much, but..." There's a condition coming, isn't there? Here's one way to change that: "Yes, we can do that. There is, however, a \$50 additional fee." Doesn't that sound better than, "Yes but...?"

Most people have phrases and pet peeves which aggravate them. Keep a list of your killer words (along with ours) and make an effort to avoid them.

#

Nancy Friedman, president of Telephone Doctor, is a featured speaker at association, franchise, and corporate meetings. For a Demo & packet on Nancy, please email Donna.Bryan@telephonedoctor.com or call 314.291.1012.

MEMBERS IN THE NEWS

Americare West Home Health Services Awarded

Community Health Accreditation Program, Inc., (CHAP) announced that Americare West Home Health Services has been awarded CHAP accreditation under the CHAP Home Health Standards of Excellence. This is the seventh year CHAP accreditation has been awarded to Americare West Home Health Services. CHAP accreditation demonstrates that Americare West Home Health Services meets the industry's highest nationally recognized standards. Rigorous evaluation by CHAP focuses on structures and function, quality of services and products, human and financial resources, and long term viability. Through CHAP accreditation, Americare West Home Health Services is also certified as a Medicare provider. "We are very pleased that Americare West Home Health Services chose CHAP accreditation," said Michael S. Grogan, Senior Vice President of Business Development. "Voluntarily selecting to achieve CHAP accreditation and meeting our high standards of excellence demonstrates Americare West Home Health Services' commitment to quality." CHAP is delighted to work with their entire team through the ongoing process of quality improvement." Americare West Home Health Services provides a variety of home health services to patients and their families in Los Angeles and Orange Counties. CHAP is

an independent, not-for-profit, accrediting body for community-based health care organizations. Created in 1965, CHAP was the first to recognize the need and value for accreditation in community-based care. CHAP is the oldest national, community-based accrediting body with more than 5000 agencies currently accredited nationwide.

Through "deeming authority" granted by the Centers for Medicare and Medicaid Services (CMS), CHAP has the regulatory authority to survey agencies providing home health, hospice, and home medical equipment services, to determine if they meet the Medicare Conditions of Participation and CMS Quality Standards. CHAP's purpose is to define and advance the highest standards of community-based care. For more information about the CHAP accreditation process, please visit the CHAP Web site at www.chapinc.org.

For additional information on CHAP, please contact Michael Grogan, Senior Vice President of Business Development, at (202) 862-3413 or mgrogan@chapinc.org. For additional information, contact Americare West Home Health Services at (562) 466-1822 or check their web site at www.americarewest.com.

LABOR LAW CORNER

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

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.

"How Businesses Can Save and Reduce"

Free Workshop for Norwalk Businesses & Chamber Members

Tuesday, October 22nd, 2013
9:00am to 11:00am

Norwalk Arts & Sports Complex, Sproul Room
13200 Clarkdale Ave. Norwalk CA 90650



Learn About:

- Rebates & Incentives
- Smart Recycling Rate Updates
- Advanced Meter Project
- Smart Meter Applications
- Water use Efficiency



Courtesy of:

Norwalk Chamber of Commerce
City of Norwalk
Southern California Edison
Southern California Gas Company
Golden State Water
Republic Services

Pre-registration is suggested due to limited seating:

Name: _____ Phone: _____

Company: _____ Number attending: _____

Email: _____ Fax Number: _____

For More Information or Reservations contact the Norwalk Chamber at: 562-864-7785 or by email at info@norwalkchamber.com

CELEBRATE THE HOLIDAYS WITH GREAT DISCOUNTS

- Knott's Scary Farm Haunt
- Universal Studios
- Golf n' Stuff

Medieval Times Dinner & Tournament

**Call for Ticket Prices
(562) 864-7785**

MEMBER SPOTLIGHT

“Support the Businesses that Support Economic Growth”



Capistrano Gardens... Nestled in the heart of Norwalk, Capistrano Gardens is a beautiful gated community where contemporary apartment living meets a modern lifestyle! Centrally located near all of Norwalk's best dining and local hot spots, life at Capistrano Gardens never gets dull! Capistrano Gardens is just a few minutes from the Cerritos Performing Arts Center, the Norwalk Civic Center, Biola University, Cora Hargitt Middle School Academy, and John Glenn High School. You will find all the comfort, charm, and conveniences of home at Capistrano Gardens. Enjoy a full work-out in our state-of-the-art fitness center which features cardiovascular machines and weight lifting equipment. Soak up the sun on our beautiful deck. Take a dip in one of our sparkling pools, relax in our soothing spa or entertain your friends in the outdoor barbeque area. We invite you to tour our contemporary community today. Our leasing professionals welcome the opportunity to show you a charming home that is sure to fit your needs! Visit their website at <http://www.capistranogardens.com/> to find our more information about living in this beautiful community.



Helpline Youth Counseling ... Founded in 1967 by a group of parents concerned about rising levels of juvenile delinquency, drug and alcohol use, gang affiliation, violence and child abuse, Helpline Youth Counseling (HYC) was incorporated in 1971 with a primary purpose of providing counseling and assistance to at-risk, low income children, youth and their families. Since its inception, HYC has been eliminating barriers and creating opportunities for its clients. Through its comprehensive and holistic array of programs, HYC supports and strengthens families and their resources to enhance their resiliency and help them attain self-sufficiency.

HYC is one of the largest youth services providers in Southeast Los Angeles County. We are proud to announce that in the last year, our agency provided comprehensive educational, case management, counseling, skill-building and treatment services to 5,982 children, youth and adults throughout Greater Los Angeles and surrounding counties with a targeted focus on the Southeast Los Angeles communities of Artesia, Bellflower, Cerritos, Downey, Hawaiian Gardens, Lakewood, La Mirada, Long Beach, Norwalk, Paramount, Pico Rivera, Santa Fe Springs, Signal Hill and Whittier. Much of this work was provided to students at 54 schools in 14 school districts throughout the region. An additional 7,300 people were provided with assistance and support by trained listeners at our Community Helpline Hotline for adults and teens in crisis. To find out more about Helpline Youth Counseling or to become a volunteer, visit them at www.hycinc.org.

NEXTSTEP^{CRM}
Leveraging ACT! to take you to the next level!



NEXTSTEP^{CRM} was founded with the belief that small to mid-sized companies can achieve the organization and productivity of larger companies at a fraction of the cost they spend to do so. With over 15 years of real world experience in ACT! usage, we have the ability to consult not only on the features and benefits of ACT! But also how to apply the program in real world business scenarios.

ACT! Is a very powerful tool and with the proper planning, setup, and training your return on investment will be made in a very short time. The program continues to grow as does your business. So let NEXTSTEP^{CRM} help you and your company transition to the next level of efficiency and productivity.

One of the areas that separates our company from others is our **small business** firsthand knowledge. "Having run my own company for several years and using ACT! first hand in the real world, I can honestly attest to the power and effectiveness of ACT!" says CEO Jim Santos. Our **no charge needs analysis** is the best way to tell if we are a good fit. You have nothing to lose, just drop us an email or call and we can start the ball rolling towards a more productive and effective workday! To contact NEXTSTEP^{CRM}, you can visit their website at www.nextstepcrm.com.



Integrated Accounting & Financial Services specializes in bookkeeping for small businesses, tax consulting for individuals and small businesses and commercial lines insurance brokering. Whether you are an individual, sole proprietor, trust, partnership or corporation, it is important to track your income and expenses for budget management and tax reporting to the IRS and the Franchise Tax Board. They cater their accounting services to your specific needs so that you are able to accurately track and report your financial situation. In addition, they realize the importance of protecting your assets from unforeseen occurrences. For that reason, they offer home, auto, small business and many other specific coverages to protect the most important things in your personal and business life. Larry McIntosh is the owner of Integrated Accounting & Financial Services. Larry is active in the community and is heavily involved in youth sports as a coach to many children including his own. He believes that youth sports are a microcosm of the business world. In this environment, children can learn teamwork, competition, playing by the rules and maintaining a positive, no-quit attitude in the face of adversity. Visit their website at www.iafservices.com to find out more information about this great company.



InSite Realty Advisors is a full-service real estate development, investment and management firm. Their team has extensive experience in a variety of real estate product types including commercial, senior living and residential housing. Their passion is to create and manage high-quality real estate projects uniquely positioned and designed to complement their community and neighborhood culture. InSite actively seeks investment opportunities for its partners and affiliates. InSite and its principals have been in the acquisition, reposition and disposition of several million square feet of commercial properties as well as thousands of multi-family and senior living residences. Investment operations include: partner relations; acquisition; due diligence; financial analysis; underwriting; escrow and legal; and disposition. InSite oversees the daily property management and strategic asset management of all of its investments. Property management services include: tenant relations and retention; accounting and budget maintenance; lease administration; financial reporting; and maintenance and capital expenditures. Asset management provides a long-term and strategic approach to the ownership objectives for a particular asset, and includes: market evaluation and asset positioning; project financing; and business plan development. Their Mission: They are committed to investing in the people around them and creating a positive, long-lasting impact on their community. For additional details about InSite Realty Advisors, visit their website at www.insiterealtyadvisors.com.

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