

### ESSENTIAL BUSINESS OPEN IN NORWALK

There are many essential businesses that are still open for their customers here in Norwalk. Many of them are restaurants and grocery stores, and others which include our nonprofit organizations that are here to support the many needs of the community during the COVID-19 crisis. We also have financial and tax services open for business along with insurance companies and logistics operations. And like so many of you they are telecommuting for their business so they are still able to help where needed. Our School Districts are operating but in virtual time, our City Government is here to support our community. While there are many that have been furloughed, the critical Health Care workers and First Responders are still on the front lines taking care of the residents and businesses. If you are in need of an essential service, check in with the Norwalk Chamber for information on those that are open or contact City Hall. Norwalk Chamber can be reached at 562-404-0909 and City Hall at 562-929-5700.



El Taco Locco is open for business, pictured here in owner Delia Castro. Address is 12341 Imperial Hwy, Norwalk.



Outback Restaurant is open for takeout and delivery orders. Assistant Manager Gloria Robinson is sharing their information. Address is 12850 Norwalk Blvd.



Kung Pao Bowl is open and operating with great Chinese Food for takeout or delivery. Address is 12331 Imperial Hwy.



US Bank is practicing social distancing in their facility, with Branch Manager Yovani Flores showing off her mask.



Norwalk La Mirada Plumbing Heating & Air Condition still open for business during the COVID-19 outbreak. Call them for your plumbing needs at 562-868-7777.



Don's Teriyaki Grill open for business during the crisis, location is 12327 Imperial Hwy, Norwalk.



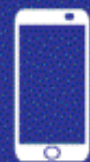
Zen's Tea House is open at the Norwalk Farmer's Market at 11688 Alondra Blvd on Tuesday and Wednesday each week.

Norwalk Chamber of Commerce  
14783 Carmenita Road, Norwalk, CA 90650

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## Child Abuse & Stress Awareness Month

If your child is feeling stressed, anxious, or depressed,



855-329-8080



www.cfgcenter.com

#SaferAtHome  
#ChildsMentalHealth  
cfgcenter.com/covid-19



Community Family Guidance Center is open to help with community needs. April is National Child Abuse Prevention Month, so CFGC is here to support our local families this month and always.

**NORWALK CHAMBER  
BUSINESS CONNECTIONS  
(NCBC)**  
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### Norwalk Chamber of Commerce

14783 Carmenita Road  
Norwalk, CA 90650  
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Monday - Friday 9:30am - 5:30pm  
www.norwalkchamber.com  
info@norwalkchamber.com

#### Facebook:

http://on.fb.me/oB5EUM

### PRESIDENT AMANDA BLANTON

EXECUTIVE DIRECTOR  
EDITOR, NCBC  
CAREN SPILSBURY



## NEW AND RENEWING MEMBERS

### New Members

**Kung Pao Bowl**  
Steve Chun  
12331 Imperial Hwy  
Norwalk CA 90650  
562-8631312  
stevehyunwoo@gmail.com

### 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.

**57 YEARS**  
**Norwalk La Mirada Plumbing Heating & Air Conditioning**  
Don Skala  
562-868-7777  
www.laplumber.com

### 44 YEARS

**Southern California Edison**  
Adrian Garcia  
323-720-5223  
adrian1.garcia@sce.com

### 37 YEARS

**Norwalk Town Square Management**  
Edie Trott  
818-710-6100  
etrott@newmarkmerrill.com

### 33 YEARS

**Norwalk Lions Club**  
Norma Amescua  
President  
www.norwalklionsclub.org

### 29 YEARS

**Norwalk Dialysis**  
Carlos Jacobs  
562-929-7430  
carlos.jacobs@davita.com

### 28 YEARS

**General Alarm Services**  
Bill E. McDonald  
562-602-2000  
www.generalalarmservices.com

### 25 YEARS

**ABC Unified School District**  
Dr. Mary Sieu  
562-926-5566  
www.abcsud.k12.ca.us

### 21 YEARS

**El Taco Locco**  
Delia Castro  
562-929-0071

### 19 YEARS

**Thompson & Associates**  
Mia Chung  
562-868-2231  
mia@frontstreettax.com

## CALENDAR OF EVENTS

### CALENDAR OF EVENTS

**PLEASE NOTE:  
THESE DATES AND  
LOCATIONS COULD  
BE SUBJECT TO  
CHANGE DUE TO  
THE COVID-19  
PANDEMIC**

**ANNUAL 9-HOLE  
GOLF TOURNAMENT  
WILL BE RESCHEDULED  
DUE TO COVID-19**

**July 15th**

Women's Leadership  
Brunch  
DoubleTree Hotel  
10:00am

**August 5th**

Annual Business Expo  
4:30pm to 7:00pm  
Norwalk City Hall Lawn

**August 12th**

State of the Nation Luncheon  
12noon - 1:30pm  
DoubleTree Hotel

## MEMBERSHIP INFORMATION

As the COVID-19 Pandemic continues we celebrate distantly with our Chamber Members that renew or join our organization. Now more than ever staying connected to the Chamber can help support your business. Utilize our Social Media and website to promote your business and any specials you have during the outbreak. Get your email on our list, so that we can share the many resources that are becoming available with you directly. Call the Chamber if you have questions or visit our website at www.norwalkchamber.com to find links to resources and government.

We welcome Kung Pao Bowl and Steve Chun to the Norwalk Chamber. Kung Pao Bowl offers delicious Chinese food for takeout or delivery. You can view their menu at www.kungpaobowlnorwalk.com.



**Norwalk Chambers newest member, Kung Pao Bowl owner Steve Chun showing that they are open for takeout and delivery.**



**Mia Hyun of Thompson & Associates with her membership renewal plaque celebrating 19 Years as a Norwalk Chamber member. They are open for business, providing tax and accounting services.**



**Signs have been placed all around the City of Norwalk, supporting local restaurants!**

Our Norwalk Sheriff Station set up a food drive on Tuesday, April 21st to support the Norwalk Food Pantry. As vehicles drove through their parkway Deputies and Explorers took donations out of the trunks of cars, staying socially distant. The Norwalk Food Pantry is located at the Social Services center at 11929 Alondra Blvd and can be reached by calling 562-929-5544 if you are in need of food support. The City of Norwalk is also placing signs and banners throughout the community encouraging our residents to support local restaurants and businesses. You can find a list of those restaurants on our Norwalk Chamber website at www.norwalkchamber.com or on the City of Norwalk website at www.norwalkca.gov.



**Sheriff Personal along with Deputy Explorers are collecting food for the Norwalk Food Pantry. If you would like to donate to the Norwalk Food Pantry, call them at 562-929-5544 to make arrangements.**

## MEMBERS IN THE NEWS

### LIVING WITH COVID-19, HEARING FROM OUR CHAMBER MEMBERS

**Lorraine Neal has been a Norwalk Chamber member for 13 years. She previously served on the Norwalk La Mirada Unified School Board. She is sharing her experiences as a teacher during the COVID-19 crisis.**

Who knew that within a week I would go from teaching my middle school students in my classroom to online distance learning. Our principal and district administration did an amazing job helping our students and staff accept this new change to learning.

School wide we had already been using Google Classroom and Remind as learning tools, which was a plus for our campus, so the transition to distance learning was a little easier. To help us out a little bit more, our district immediately offered online professional development for Zoom and Screencast. Teachers were given the option to take advantage of these unfamiliar territories if they wanted to incorporate them into their distance learning lessons.

My daily schedule starts with an early morning Remind message to my students. Remind is an app that works immediately through cell phone messaging. My students

can text me in Remind at any time if they are having problems accessing the assignments for the day or week. They also text on Remind just to chat. In addition to Remind, they can also message me on Google Classroom next to a specific assignment if they have a particular question regarding it. Also in Google Classroom, they can message me just to say hi. Sometimes if I say hi to one student, the next thing I know, I have 50 students greeting me as well. It's great! Both Remind and Google Classroom help teachers and students feel welcomed and encouraged during this troubling time.

Although we are able to communicate with our students, the toughest part to distance learning is not seeing their immediate reactions during a lesson. In our classrooms, we can tell by our students' expressions if they understand the concept or not. Plus, we can pull any student(s) aside and work with them individually or as a small group if more teaching is necessary to grasp the concept. Now with distance learning the face to face expressions are missing. If I think a concept is hard to learn, I try to help them understand by making video instructions for each assignment. These videos help the students grasp the

importance of each lesson.

I have about 175 students that I keep in contact with daily. School wide our number one priority is connecting with our students. We call home to talk to the parents to make sure everyone is safe and healthy. We make sure they have the technology they need, and if they are in need of anything else, whether it is personal or educational.

Just like everyone else, I also have my own family at home to care for. I understand what each family is experiencing. This is a tough time for everyone. I always let my students know that I miss them, to be safe and healthy, and to stay at home. As much as I miss being in the classroom with my students, I am so thankful and blessed that there are many tools for technology to help me connect with my students. Even though everyday my job is never-ending and extremely busy, it is worth it! It keeps me doing what I love the most—teaching!

**Lorraine Neal  
Member Norwalk Chamber  
Teacher, Downey Unified**

## MESSAGE FROM THE PRESIDENT



To our Norwalk Chamber community, we know how devastating this COVID-19 "Safer at Home" order is to our business community and to the residents of our City. We appreciate each of you who are staying open to provide essential services to the community and are serving as a resource for those that cannot stay open. Our community as a whole will learn valuable lessons, new and different ways to provide services, creative interactions, and how to think outside the box. We see our businesses stepping up to help others every day. From providing food to our first responders to sharing information on resources available, our Chamber Members are making a difference in a terrible time.

We know that how you treat people during the tough times shows your true character and our Chamber members really do have great spirit and determination. As we walk through this trying together, we ask you to look out for each other. We know that this will not last forever but understand that we may be doing business in a different way in the upcoming months. Please know that your Norwalk Chamber is here daily researching information and looking for support for our business community. Please reach out to 562-404-0909 or info@norwalkchamber.com with questions you may have.

Recognize that we all must do our part during this time so that we can all come out of the fire stronger and forged for success.

Stay safe and healthy,

**Amanda Blanton**  
2019-2020 President, Norwalk Chamber of Commerce  
Farmers & Merchants Bank

## Labor Law Corner

### Telework During Pandemic Could Affect Future Remote Work Requests

*If an employer allows employees to telework during the COVID-19 pandemic, will the employer have to allow them to continue teleworking after the California shelter-in-place order is lifted? For disabled employees, would an employer have to automatically grant telework as a reasonable accommodation if the employees wish to continue the arrangement after the pandemic is over?*

Unless there is a disability-related limitation that may require teleworking, an employer has no legal obligation to allow employees to continue teleworking once the California shelter-in-place order is lifted. If there is a disability-related limitation, but the employer can effectively address the need with another form of reasonable accommodation at the work-place, then the employer can choose that alternative to telework.

#### Essential Job Functions

The federal Equal Employment Opportunity Commission

(EEOC), which enforces the Americans with Disabilities Act (ADA), provided the following information in a webinar on March 27: "To the extent that an employer is permitting telework to (disabled) employees because of COVID-19 and is choosing to excuse an employee from performing one or more essential functions, then a request—after the COVID-19 crisis has ended—to continue telework as a reasonable accommodation does not have to be granted if it requires continuing to excuse the employee from performing an essential function. This is because the ADA never requires an employer to eliminate an essential function as an accommodation for an individual with a disability." According to the EEOC, temporarily excusing performance of one or more essential functions to enable employees to telework during the pandemic does not mean that the employer has permanently changed a job's essential functions, or that telework is a feasible accommodation, or that it does not pose an undue hardship. An employer may restore all the employee's essential duties after the

immediate crisis has passed, and then evaluate requests for accommodations under the usual ADA rules.

#### Reconsidering Previous Requests

The EEOC does draw a distinction for disabled employees who had requested telework before the pandemic, but whose requests had been denied because of concerns that the employee would not be able to perform the essential functions remotely. The EEOC says that "the temporary telework experience could be relevant to considering [a] renewed request." The period of telework due to the pandemic "could serve as a trial period that showed whether or not this employee with a disability could satisfactorily perform all essential functions while working remotely, and the employer should consider any new requests in light of this information."

**Ellen Savage, HR Adviser**  
CalChamber

### SoCalGas Takes Next Step Toward Offering Renewable Natural Gas

**Utility and other stakeholders file agreement on the details of a new program that would give millions of Californians the option of getting part of their natural gas from renewable sources**

LOS ANGELES –April 17, 2020--Southern California Gas Co. (SoCalGas) today announced it and other important stakeholders have agreed on details of a proposed plan to offer renewable natural gas to customers, and have filed that agreement with the California Public Utilities Commission (CPUC). Stakeholders include consumer advocate groups (including the state's consumer advocate), a national environmental organization, and various industry groups. Renewable natural gas can be used just like traditional natural gas to cook, heat homes and run businesses, and fuel trucks and buses. The fuel can be made when methane, a greenhouse gas that occurs naturally when organic waste breaks down, is captured rather than being released into the air.

The proposed program would allow millions of Californians the option to purchase a portion of their natural gas from renewable sources, just as many today can opt to purchase renewable electricity. The program is expected to create increased demand for renewable natural gas, which can help increase supply and lower its cost over time, similar to what has happened with renewable electricity created from wind and solar power.

"Replacing traditional natural gas with the renewable kind is a great way to reduce climate change emissions," said Andy Carrasco, SoCalGas chief environmental officer. "People like using natural gas for cooking, hot water and home heating, so using renewable gas allows them to keep their preferred energy source while helping achieve climate goals."

With the agreement in place, the CPUC can begin its review and evaluation process; a decision could come in the fall of this year.

The production and use of renewable natural gas in California has steadily increased since the enactment of a 2016 law requiring the reduction of methane emissions from dairy farms and diversion of food and green waste from landfills. Over 30 dairy renewable natural gas projects are now in operation in the state, and about 50 more are in various stages of development. Renewable natural gas from a San Joaquin Valley dairy digester facility began flowing into SoCalGas' pipelines over a

year ago.

Renewable natural gas is also being made in California from household food waste, grass clippings and the like, keeping such waste out of landfills and putting it to use. In 2018, SoCalGas began putting the renewable gas in its pipelines from a waste hauling company's anaerobic digestion facility in Perris, California.

In 20 years, enough renewable natural gas will be available to replace about 90 percent of the nation's current residential natural gas consumption, a recent study by ICF estimates.

While thus far most renewable natural gas produced in California has been used for heavy-duty trucking, Renewable natural gas can also be used in homes, which contribute about six percent of California's greenhouse gas emissions. A 2018 study showed that replacing less than 20 percent of SoCalGas' traditional natural gas supply with renewable natural gas by 2030 can achieve the same greenhouse gas reductions as converting all homes and commercial buildings to electric-only energy. That same study also found that using a mix of in- and out-of-state renewable gas resources would be 2 to 3 times more cost effective in reducing greenhouse gases than converting homes to all-electric.

#### Renewable Natural Gas Program Details

If approved, the renewable natural gas program will be available to residential and small commercial and industrial customers. Residential customers will be able to select a fixed dollar amount per month for the purchase of renewable natural gas. Commercial customers will be able to select a fixed dollar amount per month or select a percentage of their consumption for the purchase of renewable natural gas, up to 100%.

Each month, participating customers would see a line item on their bill that includes the amount of renewable gas they received, along with a very small program fee. To allow the utilities to enter into the longer-term contracts necessary to purchase renewable natural gas, residential customers will have to commit to one year. After one year, they would have the option to change their dollar amount or could participate on a month-to-month basis.

As customers opt to purchase renewable natural gas,

SoCalGas will buy the renewable gas from producers and reduce the amount of fossil gas that is brought into their pipeline systems. As renewable natural gas enters the SoCalGas pipeline system, its molecules blend together with traditional natural gas just like solar and wind electrons on the electric grid. Every additional therm of this renewable fuel that customers purchase means one less therm of traditional natural gas is used.

**ST. LINUS CATHOLIC CHURCH**

Administrator: Fr. Adrian M. San Juan | Associate Pastor: Fr. Marcos Villanueva

**During this pandemic we invite you to join us via our live-stream Mass and devotions**

Sunday English Mass 10:30am  
Misa Dominical en Español 12:15pm  
Daily Mass 8:30am  
Daily Bilingual Rosary 7:00pm  
Perpetual Help Novena Tuesday at 6:30pm  
Mariology Class Thursday in Spanish at 6:00pm

We continue to ask for your financial support to continue our parish activities possible. Thank you for your generosity.

Ways to Donate:  
Text "StLinus" to 555888  
https://stlinus.churchgiving.com  
PayPal

If you would like more information please contact us through phone or email  
(562) 921-6649

Ana Engquist: a.engquist@stlinus.org | Faith Cherrise Reyes: bulletins@stlinus.org | Rafael Alvarez: ralvarez@stlinus.org

St. Linus Church is a positive resource during the COVID-19 crisis.

St. Linus Church along with many other local churches and Faith-based organizations are here to offer support during the COVID-19 pandemic. As we all try to navigate our current "normal" having a faith support is important to so many of our community. But like all of local organizations, they rely on donations so support their programs and outreach. If you are looking to support their outreach, please review their flyer and contact them with any questions.

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## CalChamber Updates

### 10 CYBERSECURITY TIPS FOR WORKING FROM HOME

As businesses rely more on technology and people begin adapting to the new work-from-home reality—in which work-related information is transmitted online and through mobile devices, and employees are increasingly dependent on digital communication, file sharing, and cloud-based systems—it's imperative that we prioritize cybersecurity and internet privacy. More specifically, employers and their employees must understand the vulnerabilities that exist in technology, and organizations must put thoughtful processes in place to protect against breaches or inadvertent disclosures of information. From a technical standpoint, there's no such thing as absolute cybersecurity. The reason? Cybersecurity is like an arms race with both sides competing to develop the best weapons and defenses possible—which means businesses must continually assess, identify and evolve, given bad actors' ongoing development of new threats. For this reason, it's essential that employers create redundancies, or layers of protection, that make it more difficult for these threats to penetrate the employers' defenses. It's also critical that organizations have a data-breach response plan which details the steps to take should a data breach occur—much like a pilot's pre-flight checklist. Because, as history has shown, no matter how good your people are, committing these plans to writing is invaluable, and it goes a long way toward protecting your business, your employees and your consumers.

#### Cybersecurity Tips

Here are 10 tips to help employers with remote workforces improve their cybersecurity efforts:

- 1. Separate Work Devices from Personal Devices.** This is one of the easiest and most fundamental steps you can take to safeguard information. With separate devices, employees can control individual permissions on each device independently and can segregate apps, photos and files to their appropriate devices.
- 2. Use Separate Profiles.** Can't separate work devices from personal devices? Not only do many companies allow their employees to use company-supplied phones for personal use, but currently, many employees are using their personal computers to work from home. In situations like these, a best practice is to create separate user profiles on the single device so that one profile is solely for personal purposes and the other is solely work-related. While this works particularly well for traditional desktop and laptop computers, only some mobile devices allow for such functionality. As a rule of thumb, Apple mobile devices don't, so on these devices, designate specific apps for specific accounts. For example, you can use your native email app for work and download a second email app just for your personal email account. The same can work for messaging apps and cloud storage.
- 3. Watch for Suspicious Emails** (Especially from Your Boss). Data breaches commonly occur because people open emails from senders either outside their organization or who've hacked their boss' email account and appear legitimate—but aren't. This practice, called "phishing," occurs when a hacker sends an email to an entire organization with the hope of tricking someone—anyone—into clicking a link or providing information. Signs that an email is fraudulent include bad grammar, a sense of urgency, strange requests, or strange hyperlinks or unexpected files. These attacks often are very successful because they come from accounts held by persons of authority within an organization—thus playing to an employee's willingness to do the task. If you receive any email from anyone asking you for sensitive information or to spend money, call and check with your supervisors first.
- 4. Don't Download Random Apps.** If you can't find an application in your native app store (Google Play Store, Microsoft Store, Apple AppStore), it's probably coming from an unverified vendor and can contain viruses or malware—so always check with your IT department before downloading an application that falls into this category. Better yet, ask your IT department to set the program up for you. When in doubt, do not download. Period.
- 5. Reset Passwords Regularly.** Regular password audits are important to ensure you stay one step ahead of the curve. A good password is unpronounceable; is at least 10 characters long; and includes a combination of numbers, symbols, and lower- and upper-case letters. Passwords should be changed at least every six months.
- 6. Enable Two-Step Verification.** If your accounts or devices allow for "two-step verification," you should enable it now. Two-step verification protects your accounts with an added layer of security by requiring two levels of verification before granting access to your account. Typically, this requires using your cell phone, but it's worth the extra effort to protect your information.
- 7. Update Your Software.** Those notifications asking you to update your software and firmware often are critical security updates provided in response to newly identified cybersecurity threats around the world. It's critical that you keep all your apps and devices up to date with the latest version of software available.
- 8. Never Send Sensitive Information Over Unencrypted Email.** Most people don't realize this, but the majority of email systems aren't secure. Before sending sensitive documents or information via email, check with your IT department to see if your system is secure. If it's not, try to use secure cloud systems or other-wise encrypted messaging tools to send the information.
- 9. Do Not Use Free Wi-fi.** Free and public wi-fi, like those found in hotels, apartment complexes, and coffee shops, are some of the most vulnerable and insecure internet connections you can use. Never use free or public wi-fi for work.
- 10. Secure Your Home Router.** When was the last time you changed your wi-fi password? Most people never change the password from factory settings, which leaves your home network vulnerable to breach.

Now that you're using your home internet connection to work, it's more important than ever to ensure that your wi-fi is secure. It's recommended that you keep your router updated, change your password regularly using the password recommendations provided above, and monitor for devices that are connected to your network but you don't recognize. While employees work from home, it's critical to continuously identify the risks to privacy and cybersecurity that remote work poses. Creating outlines and checklists to which your employees can refer is a great way to remind everyone that basic defenses are extremely valuable to your organization. The majority of data incidents that occur worldwide are caused by user error or oversight — meaning your first line of defense against cyberattacks is a well-informed work-force. When armed with the right information, your team members can enjoy a hassle-free remote work experience while remaining on top of their duties.

CalChamber Staff Contact: Shoeb Mohammed

## HONOR YOUR FALLEN HERO



### *Virtual Remembrance for Memorial Day*

Rose Hills proudly honors and remembers local heroes.

For the past 99 years, we have traditionally gathered on Memorial Day to honor our military heroes and remember the sacrifices they have made to serve and protect our nation.

During this unprecedented time of physical distancing, we are not able to gather, but we will continue this tradition by providing the community an opportunity to virtually participate.

Rose Hills' Virtual Remembrance is a patriotic collection of fallen heroes and will be featured through social media on Memorial Day.

To be featured in our Virtual Remembrance, submit your fallen hero's patriotic appropriate photo or ten second video, their name, branch of service, years of service and war/conflict served.

We are accepting submissions through Wednesday, May 13, 2020. For more details or to submit your content, please email [Events@RoseHills.com](mailto:Events@RoseHills.com).

By submitting your content, you are giving Rose Hills permission to use for its intended purposes and you represent that you have all rights to the photo submitted.



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## Creating a Strong Local Economy - and - Promoting the Community

The Norwalk Chamber of Commerce urges you to spend your money locally to support the business community and protect jobs.

*Local sales tax dollars support basic city services  
When you shop in Norwalk, you are paying for...*

Public Safety Services

Recreation Programs

Street Repairs & Much More