

CONGRESSWOMAN LINDA SÁNCHEZ VISITS WITH NORWALK BUSINESSES

Norwalk's local Congresswoman, Linda Sánchez spent time visiting three businesses in Norwalk on November 5, 2013. She was accompanied by Mayor Luigi Vernola, Chamber President Toni Grijalva, Chamber Business Development Chair Gordon Stefenhagen, Angie Mancillas, Congresswoman staff member and Vivian Hansen, Chamber Executive Director.

Lucy Rodas of State Farm Insurance welcomed the Congresswoman and shared that she opened her business in Norwalk in August of 2010. Her agency has thrived as most of the reps are bilingual and their mission is to educate prospective clients on understanding the necessity of insurance coverage along with recommendations to ensure that individuals and businesses are adequately covered. The Congresswoman asked what challenges Lucy's business faced and her response was stringent regulations and high tax rates that impede the hiring of new employees. Congresswoman Sánchez shared she serves on the Congressional Ways & Means Committee in Washington D.C. and one of their tasks is reviewing the federal tax codes with regard to manufacturing. The committee is focused on more equitable tax codes and rates. She agreed that a comprehensive review and overhaul of all federal tax codes is essential to simplify and ensure relevance.

The congresswoman's next stop was to visit with



Congresswoman Linda Sánchez visits with State Farm Insurance owner Lucy Rodas, with Norwalk Chamber Executive Director Vivian Hansen, Norwalk Mayor Luigi Vernola, Chamber Board Member Gordon Stefenhagen and Chamber President Toni Grijalva.

Rick Cavish and Earl Salter of Norwalk Business Service. Norwalk Business Service has been engaged in the practice of tax, accounting, and business management since 1955. They represent 75 businesses in the area and file 3,000 tax returns each year. Mr. Cavish expressed his concern about the economy and the stalemate in Washington D.C. stating the effects on the businesses he represents. The uncertainty and unpredictability make it difficult for businesses to budget and are hesitant to invest in equipment or employees. Their businesses are also concerned about how the Affordable Care Act will affect their customers. The Congresswoman explained that she serves as a Senior Whip for the Democratic

Caucus. As a Senior Whip, Congresswoman Sánchez works with the Senior Whip team on a strategy to address key issues facing the country and then works with other members of the Caucus on upcoming legislation to encourage economic growth for our country. She assured Mr. Cavish that she is empathetic with his concerns and she will continue to work to improve the local economy. The final business she visited was Nationwide Environmental Services. Owner Joe Samuelian and daughter Ani are proud of the company they operate as Mr. Samuelian began his company in 1968 pursuing "The American Dream." NES is the largest street sweeping company in the nation servicing over 50 municipalities, residential

communities, business parks, parking facilities, construction sites, and sports complexes. Mr. Samuelian arrived in this country in 1963 and working 18 hours a day, starting with a broom and shovel, he cleaned parking lots and windows until he earned enough money to purchase motorized equipment to expand his business. He believes in the old fashion way of doing business, with old fashioned handshake to seal the deal and with respect and pride for his customers that money can't buy. When the Congresswoman asked about the challenges his company faces, Joe's only response was AQMD regulations. Inspired by Mr. Samuelian's pride in his accomplishments, the congresswoman shared a bit of her personal story.



Richard Cavish of Norwalk Business Services with Congresswoman Linda Sánchez, Norwalk Mayor Luigi Vernola and Norwalk Chamber President Toni Grijalva, Cerritos College



Congresswoman Linda Sánchez visits with Joe Samuelian of Nationwide Environmental Services

Congresswoman Sánchez has broken many barriers in Congress, including becoming the first Latina to serve on the House Judiciary Committee. She was also the first Latina in history to serve on the House Ways and Means Committee. The sixth of seven children, Sánchez was born in the City of Orange to immigrant parents from Mexico. She attended the University of California, Berkeley, where she earned a Bachelor of Arts in Spanish Literature with an emphasis in Bilingual Education. After working her way through school as a bilingual aide and ESL instructor, she earned her law degree from the University of California, Los Angeles. Sánchez' service in the U.S. House of Representatives is historic as she proudly works with her sister Loretta, Congresswoman from the 47th District of California. They are the first sisters and the first women of any relation to ever serve in Congress. The Norwalk Chamber was pleased to host the Congresswoman and we look forward to a long and productive relationship between the Congresswoman and Norwalk businesses.

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 committed to being the ultimate business resource for our members. Whether through networking, promotion or advocacy, we are dedicated 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 Affordable Care Act/ Covered California Workshop with Cerritos Chamber and the Greater Lakewood Chamber in collaboration with Congresswoman Linda Sánchez' office was a big success. Over 40 local business people received vital information from Covered California certified experts. Thank you to all who made this event possible!

Please join us at the **Norwalk Chamber of Commerce Office** for our **Holiday Mixer and Open House on Thursday, December 19 from 4-7pm.** Help us celebrate the Holiday Season and don't miss our **Ugliest Holiday Sweater Contest!**

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

Sincerely,
Toni Grijalva
2013-14 President
Norwalk Chamber of Commerce

9 Tips to Increase Holiday Spending at YOUR Business

The holiday shopping season is upon us, but with big retailers slashing prices and customers more price-savvy than ever, how can small retailers hope to compete? It's easier than you think—just try these tips.

- 1. Start now.** Execute your plan to reach customers
- 2. Use social media.** To get close to your customers – learn what they want & need
- 3. Use email.** Time your emails right and make them stand out
- 4. Use the Web.** Internet marketing can your expand your visibility to a wider audience
- 5. Enhance the shopping experience.** Festive decor creates a mood that makes customers linger and spend more
- 6. Be part of the community.** Participate in community events before and during the holidays
- 7. Capture early shoppers.** Promote customer loyalty programs, discounts and new product announcements.
- 8. Capture last-minute shoppers.** Simplify the gift-buying process – offer recommendations, offers and provide a lenient return policy
- 9. Offer added value.** Little extras mean a lot to harried consumers during the hectic shopping season. Offering holiday treats, free samples, gifts with purchase or free delivery are all great ways to reward customers and boost sales.

Cerritos College Hosts Affordable Care Workshop

There are so many questions today for both large and small businesses on how the "Affordable Care Act" will affect the decisions that they need to make with regard to employee health care benefits. With that in mind, the Norwalk Chamber of Commerce held a workshop at Cerritos College on Friday November 22nd that focused on answering some of these questions. Partnering with the Cerritos Regional Chamber and the Greater Lakewood Chamber, panelists were on hand to explain the Small Business Health Options Program (SHOP) program, upcoming tax credits, Covered California and more. Congresswoman Linda Sánchez collaborated with all three Chambers to provide support and information to our local businesses at this event.

Those who attended were able to have their questions answered by representatives from the Small Business Administration and Certified Covered California Insurance Representatives. Information was shared on 2014 tax credits for businesses with less than 25 employees, how the SHOP Marketplace works, and how individuals will find the health insurance that they qualify for. The Covered California website is a great resource for business owners to use for comparing a variety of qualified competing health plans from private insurance companies and is up and running now. Visit them at www.coveredCA.com.

With all of the changes taking place with the Affordable Care Act, it is important for all businesses to take advantage of the information that is provided. There have already been so many changes to the original



Affordable Care Act Workshop featuring speakers from the SBA, SHOP, and Certified Covered California Insurance Agents.

legislation that was put in place and there may be even more changes in the days ahead. The Norwalk Chamber is a great starting point for you to find out about these changes and how they may affect the decision you make as a business owner. Be sure and check our Norwalk Chamber website and calendar for future events and workshops that will keep you informed on this topic and many more

Holiday Mixer

The Norwalk Chamber of Commerce invites you to attend a

Holiday Mixer & Open House
Thursday, December 19, 2013
At the
NORWALK CHAMBER OFFICE
12040 Foster Road
4:00 p.m. to 7:00p.m.

Sponsored and Hosted by
The Norwalk Chamber
Board of Directors & Ambassadors
Refreshments will be available

Join in the:
Ugliest Holiday Sweater Contest
Prizes will be awarded—Male & Female
To RSVP Please Call (562)864-7785

Donate a non perishable food item for the
Norwalk Food Pantry and receive a raffle
ticket for a special drawing!

Holiday Mixer

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

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Services*

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**CITY COUNCIL LIAISON
MAYOR LUIGI VERNOLA**

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
Norwalk Toyota
Lori D'Alessandro
562-677-1329
www.norwalktoyota.com

37 Years
Dr. Paul Crismon
562-864-6535
Drpaul.crismon@verizon.net

20 Years
Nationwide Environmental
Joe Samuelian
562-860-0604
www.nes-sweeping.com

16 Years
Coast Plaza Hospital
Richard Rowe
562-868-3751

12 Years
Community Legal Services
Anthony Filer
562-864-9935

9 Years
NTMA Training Center
Gina Marinella
562-921-3722
http://trainingcenters.org/

4 Years
Office Depot
Cindy Calderon
562-406-8686
www.officedepot.com

3 Years
Starbucks Coffee House
Daniel O'Marah
562-465-0148

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

Membership Milestones Mixer

The Norwalk Chamber of Commerce hosted an evening mixer at the Chamber office on Wednesday, November 20th to welcome our 2013 new members to the Chamber and to celebrate our many Membership Milestones. 5, 10, 15, 20 years members were presented with a special "thank you" from Chamber President, Toni Grijalva of Cerritos College. Celebrating with her were Chamber Board Members Michael Batory, Walgreens, Lynda Fisher, Walmart, Joseph Derthick, AFLAC, Gordon Stefhagen, Norwalk Realty, Rich LeGaspi, TNT Fireworks and Vickie Yahn, ServiceMASTER Professional Home and Disaster Cleaning. Also attending were Norwalk Chamber Ambassadors Teri Bazen, Norwalk La Mirada Plumbing, Sue Arthur, Cerritos Chamber, Virginia Zuno, DoubleTree by Hilton, Home & Disaster Cleaning, Lourdes Chavez, Illusion Bridal. Keep your eyes open for more great networking events by visiting our website at www.norwalkchamber.com or by "liking" us on Facebook!



Mike (Pettit), Mike (Baumler), and Mike (Batory) at the Norwalk Chamber Meet & Greet!



Norwalk Chamber Meet & Greet with Chamber members Rich LeGaspi, TNT Fireworks, Joe Derthick, AFLAC, Lourdes Chavez, Illusion Bridal, Natalie LeGaspi, President Toni Grijalva, Cerritos College, Ambassadors Susan Arthur and Virginia Zuno, DoubleTree by Hilton.



Attending the Norwalk Chamber Meet & Greet are Vickie Yahn of ServiceMASTER Professional Home and Disaster Cleaning Services, Marilee Stefhagen, Norwalk Soroptimist Club, Teri Bazen, Norwalk La Mirada Plumbing and Virginia Zuno of the DoubleTree Hotel by Hilton.

Norwalk True Value Hardware Grand Re-Opening

Norwalk True Value Hardware has been a part of the Norwalk Community for over 50 years. The store has recently had a "makeover" and owner Joel Aparicio celebrated with a Grand ReOpening celebration on November 22nd. The Norwalk Chamber of Commerce and the City of Norwalk were on hand to celebrate with the True Value Hardware employees and visitors from their Corporate headquarters. In attendance to present a City Spotlight Award were Mayor Luigi Vernola and City Council Members Mike Mendez and Cheri Kelley. Chamber President Toni Grijalva thanked all of the Chamber Members and Ambassadors for attending and then presented Joel and his wife Eileen with a Plaque to celebrate the Grand Opening. Norwalk True Value Hardware has everything you may need from small around the house maintenance jobs to larger remodels. They even have a section of household goods and toys! We encourage you to stop by and visit the store, located at 11056 E. Rosecrans Ave., here in Norwalk, CA.



Norwalk True Value Grand ReOpening, picture are Angie Mancillas, Director of Community Outreach for Congresswoman Linda Sánchez, Norwalk Chamber President Toni Grijalva, Cerritos College, Norwalk City Councilmember Cheri Kelley, Norwalk True Value Owners, Joel & Eileen Aparicio, Norwalk Mayor Luigi Vernola, and Norwalk City Councilmember Mike Mendez.



Shopping at Norwalk True Value Hardware after the Ribbon Cutting are Joe, Toni, Gordon and Jim



The Norwalk Chamber of Commerce Board of Directors and Ambassadors with Norwalk True Value Hardware staff, celebrating the Grand ReOpening

AMBASSADORS CORNER - SUPPORTING OUR LOCAL ECONOMY

Norwalk Chamber Welcomes New Ambassadors

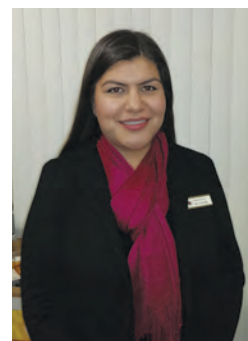
The Norwalk Chamber Ambassador Corp is growing! We welcome two new additions to our Ambassador Corp this month! Lourdes Chavez of Illusion Bridal and Virginia Zuno from the DoubleTree by Hilton have stepped up to serve on the Ambassador Committee. Ambassadors are the "good will" branch of the Norwalk Chamber. They attend grand openings and ribbon cuttings, serve as greeters at Chamber events and support local businesses through events like our "Lunch Mobs." Let's find out a little about each of our new Ambassadors!



Lourdes or "Lulu" as she is known is a welcome addition to the Ambassador Corp. She is the owner of Illusion Bridal, located at 11912 Rosecrans Ave, here in Norwalk. Illusion Bridal provides many services, including bridal services

and dress making, alterations and accessories. If you have a vision of a gown, they can create it for you. Lulu is celebrating five years as a member of the Norwalk Chamber of Commerce and is hoping to grow her business through her participation as an Ambassador. You will see her at upcoming mixers and ribbon cuttings, so be sure and say "hello" to Lulu!

Virginia Zuno comes to us from the Norwalk DoubleTree Hotel. She has almost nine years experience in the hospitality industry, which includes restaurant, banquet, catering and sales experience. While working full time as a Sales Manager at the DoubleTree, she is also pursuing her degree in Business Administration. Additionally, she still



finds time to have her hobbies, which include volunteer work with foster children, assisting programs which help the less fortunate and participation in the leadership of a young adult religion ministry. She still finds time in her busy schedule for her friends and family, especially her nieces and nephews. As Virginia become involved in the Norwalk Chamber Ambassador Group, she will build on her previous experiences with the Norwalk Community. Virginia grew up in neighboring La Mirada and spent much time exploring Norwalk. She is looking forward to assisting the Norwalk Chamber of Commerce as a new Ambassador and is confident that she will be able to support our Chamber members and their continued growth and success.

We hope that you will all take the time to meet Lulu and Virginia at one of our upcoming Norwalk Chamber events and welcome them to the Norwalk Chamber Ambassadors!

MESSAGE FROM THE EXECUTIVE DIRECTOR



Did you know that according to an independent study of the LA County Workforce Investment Board by Southern California Edison more than half of employers face a major challenge in recruiting workers with the skills, training and education their company needs? Are you one of the businesses calling for a workforce with better education and more training? Is your company expanding, reorganizing, or downsizing? Are your employees falling behind on training and the application of new business technologies?

If so, I want to alert you to service that can be of assistance. Our local Southeast Los Angeles County Workforce Investment Board (SELACOWIB).

Remaining competitive and profitable requires more capable and motivated employees than ever before. But many companies, while recognizing the need, simply don't have the resources at-hand to invest in training and retraining their workforce to do the jobs they need done. Yet keeping those workers on the cutting-edge of their job skills saves money in the long run, promotes long-term employment, and therefore reduces costly employee turnover.

SELACO WIB Business Services works with employers to maximize the value of their workforce, increase productivity, promote continuous improvement, and remain competitive for the future. Through a combination of state funding from the California Employment Training Panel (ETP) and other available public and private funding sources, we make training and other workforce development resources available to businesses, often at no cost to qualifying companies.

The SELACO WIB, along with our world-class training partners, work to make sure that your workforce receives the most current, comprehensive and cost-effective education and training available. SELACO WIB's menu of services include:

- Staffing and recruitment – When you need to grow your business, SELACO WIB can help find quality candidates for your job openings.
- On-the-Job Training – Invest in your business by customizing a training program for great candidates and receive reimbursement for a portion of the candidate's wages during training.
- Layoff and outplacement assistance – We can help you provide your employees with outplacement services and retraining opportunities.
- Employee training and professional development – Upgrade your employees' skills and provide them with professional development.

Our local office is located at 10900 East 183rd Street, Suite 392, Cerritos, CA 90703. Their phone number is

(562) 402-9336 / (800) 481-6555 and ask for Larry Lee. Their office hours are: Mon – Fri 8am-5pm. Visit their website at <http://www.selacowib.com/>

-Vivian Hansen

10 Tips for Better Time Management

What's the one thing that small business owners never seem to have enough of? No, it's not customers, inventory or capital—it's time. If you're constantly wishing that there were more than 24 hours in a day, try these 10 tips to better manage your time.

Harness your natural rhythms. Do you notice that you have more energy in the mornings, or that you're most creative late at night? Whenever possible, take advantage of these natural energy cycles. For instance, if you're more energetic in the morning, schedule key tasks such as client meetings, brainstorming sessions or long-range planning then.

Choose a scheduling system. Having your to-do list and appointments written down in multiple places causes confusion. Create one electronic calendar you can access anywhere, such as iCal, Outlook or Google Calendar, and put all your commitments there. Simplify scheduling by sharing it with your assistant.

Make appointments with yourself. Important but non-urgent tasks like strategic planning often get pushed aside by urgent tasks

like dealing with a customer crisis. Set aside time each week to work on long-term issues in your business, and treat this time as you would an appointment with your biggest customer.

Manage interruptions. Interruptions can't be avoided, but they can be managed. Try building in a 15-minute cushion between appointments to account for interruptions; closing your door for a set time each day so you can focus; and turning off sound alerts on your computer so you don't get distracted every time a new email arrives.

Get a grip on email. Try checking your email just three times a day—in the morning, before lunch and in the late afternoon. Train your team to eliminate unnecessary emails and avoid "reply all." Consider holding a "no email" day (or afternoon) once a week so people can focus on work uninterrupted.

Limit meetings. Hold meetings only when necessary and keep them as brief as possible. (Holding meetings standing up can encourage brevity.) Start on time, and people who are habitually late will quickly learn to show up on time.

Use technology. There are apps to help you do everything

faster, from scanning receipts to sharing contact information to taking notes and more. Search "business productivity apps" online, and ask your colleagues what apps they rely on, to find the best ones for you.

Pare down. Are you participating in organizations, reading industry publications or using outdated processes that no longer add value to your business? Look for ways to simplify and streamline, whether by canceling memberships, unsubscribing from emails or revamping business processes.

Delegate. Trying to do everything themselves is a common time-waster for small business owners. Determine which tasks only you can perform, then train your employees to take over the rest. Yes, training will take a little time upfront, but it will save you time in the long run.

Get enough rest and exercise. It sounds counterintuitive, but taking time out to exercise and get adequate sleep will give you the energy to get through your day more effectively and productively.

Rieva Lesonsky is CEO of GrowBiz Media and also works with the Los Angeles Regional Small Business Development Center Network.

AFFORDABLE CARE ACT INFORMATION

TOPIC: Covered California – The California Health Exchange Part II

California was the first state in the nation to enact legislation under the ACA.

Covered California was created to develop an organized marketplace where legal residents of California can buy health coverage that cannot be denied or canceled if you are sick or have pre-existing conditions. Here is a brief overview of the current status of Covered California for the Individual Marketplace; future emails will contain information regarding the small business marketplace.

Application & Enrollment: Consumers will be able to apply for coverage utilizing any of the following channels – **Please note certified brokers can place coverage for consumers through Covered California. V&B is a certified broker for Covered California so we can offer our expert advice and guidance for our customers.**

- Covered California's website www.coveredca.com
- Telephone (call Covered California Customer

Service Center) (800) 300-1506

- Mail
- In-person

The initial open enrollment period begins October 1, 2013 and extends through March 31, 2014. Regular coverage effective dates for initial enrollment period for a Covered California Plan selection received by Covered California from a qualified individual:

1. On or before December 15, 2013 – shall be January 1, 2014
2. Between the first and fifteenth day of any subsequent month during the initial open enrollment period – shall be the first day of the following month

3. Between the sixteenth and last day of the month for any month between December 2013 and March 31, 2014 – shall be the first day of the second following month

Annual open enrollment period for benefit years beginning on or after January 1, 2015, begins October 15 and extends through December

7 of the preceding calendar year. For a qualified individual who has made a Covered California Plan selection during the annual open enrollment period, the coverage effective date shall be the first day of the following benefit year. Special Enrollments are allowed if triggered by a particular event. See the attached Special Enrollment list for such events.

Eligibility:

In order to be eligible for a Covered California health plan, a consumer must meet certain requirements.

- Provide his or her Social Security Number (if he or she has an SSN)
- Be a U.S. citizen or U.S. national, or a non-citizen who is lawfully present in the U.S. and is reasonable expected to be a U.S. citizen, U.S. national, or a non-citizen who is lawfully present for the entire period for which enrollment is sought
- Not be incarcerated, other than incarceration pending the disposition (judgment) of charges
- Meet applicable

residency standards

Eligibility will be verified through various means such as the Social Security Office (SSA), U.S. Department of Homeland Security (DHS), Internal Revenue Service (IRS) and other database information. Redetermination of eligibility will occur annually of an enrollee in a Covered California Plan and for Insurance Affordability Programs. Eligibility redetermination during a benefit period will occur if Covered California received and verified new information reported by an enrollee of a Covered California Plan or identified through the Data Matching process. The exceptions for redetermination during the benefit year are enrollees who have not requested an eligibility determination for Insurance Affordability Programs and enrollees whose change in income <10% of the income used in the most recent eligibility determination.

As the Covered California marketplace develops we

will be providing additional information. V&B encourages you to look over the Getting Covered Fact Sheet attachment here and to browse the Covered California website at www.coveredca.com. Covered California intends to maintain a strong relationship with independent brokers and our mission is to be able to help place coverage with Covered California as well as to provide advice on all your insurance needs.

Recently Asked Questions: Q: What is the Employer requirement for Employee Exchange/Marketplace Notifications?

A: Beginning October 1, 2013, employers are required to provide the notice to each new employee at the time of hiring of their coverage options. For 2014, as long as the notice is provided within 14 days of an employee's start date, it will be deemed to have been provided at the time of hiring. For current employees before October 1, 2013, employers must provide the notice by October 1, 2013.

The notice must be written in

such a way as to be understood by the average employee and may be provided via first-class mail or electronically. With Technical Release 2013-02, the Department of Labor provided **two model notices** that satisfy the content requirements – one for employers that do not offer a health plan and one for employers that offer a health plan to some or all employees. Employers may modify the model language as long as it still meets the content requirements described above.

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

Vicencia & Buckley Insurance Services, Inc.

Phone: (714) 739-3177 ext. 204

MEMBERS IN THE NEWS

PIH Health Hospital - Whittier Again Receives Get With The Guidelines-Stroke Gold Plus Quality Achievement Award

PIH Health Hospital - Whittier has once again received the American Heart Association/American Stroke Association's Get With The Guidelines®-Stroke Gold Plus Quality Achievement Award for the third year. The award recognizes PIH Health's commitment and success in implementing excellent care for stroke patients, according to evidence-based guidelines.

To receive the award, PIH Health Hospital - Whittier achieved 85 percent or higher adherence to all Get With

The Guidelines-Stroke Quality Achievement indicators for two or more consecutive 12-month intervals and achieved 75 percent or higher compliance with six of 10 Get With The Guidelines-Stroke Quality Measures, which are reporting initiatives to measure quality of care.

In addition to the Get With The Guideline-Stroke award, PIH Health Hospital - Whittier has also been recognized as a recipient of the association's Target: Stroke Honor Roll, for improving stroke care.

Hospitals that have earned a Target: Stroke Honor Roll designation are recognized for meeting a specific Get With The Guidelines achievement level in addition to achieving IV rt-PA door-to-needle times 60 minutes or less in 50% or more of applicable acute ischemic stroke patients (minimum of 6) during one calendar quarter. This is a new honor for the Whittier hospital campus.

"The Get With The Guidelines-Stroke Gold Plus Quality Achievement Award and Target: Stroke Honor Roll

demonstrate our commitment to being among the best hospitals in the country for providing aggressive, proven stroke care," said Joan Rolland RN, BS, MBA, MICN administrator, Emergency and Disaster Services at PIH Health Hospital - Whittier. "As a Los Angeles County designated Acute Stroke Center, you can count on us to provide quality care if you or a loved one should suffer a stroke."

According to the American Heart Association/American Stroke Association, stroke is

one of the leading causes of death and serious, long-term disability in the United States. On average, someone suffers a stroke every 40 seconds; someone dies of a stroke every four minutes; and 795,000 people suffer a new or recurrent stroke each year.

All people should know the various signs of stroke so that they can help others in a time of need. The acronym "FAST" stands for face, arms, speech, and time.

- Face: Ask the person to smile. Does one side of the

face droop?

- Arms: Ask the person to raise both arms. Does one arm drift downward?

- Speech: Ask the person to repeat a simple phrase. Is their speech slurred or strange?

- Time: If you observe any of these signs, call 9-1-1 immediately.

For more information on the Get With The Guidelines program, please visit heart.org/quality.

NORWALK CHAMBER MEMBERS SHINE

Little Lake School District

The California Distinguished Schools program was established in 1985 and alternates each year between elementary and secondary schools. The Award is given by the California State Board of Education to public schools within the state that best represent exemplary and quality educational programs. Approximately five percent of California schools are awarded this honor each year following a selection process. In order to be invited to apply for Distinguished School honors, schools must meet a variety of eligibility criteria, including designated federal and state accountability measures. One

of the criteria is their API (Academic Performance Index) and another measurement is found in the sub groups, where schools must show significant gains in narrowing the achievement gap. Two Elementary Schools in Little Lake City School District have qualified to apply for this great honor. Lakeland Elementary School, Principal Jack Sokoloff and Studebaker Elementary School, Principal Monica Johnson, have been notified that they qualify to apply for this award. Little Lake Superintendent Dr. Phillip Perez, shared with the Norwalk Chamber that these schools were notified on November

5th that they were on the eligibility list and that they have until December 16th to submit their applications. Once applications are read, a site visit will be set up for each school. The California Department of Education will announce the recipients of the California Distinguished School Awards sometime in late March. If these two schools receive this honor, that will bring a total of six out of nine Elementary Schools in the Little Lake City School District that will have been recognized as California Distinguished Schools. The Norwalk Chamber of Commerce congratulates Dr. Perez, the Little Lake City School District and both Lakeland and Studebaker Elementary Schools on their achievements so far!

J & N Nut Products & ABCUSD

The Norwalk Chamber of Commerce has a membership that includes small businesses, large businesses, non-profit organizations, school districts and more. With such a diverse membership, we often hear about amazing things that are happening for our members, their businesses and organizations and in the community. Sometimes we have the opportunity to share with our membership and the community these amazing achievements.

Manuel Baeza of J & N Nut Products is a 27 year member of the Norwalk Chamber of Commerce. Not only is Manny a proud Chamber member, but he is also a strong supporter and advocate for another Norwalk Chamber Member, ABC Unified School District. He does this through supporting the Cerritos High School Marching

Band, Drum Line and Color Guard. Manny shared with us a recent accomplishment for the high school that many may not know about. Over the weekend of November 23rd, The Cerritos Dons Band, Drum Line and Color Guard spent their time competing in the Western Band Associations state competition in Fresno CA. In speaking with Band Director Tim Trost, we discovered that this year's students accomplished something almost unheard of! They won top honors in all five categories of competition: General Effects, Music, Visual, Color Guard and Percussion. Cerritos had previously won a division title in 2004, but it is rare for one school to win 1st place in all five divisions. Winning top honors, they then competed against the top five bands from each of the divisions for overall

honors! Some of the bands they competed against in the finals have over 300 members, and this 80 member band ended up placing 4th overall against the top 1A, 2A and 3A bands. Band Director Tim Trost has been with Cerritos High School for 12 years and is extremely proud of all of his students and their accomplishments. He also shared that the High Schools Wind Symphony will be performing in Carnegie Hall in New York this April and that in July 2012 they performed in the London Olympics. All of these opportunities become available for the students through the support of ABCUSD, parents and local businesses, and there are always sponsor opportunities for those that would like to help. If you are interested in sponsoring or supporting these efforts you can contact Director Tim at 562-926-5566 ext 21966.

CalChamber Releases List of New Employment Laws Affecting Businesses in 2014

The California Chamber of Commerce released a list of new employment laws scheduled to take effect in 2014 or earlier that will have an impact on businesses in California.

New Laws

Some of the new laws for 2014 make significant changes in key areas, such as the new minimum wage, new protections for immigrants and expanded leaves of absences. Other new laws make small changes to different parts of existing law or relate to specific industries, such as garment manufacturers or the car wash industry.

Unless specified, the following list of new legislation goes into effect on January 1, 2014.

Wage and Hour

Several new laws will increase employers' wage and hour obligations in 2014.

Minimum Wage

AB 10 raises California's current minimum wage of \$8 per hour by two, one-dollar increments: to \$9 per hour effective July 1, 2014, and to \$10 per hour effective January 1, 2016.

Domestic Work Employees

AB 241 enacts the Domestic Worker Bill of Rights, which provides for specific overtime pay for certain in-home employees; a "domestic work employee who is a personal attendant." Those with in-home help will need to carefully determine whether the new law applies to them because AB 241 contains many specific definitions and exclusions. California's rules take effect on January 1, 2014. The U.S. Department of Labor also issued new rules on personal attendants that take effect on January 1, 2015.

Meal and Rest Periods – Expansion to Heat Illness Recovery Periods

SB 435 expands meal and rest break prohibitions to "recovery" periods taken to prevent heat illness. Under SB 435, an employer cannot require an employee to work during a recovery period mandated by state law under Cal/OSHA's heat illness standard.

An employer that does not provide an employee with a recovery period must pay the same premium penalty that exists for unprovided meal or rest breaks — one additional hour of pay for each workday that the meal, rest or recovery period is not provided.

Employers with outdoor places of employment are subject to Cal/OSHA's heat illness standard, which allows for cool-down periods in the shade of no less than five minutes at a time on an "as-needed" basis for employees to protect themselves from overheating.

Damages for Minimum Wage Violations

AB 442 expands the penalty available for citations issued by the Labor Commissioner for failing to pay minimum wage to include a requirement that the employer pay liquidated damages to the employee, in addition to existing penalties.

Protections for Exercising

Rights Under Labor Code
AB 263 amends Labor Code Section 98.6, which protects employees who assert their rights under the Labor Code; for example, by complaining of wage theft. AB 263 prohibits retaliation or adverse action against employees for exercising their rights under the Labor Code (current law only explicitly prohibits discharge and discrimination). AB 263 also expands protected conduct under Labor Code Section 98.6 to specifically include a written or oral complaint by an employee that he/she is owed unpaid wages.

Critically, AB 263 adds a civil penalty of up to \$10,000 per employee per violation.

Labor Commissioner Lien on Property for Employee Complaints

AB 1386 requires that the amount due under a Labor Commissioner order, decision or award that has become final shall create a lien that the Labor Commissioner may record on the employer's real property.

Attorneys' Fees – Prevailing Party Wage Claims

SB 462 states that employers who win wage-claim lawsuits may recover attorneys' fees and costs from the employee only if a trial court finds that the employee filed the lawsuit in bad faith.

Employee Wage Withholdings – Criminal Penalty

SB 390 creates a criminal penalty for an employer that fails to remit withholdings from an employee's wages that were made pursuant to state, local or federal law.

Garment Manufacturer Requirements

AB 1384 creates a civil penalty for a garment manufacturer's failure to display his/her name, address and registration number at the front entrance of the premises.

Car Wash Industry

AB 1387 increases the bond requirement for employers in the car wash industry from \$15,000 to \$150,000, but exempts an employer from the bond requirement if the employer has a collective bargaining agreement in place that meets specified criteria.

Farm Labor Contractors – Successor Liability

SB 168 makes a successor farm labor contractor liable for wages or penalties owed by a predecessor farm labor contractor under certain specified circumstances.

Prevailing Wages

A number of bills signed this year relate to prevailing wages. Employers that provide services or construction work for the government or public entities must pay the prevailing wage, which usually is significantly higher than the minimum wage.

The bills include AB 1336, SB 7, SB 54, SB 377 and SB 776. One notable bill (SB 54) expands payment of prevailing wages to privately financed refinery construction projects.

Discrimination and Retaliation Protections

Several new laws will expand employee protections

for 2014.
Protection for Military and Veterans

AB 556 adds "military and veteran status" to the list of categories protected from employment discrimination under the Fair Employment and Housing Act.

Sexual Harassment Definition Clarified

SB 292 amends the definition of harassment to clarify that sexually harassing conduct does not need to be motivated by sexual desire. The new law clarifies that hostile treatment can amount to unlawful sexual harassment regardless of whether the treatment was motivated by any sexual desire.

Whistleblower Protections

SB 496 expands whistleblower protections to include reports alleging a violation of a local rule or regulation. It also protects employees who disclose, or may disclose, information regarding alleged violations "to a person with authority over the employee or another employee who has authority to investigate, discover or correct the violation."

Finally, SB 496 prohibits retaliation against an employee because the employer "believes the employee disclosed or may disclose information."

Immigrant Protections

Many new laws will affect immigrants in 2014. New protections will address retaliation against immigrant workers who complain about unfair wages or working conditions. Privileges such as driver licenses for undocumented immigrants also were extended.

Retaliation and Unfair Immigration Practices

AB 263 prohibits an employer from engaging in "unfair immigration-related practices" when an employee asserts protected rights under the Labor Code. For instance, an employer may not threaten to contact, or contact, immigration authorities because an employee complained that he/she was paid less than the minimum wage.

AB 263 authorizes various penalties against employers that engage in unfair immigration-related practices, including a private right of action.

License Revocation for Threatening to Report Immigration Status

SB 666 permits the state to suspend or revoke an employer's business license where that employer reports, or threatens to report, the immigration status of any employee because the employee makes a complaint about employment issues. It also allows for disbarment of attorneys for similar conduct against witnesses or parties in a lawsuit.

The law covers reports, or threats to report, employees, former employees, prospective employees or family members, as defined, to immigration authorities.

Employers are not subject to the suspension or revocation of a business license for requiring

a worker to verify eligibility for employment under the Form I-9.

Criminal Extortion for Threatening to Report Immigration Status

AB 524 clarifies that a person may be guilty of criminal extortion if the person threatens to report the immigration status or suspected immigration status of an individual, or his/her relative or a member of his/her family.

Driver's License for Undocumented Immigrants

AB 60 requires the California Department of Motor Vehicles (DMV) to issue a driver license to an undocumented person who can prove identity and California residency and who can meet all other licensing requirements, such as the written and behind-the-wheel exams.

The card will bear a notation stating that the card is not acceptable for federal purposes, such as verifying eligibility for employment. In other words, this card is not acceptable for Form I-9 verification.

AB 60 does not take effect until January 1, 2015, or on the date the Department of Motor Vehicles (DMV) director executes a specified declaration, whichever is sooner. The DMV must adopt regulations to implement the new law, including documents acceptable for the purposes of proving identity and California residency, as well as procedures for verifying authenticity of documents.

Leaves and Benefits

Several new laws will make changes to leaves of absence in California for 2014.

Time Off for Crime Victims

SB 288 adds new protections for crime victims to take time off from work to appear in any court proceeding in which a right of the victim is at issue. The law applies only to specific crimes, such as solicitation for murder and vehicular manslaughter while intoxicated.

Employees must comply with requirements for requesting the leave. Violations of the law will be enforced by the Labor Commissioner.

Time Off for Victims of Stalking and Accommodation for Domestic Violence, Sexual Assault and Stalking Victims

SB 400 extends existing protections for victims of domestic violence or sexual assault to victims of stalking. Existing protections that will now be extended to stalking victims include time off to appear at legal proceedings (all employers) and to seek medical/psychological treatment, including safety planning (employers with 25 or more employees).

SB 400 also makes it unlawful to discriminate or retaliate against an employee because of his/her status as a victim of domestic violence, sexual assault or stalking.

SB 400 further adds a new reasonable accommodation requirement for victims of domestic violence, sexual assault or stalking. Reasonable accommodations under the statute may include implementation of safety measures.

Time Off for Emergency Duty

AB 11 requires an employer with 50 or more employees to provide a temporary leave of absence of up to 14 days per calendar year for reserve peace officers and emergency rescue personnel to receive training. Current law provided the training leave of absence only to volunteer firefighters. AB 11 also expands the law to cover time off for "emergency rescue training" in addition to the existing protections for fire or law enforcement training.

Paid Family Leave Benefits

SB 770 expands Paid Family Leave (PFL) wage-replacement benefits for employees to include benefits for time taken off to care for a seriously ill grandparent, grandchild, sibling or parent-in-law. PFL does not create the right to a leave of absence, but provides California workers with some financial compensation/wage replacement during a qualifying absence. This legislation takes effect July 1, 2014.

San Francisco Family-Friendly Workplace Ordinance

San Francisco passed a

Family-Friendly Workplace Ordinance that will require covered employers with employees working in San Francisco to consider requests for "flexible or predictable working arrangements to assist with care giving responsibilities." The ordinance also protects employees from adverse action based on "caregiver status." The ordinance requires a poster informing employees of their rights. The San Francisco Office of Labor Standards Enforcement (OLSE) will enforce the ordinance and develop the required notice.

Background Checks

AB 218 prohibits a state or local agency from asking an applicant to disclose information regarding a criminal conviction until after the agency determines the applicant meets minimum employment qualifications.

There are specified exceptions, such as where a criminal history background check is otherwise required by law for the position. This legislation will not go into effect until July 1, 2014.

Workers' Compensation

Several bills relating to workers' compensation were signed into law in 2013:

- AB 1309 limits the ability of professional athletes who work for out-of-state sports teams to bring workers' compensation claims in California. A player employed by an out-of-state sports team who wants to bring claims for cumulative trauma (such as for arthritis or brain injuries due to multiple concussions) will have to prove that he/she worked a good part of his/her career for teams based in California or spent more than 20 percent of his/her professional time working in California.
- AB 607 relates to death benefits for dependent children.
- AB 1376 relates to language assistance and interpreters.
- SB 146 deals with medical treatment and billing and copies of prescriptions.

SB 809 involves reporting of controlled substances.

2014 Employment Notice Poster Features California's New Official Minimum Wage Notice

The upcoming increase in California's minimum wage means almost all employers must post an updated minimum wage notice. The California Chamber of Commerce 2014 California and Federal Employment Notices Poster and 2014 Required Notices Kit (with all-in-one poster) contain the new official California Minimum Wage notice prepared by the California Labor Commissioner.

AB 10 increases California's current minimum wage of \$8 per hour by two, one-dollar increments — the first in July 2014, and the second in January 2016. The new law marks the first increase to the minimum wage since January 1, 2008.

The new official notice displays:

- The current minimum wage of \$8.00 per hour;
- The new first increase in the minimum wage to \$9.00 per hour effective July 1, 2014; and
- The second increase in the minimum wage to \$10.00 per hour effective January 1, 2016.

The California Labor Commissioner included the current minimum wage rate and the two upcoming increases on the new official notice. The decision to include all three rates benefits a legally compliant minimum wage notice that can be used on January 1, 2014, and covers them when the July 2014 increase occurs.

Employers should further note there is a mandatory change to the California Department of Fair Employment and Housing notice "California Law Prohibits Workplace Discrimination and Harassment" that requires a new employment notice posting on January 1, 2014. This posting also is included in CalChamber's 2014 California and Federal Employment Notices Poster.

Even a business that employs only one person in California must post and hand out required state and federal employment notices in each company location. Businesses may preorder the posters by calling (800) 331-8877, Monday through Friday, 8 a.m. to 5 p.m. PT.

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