

27th Annual Golf Tournament



1st Place: Jan's Towing



2nd Place: L & B Foods/McDonald's

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The Irwindale Chamber's 27th Annual Golf Tournament, in conjunction with Title Sponsor 1st Centennial Bank, was held on May 3, 2007 at the beautiful Sierra La Verne Country Club. The day's activities began with a putting contest and lunch courtesy of L & B Foods/McDonald's who grilled burgers on site! Golfing began at noon and the dinner reception was at 5:30 p.m.

At the dinner reception, attendees were invited to bid on silent and live auction items as well as purchase raffle tickets for a chance to win great raffle prizes. Every golfer was also entered into a \$500 cash prize drawing.

Gilbert Ruiz of Miller Brewing Company did a great job as the Golf Tournament Chair and as the Master of Ceremonies during the dinner reception. Congratulations to our tournament winners:

1st Place – Jan's Towing

2nd Place – L & B Foods

3rd Place – 1st Centennial Bank

Most Honest - City of Irwindale

Thank you to all of our sponsors in kind: Custom Signs, Champion Awards, Eagle Photography, L&B Foods/Mc Donald's, Miller Brewing Company, Pepsi Cola, and Rancho Duarte Florist.

Special thanks also to Carolyn Novotny, A.J. Longo & Associates, our Volunteer Committee Chair for coordinating all of the volunteer assignments, and to the many volunteers who gave so freely of their time before, during and after the tournament.

The Irwindale Golf Tournament is another great opportunity to introduce yourself and your company to fellow Chamber members, or entertain your clients. The tournament is open to every level of golfer and offers an invigorating day of networking and sporting. If you are interested in participating or sponsoring the next golf tournament in the spring of 2008, please contact the Irwindale Chamber at 626.960.6606.



Sponsors In Kind

Custom Signs
 Champion Awards
 Eagle Photography
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 Miller Brewing Company
 Pepsi Cola
 Rancho Duarte Florist

(Tournament-continued on page 13)

Calendar of Events

June 2007

"It doesn't matter who my father was; it matters who I remember he was." -- Anne Sexton



- 5 Ambassador Meeting 8:00 a.m. Vineyard Bank
- 6 Environmental Committee Noon Chamber Office
- 7 Business Development Committee 9:00 a.m. Chamber Office
- 12 Irwindale Education Foundation 7:30 a.m. Chamber Office
- 14 Let's Do Lunch 11:30 a.m.-1:30 p.m. Irwindale Community Center
Presenting Sponsor: Picasso's Cafe Topic: E-Waste
- 22 E-Waste Roundup 9:00 a.m.-4:00 p.m. Irwindale City Hall
- 25 Board of Directors Meeting 3:00 p.m. Chamber Office
- 28 GMI Breakfast 7:30 a.m.-9:00 a.m. Picasso's Cafe
Presenting Sponsor: Picasso's Cafe

July 2007

Where liberty dwells, there is my country.
-Benjamin Franklin-



- 3 Ambassador Meeting 8:00 a.m. Vineyard Bank
- 4 Independence Day **CHAMBER CLOSED**
- TBD Environmental Committee Noon Chamber Office
- 5 Business Development Committee 7:30 a.m. Chamber Office
- 10 Irwindale Education Foundation 7:30 a.m. Chamber Office
- 12 Let's Do Lunch 11:30 a.m.-1:30 p.m. TBA
Presenting Sponsor: Diversified Transportation Topic: Business Card Bingo
- 12 Young Citizen of the Year 6:00 p.m. Irwindale Senior Center
Presenting Sponsor: Vineyard Bank
- 20 Educational Foundation BBQ 6:00 p.m. Miller Brewing
- 23 Board of Directors Meeting 3:00 p.m. Chamber Office
- 26 GMI/Mini Expo 7:30 a.m.-9:00 a.m. Picasso's Cafe
Presenting Sponsor: Picasso's Cafe

August 2007

The summer night is like a perfection of thought.
-Wallace Stevens-



- 1 Environmental Committee Noon Chamber Office
- 2 Business Development Committee 7:30 a.m. Chamber Office
- 7 Ambassador Meeting 8:00 a.m. Vineyard Bank
- 9 Let's Do Lunch 11:30 a.m.-1:30 p.m. Irwindale Community Center
Topic: Workplace Violence Prevention
Presenting Sponsor: Picasso's Cafe Bakery & Catering
- 14 Irwindale Education Foundation 7:30 a.m. Chamber Office
- 15 HR Roundtable 11:30 a.m.-2:00 p.m. Irwindale Community Center
Topic: Preventing Sexual Harassment
Presenting Sponsors: A.J. Longo & Associates & Foothill Transit
- 23 GMI Breakfast 7:30 a.m.-9:00 a.m. Picasso's Cafe
Presenting Sponsor: Picasso's Cafe, Bakery & Catering
- 27 Board of Directors Meeting 3:00 p.m. Chamber Office

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I believe that trust is an important key when seeking to build long-lasting and mutually rewarding relationships with my clients. I seek to earn that trust by working closely with my clients to develop a comprehensive long-range financial plan tailored to help them meet their individual needs. I conduct my business with high ethical standards and make it a point to treat my clients with professional courtesy and respect. I am committed to providing the highest quality service possible. I define my success by my clients' success.

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Member News



May Business of the Month: Vineyard Bank

Vineyard Bank has been part of the City of Irwindale since they purchased Southland Business Bank in September of 2003. Since that time Vineyard Bank has strived to become an integral part of the community and businesses it serves. Management has been instrumental in reaching out to the community and the chamber through volunteer activities and use of the Vineyard Bank Facility for small business development seminars as well as hosting of chamber mixers.

Participating in the Irwindale Foundation, civic and service organizations, charitable activities, religious groups, educational institutions & other involvements, such as youth groups.

Vineyard Bank is the proud presenting sponsor of the Young Citizen Award for 3 years running. They believe in giving back to the community and that education of our young citizens is important to the growth of our nation in the future. They donate a \$1000 savings bond to the winner each year. They welcome the opportunity to display the Irwindale Chamber information rack with community and chamber events, maps, and directories of the businesses in the area.

Vineyard Bank is a Cornerstone Club member at the Bronze level and Kimberly Travanty, AVP Customer Service Manager, is Chair of the Ambassador Club and on the Board of Directors for the Irwindale Chamber. They sponsor several Chamber events each year and gladly donates items whenever needed by the Chamber.



May Ambassador of the Month: Dr. Maggie Pezeshkian, Duarte Family Chiropractic.

Pictured L-R: Kim Travanty, Vineyard Bank & Dr. Maggie Pezeshkian, Duarte Family Chiropractic.

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As a community partner, we salute the City of Irwindale for its continuing commitment to the San Gabriel Valley.

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Senator Romero Addresses Business Community



Pictured above are:(L-R) Lisa Bailey, Irwindale Chamber; Irene Villapania, Azusa Chamber; Ruth Bourne, Rosemead Chamber; Audrey Lynberg, West Covina Chamber; Vee Clark, SCE Federal Credit Union; Dolly Lucero, El Monte Chamber; Dennis Chiappetta, Athens Services; Senator Gloria Romero; John Fasana, MTA Board and Duarte Councilman; Tony Glassman, California Amforge; Elizabeth Bagwell, City of Hope; Angela Driscoll, Vulcan Materials; Eileen Beeson, SCE Federal Credit Union; Jayne Foote, Veolia ES Technical Solutions; Elisa Clifford, Southern California Edison, and Kevin McDonald, Foothill Transit.

On Friday, May 11, 2007, we were honored to have Senator Gloria Romero as our featured speaker during the Legislative Business Affairs Forum sponsored by Southern California Edison/CTAC and hosted by the Irwindale, Azusa and Duarte Chambers of Commerce. As Senate Majority Leader, Senator Gloria Romero is the highest ranking woman in the California Legislature, and the first woman to hold this leadership position. Senator Romero is a legislator, an educator, a dedicated social activist, an aggressive prison reformer, and a forceful advocate for California's most disadvantaged citizens. She currently serves on the Senate committees on Banking, Finance and Insurance; Education; and Human Services, and she chairs the Senate Committee on Public Safety.

The Senator spoke on issues such as transportation, the current business climate, and employment opportunities for parolees. She also took questions from the audience for thirty minutes. Senator Romero represents the 24th Senate District (East Los Angeles) which includes parts of the City of Los Angeles, El Sereno, Lincoln Heights, City Terrace, Montecito Heights, and the Cities of Azusa, Baldwin Park, Covina, Duarte, El Monte, Industry, Irwindale, La Puente, Monterey Park, Rosemead, South San Gabriel, and West Covina.

Senator Romero and John Fasana of MTA were each presented with a plaque thanking them for their leadership in securing funding for the 10/605 interchange on behalf of the San Gabriel Valley Legislative Coalition of Chambers of Commerce.

The Company Welcome Mat

By: Nancy Friedman, Telephone Doctor

How to Keep Customers Knocking on Your Door - I'm often asked: "What is the biggest and most costly customer service mistake in business today?" Our answer is simple - "We're just not friendly enough."

Customers should be treated as welcome guests when they call an organization; instead, they're often treated like an interruption or, even worse, an annoyance. More than 90 percent of all customer service includes a telephone call. That said, customer service mistakes happen anytime and in many ways, whichever way you communicate with your customers.

These customer service tips will help you start or benchmark your own customer service training program. Bring your staff together at a time when everyone can attend and talk about any frustrating customer events. Discuss how they handled them versus how it could have been done. The meeting can be short, maybe 15 minutes, and it doesn't need to be daily - but it does need to be done. Not having a customer service training program in place can cost every organization revenue and customers. Poor customer service creates a negative image for the entire organization, no matter how wonderful the products or services are that you offer.

And if staff has the attitude that there's no competitive organization for customers to go to, tell them that may be right, but if one customer tells another about a negative experience and so on down the line, more customers will leave your business. Then staff jobs will be lost, and eventually, bang - no organization at all.

Here are 3 of the biggest service mistakes that are most likely to anger customers into lifelong resentment toward an organization:

MISTAKE 1: NOT SMILING

Solution: Smile. It sounds insanely simplistic, doesn't it? We're taught early that a smile can get us a lot. This is true even as adults, especially on the telephone. Since the telephone is the most commonly used mode of communication, we need to understand why a smile works - because you can hear a smile. We recommend keeping a mirror by your desk, so when you pick up the receiver, you can tell if you're smiling.

OK, OK sometimes we don't feel like smiling. Well ya know what? Smile anyway. The caller doesn't care if you feel like smiling or not. At Telephone Doctor, smiling before you pick up the phone is a condition of employment; not smiling is grounds for termination, and, yes, I have exercised that option. With customer service as our top priority, we simply don't tolerate not smiling before you pick up the phone. Frankly, I'd rather have the caller think your office is closed than to have you answer the phone in a negative mood. (YES, the caller CAN HEAR the smile.)

MISTAKE 2: NOT ACKNOWLEDGING A CALLER'S REQUEST OR PROBLEM

Solution: Rapid responses. We have a so-called "mental stamp" at Telephone Doctor that reads "RR," which means, "This request or piece of information needs an immediate and rapid response." (Welcome Mat-continued on page 8)



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Southern California June - July 2007

June 12 - 9:30 am to 12:30 pm

Doing Business With General Services Admin.(GSA)
Santa Ana Chamber of Commerce
2020 North Broadway, 2nd Floor
Santa Ana, CA 92706

June 19 - 9:00 am to 12:00 pm

Getting Started with Government Contracting
Small Business Development Center (SBDC)
Hosted by Ventura College
71 Day Road
Ventura, CA 93033 Santa Ana, CA 92706

June 20 - 9:00 am to 12:00 pm

Introduction to Federal Contracting
Lakewood Chamber of Commerce
4010 Watson Plaza Dr., 2nd Floor Conference Room
Lakewood, CA 90712

Solis Appointed

Speaker of the House Nancy Pelosi (CA-8) appointed Congresswoman Hilda L. Solis (CA-32) to the Mexico - United States Interparliamentary Group. The Group, which is comprised of members of the United States Congress and the Mexican Congress, meets annually to discuss issues of mutual concern to the United States and Mexico.

"I'm honored to be appointed to this group which will discuss some of the most important issues facing our state and nation, including trade, narcotics, trafficking, and immigration," said Congresswoman Solis. "I look forward to working with my counterparts in Mexico to find solutions to the many other challenges that our two countries face. I have confidence that we can work together for the betterment of both nations," said Solis.

(Welcome Mat-continued from page 7)

Requests and problems need to be handled sooner than later. Delaying a request can cause more problems than the original request.

Another good habit to get into is to ask the customer: "By the way, when would you be needing this Mr. Jones?" Our surveys found that when a customer is asked when he or she would like to receive the needed information, 80 percent did not automatically respond, "I need it now," as you might expect. Thus, you don't have to promise, "I'll get that to you right away." Often, callers won't need something until tomorrow or next week. Asking for a timetable is good customer service.

And, by the way, "as soon as possible" is not a time. Confirm a date or time.

MISTAKE 3: IMMEDIATE REJECTION OF A REQUEST

Solution: Be a "double-checker." It's so easy to tell people, "We don't have it." or "Sorry, it's past the deadline." or "We ran out of that report." Instead, try a soft rejection: "The last time I checked it wasn't available but, let me double-check on that for you." It's a wonderful way to defuse any disappointment about you not having what they called for in the first place. This simple statement immediately defuses some of the tension of not being able to fulfill a request completely. And often when we do double-check, we find a way to get what the person wanted after all.

You now have three techniques (simple that they are) to kick-start or benchmark your customer service training program. To make these techniques happen, the entire staff, from President to maintenance, needs to embrace the customer service program or it won't work. Be firm. The organization's entire image is at stake since it is unlikely to get a second chance.

Don't have time? Make time. What or who is more important than those customers? You'll be surprised at how much fun it is to hear a customer say, "Thanks, you've been super."



Business Mission to India

DELHI (ARRIVAL) – SARISKA - JAIPUR - AGRA – DELHI (DEPARTURE)



TOUR LODGING INFO:

PLACE	# OF NIGHTS	DELUXE HOTELS
SARISKA	01 Night	Sariska Palace
JAIPUR	02 Nights	Le Meridien
AGRA	02 Nights	Jaypee Palace
DELHI	02 Nights	Grand Intercontinental

TOUR PACKAGE INCLUDES:

- **International Air from LAX to DEL and back.**
- A business forum in Delhi, details to be determined.
- Accommodation in the mentioned category of hotels or similar.
- Daily buffet breakfast.
- Welcome dinner in Sariska.
- All transfers, sightseeing, excursions as per the itinerary in an air conditioned deluxe Coach.
- Elephant ride in Jaipur (Subject to availability)
- Jeep Safari in Sariska.
- Marble craftsmanship with the demonstration.
- Carpet weaving, the block printing demonstration.
- Demonstration of gem cutting & polishing
- Traditional Rajasthni Kathputli (Puppet) Show at Sariska.
- All monument entrance fees.
- One bottle of mineral water will be provided each day during the city tour/drives.
- Services of local English speaking guides' and support of professional staff in India.
- All applicable land taxes.

TOUR INFO

10 Days

September 15-24 2007

**USD \$1995 (per person/
double occupancy)**

PACKAGE PRICE DOES NOT INCLUDE:

- Lunch / Dinner.
- Expenses of personal nature such as tipping, porters, laundry, telephones, etc
- Required Passport/Visa
- Travel Insurance
- Photography fees may apply at some points of interest.

TOUR LODGING MEALS:

Breakfast is included. Other meals (lunch/dinner) are not included. In most places there is a vast selection of excellent Indian food available.

REGISTRATION AND PAYMENT DETAILS: \$100 pp deposit due at booking. July 15, 2007 balance is due. No cancellations or refunds after this date. Payment by personal check or cashier's check preferred. Credit cards add 4% processing fee. Checks are payable to Indus Travels.

The Green Pages

June 2007



Water Safety

Submitted By: Noreen Heinisch, Biosense Webster, Inc.

According to the National Safety Council, drowning claims the lives of nearly 3,000 people every year. Although all age groups are represented, children four years old and younger have the highest death rate due to drowning. Most drowning and near-drowning incidents happen when a child falls into a pool or is left alone in the bathtub.

Water sports -- like swimming, wading, boating, and water skiing -- are fun and exciting. But they can also be dangerous for people of all ages. According to SafeUSA, in 1996, nearly 4,000 people drowned in the United States, including almost 1,000 children younger than 15 years of age. Among children aged 1-9, drowning is the second leading cause of death from injuries. Near-drownings can result in brain damage.

Childhood drownings and near-drownings often occur when a child is left alone, even for a few seconds. It is surprising to many parents that young children tend not to splash or make noise when they get into trouble in the water and thus usually drown silently. Most children who drown in pools were last seen inside the home, had been out of sight less than five minutes, and were in the care of one or both parents at the time.

How young children drown tends to vary by age. For example:

- Children under age one most often drown in bathtubs, buckets, and toilets.
- Children aged 1-4 most often drown in swimming pools, hot tubs and spas.
- Children aged 5-14 most often drown in swimming pools and open water, such as lakes and rivers.

Many people don't realize that alcohol use is involved in many drownings: 25-50% of adolescent and adult drownings involve alcohol use. In 40-50% of drownings among adolescent boys, alcohol is a major contributing factor. These facts can be found at the SafeUSA website at <http://www.safeusa.org/water/water.htm>.

Tips for General Water Safety

You can greatly reduce the chances of you and your children becoming a drowning victim or being injured if you follow a few simple safety tips from the National Safety Council and the Water Safety Coalition:

- Learn to swim. The best thing anyone can do to stay safe in and around the water is to learn to swim. Always

swim with a buddy; never swim alone. The American Red Cross has swimming courses for people of any age and swimming ability. To enroll in a swim course, contact your local Red Cross chapter.

- Swim in areas supervised by a lifeguard.
- Read and obey all rules and posted signs.
- Children or inexperienced swimmers should take precautions, such as wearing a U.S. Coast Guard-approved personal floatation device (PFD) when around the water.
- Watch out for the dangerous "too's" – too tired, too cold, too far from safety, too much sun, too much strenuous activity.
- Set water safety rules for the whole family based on swimming abilities (for example, inexperienced swimmers should stay in water less than chest deep).
- Be knowledgeable of the water environment you are in and its potential hazards, such as deep and shallow areas, currents, depth charges, obstructions and where the entry and exit points are located. The more informed you are, the more aware you will be of hazards and safe practices.
- Pay attention to local weather conditions and forecasts. Stop swimming at the first indication of bad weather.
- Use a feet-first entry when entering the water.
- Enter headfirst only when the area is clearly marked for diving and has no obstructions.
- Do not mix alcohol with swimming, diving or boating. Alcohol impairs your judgment, balance, and coordination, affects your swimming and diving skills, and reduces your body's ability to stay warm.
- Know how to prevent, recognize, and respond to emergencies.
- Learn CPR (cardio-pulmonary resuscitation). This applies particularly to pool owners and water sports enthusiasts.

Whether vacationing on a beach in San Diego, staying at a hotel with a pool, visiting relatives or friends who own pools, taking a tubing trip down a river or boating on a lake... water safety must be practiced wherever water is present! For more information please visit the National Safety Council website at <http://www.nsc.org/library/facts/drown.htm>.

(E-Waste-continued from coverage)



segments of our nation's waste stream. 70% of heavy metals and 40% of lead contents found in today's landfills are from e-waste.

E-waste includes electronic products or devices, such as computer monitors, televisions, PC systems, printers, home entertainment systems, copiers, and facsimile machines that have reached their useful end, whether in working condition or not.

Please come show your support for a cleaner environment by diverting e-waste away from our city and landfills to the appropriate recycling process. For more detailed information on the event, or for qualified e-waste products, please contact the following: Irwindale Chamber of Commerce at 626-960-6606 or e-mail info@irwindalechamber.org.

Some Things are Too Toxic To Trash!

Free Household Hazardous & E-Waste Roundup
Saturday, June 16, 2007, 9:00 a.m. – 3:00 p.m.
 @ LAPDW Flood Control Maintenance Yard
 160 East Longden Ave, Irwindale

Hazardous Waste includes paints, glues, pesticides, oils, solvents, cleansers, old medicine, and car and dry-cell batteries. E-Waste includes computer monitors, TV's, VCRs, stereos, fax machines, computer keyboards and cellular telephones. Improper disposal of these materials can pollute the environment and endanger children and pets.

- Limit of 15 gallons or 125 lbs. per vehicle
- Don't mix materials, keep original labels on containers
 - Put in a sturdy box in the trunk of your car
 - No waste from business will be accepted
- No explosives, ammunition or radioactive materials will be accepted

For more information, call the L.A. County Hotline at **1 (888) CLEAN LA-(1-888-253-2652)**

Water Conservation Tips

By: Metropolitan Water District of Southern California

Ten ways that will save the most:

1. Water your lawn only when it needs it. Step on your grass. If it springs back, when you lift your foot, it doesn't need water. So set your sprinklers for more days in between watering. **Saves 750-1,500 gallons** per month. Better yet, especially in times of drought, water with a hose.
2. Fix leaky faucets and plumbing joints. **Saves 20 gallons** per day for every leak stopped.
3. Don't run the hose while washing your car. Use a bucket of water and a quick hose rinse at the end. **Saves 150 gallons** each time. For a two-car family that's **up to 1,200 gallons** a month.
4. Install water-saving shower heads or flow restrictors. **Saves 500 to 800 gallons** per month.
5. Run only full loads in the washing machine and dishwasher. **Saves 300 to 800 gallons** per month.
6. Shorten your showers. Even a one or two minute reduction can **save up to 700 gallons** per month.
7. Use a broom instead of a hose to clean driveways and sidewalks. **Saves 150 gallons** or more each time. At once a week, that's **more than 600 gallons** a month.
8. Don't use your toilet as an ashtray or wastebasket. **Saves 400 to 600 gallons** per month.
9. Capture tap water. While you wait for hot water to come down the pipes, catch the flow in a watering can to use later on house plants or your garden. **Saves 200 to 300 gallons** per month.
10. Don't water the sidewalks, driveway or gutter. Adjust your sprinklers so that water lands on your lawn or garden where it belongs--and only there. **Saves 500 gallons** per month.

The Irwindale Chamber of Commerce Environmental Committee

E-mail your environmental questions to our committee and one of our committee members will respond to you.

Chair: Celia Smith- **Sanctuary Shack**

Sol Benudiz - **Irwindale Police Department**

Ann Croissant- **San Gabriel Mountain Conservancy**

Craig Doerr- **American Reclamation**

Jayne Foote- **Veolia ES Technical Solutions**

Raymond Hamada- **City of Irwindale**

April Kelcy- **Earthquake SOLUTIONS**

Khari Lands- **Express Personnel**

Irene Ramirez- **San Gabriel Valley Tribune**

Thomas Rascop- **Reichhold, Inc.**

Patricia Sullivan- **City of Irwindale Public Library**

Racine Ward- **Biosense Webster, Incorporated**

Lisa Bailey- **Irwindale Chamber of Commerce**

Dominique Yates-**Irwindale Chamber of Commerce**

Mission Statement

To prepare, inform and advocate, on behalf of the business and residential community, environmental concerns and emergency preparation and response planning.

Join the Committee

If you care about health and safety issues that affect community business, or the environment, you should consider this committee.

Meeting: 1st Wednesday of each month

Time: 12:00 noon to 1:00 p.m.

Location: Irwindale Chamber of Commerce,
 16102 Arrow Highway, Irwindale
 (one block east of Irwindale avenue)

E-mail: EnviroCommittee@irwindalechamber.org

Website: www.EnviroCommittee.com

Bottled Water, Water Filters & Water Softeners

By: Metropolitan Water District

Should I buy bottled water or water at vending machines or water stores?

Water that is bottled or sold in vending machines or water stores costs up to a thousand times more per gallon than tap water. It is not necessarily any more safe to drink. Every source of water, whether it is tap water or some type of bottled water, has to meet very strict health requirements.

It's important to be an informed consumer if you choose to drink something other than tap water. If you purchase water that is sold in vending machines or water stores, be sure that their treatment systems are properly serviced and maintained. This means, for example, that filters have to be cleaned often. Find out the source of the water—if it's truly a mountain spring or just the same household tap water run through a special filter. And, if you have health concerns, check to see how the water is treated. Ask what specific contaminants the treatment process removes.

Do I need to purchase a home treatment device to make my tap water safe?

Most people do not need to purchase a home treatment device (e.g., a water filter) to make water safe. That's because your tap water already meets very strict government regulations for quality.

If, however, you are considering buying a home treatment device because of health concerns (e.g., you have a severely compromised immune system), make sure that the device is certified by the California Department of Health Services (DHS). DHS certifies more than 350 home treatment devices that claim to reduce toxic chemicals or provide better health protection. All devices that make such claims must be state certified to be legally sold.

This includes carbon filters, distillation, reverse-osmosis, ion-exchange and ceramic filters. You can call DHS at (916) 327-1139 for more information about their certification program.

If you want to improve the look, taste or smell of your tap water, a home treatment device can be the answer. Performance of these types of devices is certified by the independent National Sanitation Foundation. For more information call (800) 673-8010.

If you do decide to purchase a home treatment device, remember the following:

- Don't be fooled by a sales demonstration that shows funny looking "stuff" settling to the bottom of a glass of tap water. The "stuff" you see is usually nothing more than the minerals that naturally occur in water.
- Home treatment devices have to be properly serviced to work well. If they aren't maintained according to

manufacturer's instructions, water from the device may be less safe than water straight from the tap.

- Water that is treated by a home treatment device is usually much more expensive than water straight from the tap, when you take into account the cost of maintaining the device.
- Make sure the device removes the things you are concerned about. Not all home treatment devices remove the same things.
- If you have a severely weakened immune system, talk to your doctor about the type of home treatment device to use.

Should I boil my water?

On very rare occasions, the local health department or your water utility may issue a notice to boil your water. This may happen when there is an earthquake or other emergency. Otherwise, unless you have a severely weakened immune system or your doctor advises you, you do not need to boil your tap water. It already meets strict state and federal regulations for quality.

Do I need a water softener?

No one needs a water softener to make tap water safer. A softener removes the dissolved minerals that make water hard but are not harmful. The hardness of water is different throughout Southern California and depends on the source of the tap water.

Before purchasing a water softener, check to see if there are certain types that are restricted for use in your area. Softer water has both good and bad features. Some of the good things include a softer feel to hair and skin, the need to use less dish soap and laundry detergent (because soap lathers more quickly in soft water) less mineral deposits in pipes and on pots and pans, glasses and cars. However, softer water can be more corrosive to your plumbing. Some water softeners add sodium to the water which may be a concern for people on sodium-restricted diets.



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- Irwindale Speedway
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- Johnson Peltier Electric
- Picasso's Café, Bakery & Catering
- Precision Electric Co.
- Rancho Duarte Florist
- Royal Coaches Auto Body & Towing
- Source One Staffing
- Southern California Edison

Golf Committee

- Chairperson— Gilbert Ruiz— Miller Brewing Company
- Bill Schroeder-1st Centennial Bank
- Rachel Leyba-Allstate Insurance
- Rona Lunde— Jan's Towing
- Carolyn Novotny-A.J. Longo and Associates
- Rick Hofmans—Vulcan Materials
- Bianca Vobecky-Diversified Transportation Services
- Anita Hernandez-Miller Brewing Company



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IRWINDALE ROCKS

(Previously the City Corner)

As Provided by City Staff



Council Round-Up – April 11 & 25, and May 9, 2007

- City Council approved a \$500 donation to the American Red Cross “Heroes Celebration 2007”
- City Council adopted Participation Agreement Renewals for the Illegal Street Racing and DUI Enforcement Program.
- City Council approved the Animal Control Services Agreement with the County of Los Angeles.
- City Council approved a site plan and design permit to develop an office / warehouse / truck maintenance building and a truck wash facility located at 201 East Longden Avenue subject to conditions.
- City Council approved an agreement for the demolition of CRA owned facilities located at 4700 Azusa Canyon Road.

Red Cross Heroes Celebration

The Red Cross Heroes 2007 Celebration lunch took place on May 11, from noon to 2:00 p.m. at the San Gabriel Hilton Hotel. This event honored everyday heroes from various cities in the San Gabriel Valley. Some of our councilmembers and commissioners were scheduled to attend.

42nd Annual Older Americans Recognition Day

This year, the Older Americans Recognition Day Award will go to Mr. Ben Aguayo, a resident of our City. In 1994, Mr. Aguayo was responsible for forming the Irwindale Am Vets Post 113 Color Guard which today consists of 35 men and has participated in approximately 2500 burials. Mr. Aguayo and his Color Guard have been called upon by the City to participate in various memorial dedications, anniversaries, burials and parades. He has always willingly given of his time and added integrity and compassion to our events. He provides a distinguished service to our community and through this service, he has enhanced the lives of many. He is most certainly a deserving recipient of this award.

50th Anniversary Celebrations

The sub-committees have been selected and the events are being proposed for the City’s 50th Anniversary. Our slogan for the celebration is “Building Our Heritage, One Rock at a Time.” The committee is proposing a kick-off event on July 4th with festivities each weekend until the closing ceremony on August 6th which is the actual date of our incorporation. A fiesta, parade, entertainment and fireworks show are just a few of the festivities being proposed. Also as part of the City’s 50th anniversary, the Library has begun recording the oral histories of residents. This project is being embraced enthusiastically by the residents. It will be an exciting and enjoyable time for all.

Library News

The Library is planning for the Summer Reading Program that will be conducted from Monday, June 25 until Friday, August 24, 2007 this year. Also, every Wednesday at 4 p.m. there will be a game session for children or a show. So far, they have booked a ventriloquist and folk music singer. Valentine’s Traveling Nature Class is booked for the closing party on Friday, August 24 at 2 p.m. with insects, reptiles and a Wallaby.

Every year the Library participates in the training of future librarians through the Metropolitan Cooperative Library Services’ (MCLS) From Intern to Library Leader Program (FILL) by hiring two interns a year to work part-time at the Library for about ten weeks. The interns get involved in ongoing projects as well as receiving training in all aspects of working in a Library. Jason Phipps was our intern for January through April. This summer April Geltch will join us. She is a teacher who is becoming a librarian and she will be involved in this year’s Summer Reading Program as well as the filming of the oral histories.

IRWINDALE ROCKS

(Previously the City Corner)

As Provided by City Staff



Cinco de Mayo Celebration

On Cinco de Mayo, (May 5th), the seniors celebrated with dinner and dancing at the Senior Center. Pictured are just some of those who attended and had a great time kicking up their heels and socializing with good friends.



Cinco de Mayo

Dressing up for the Cinco de Mayo dinner and dance is Rufina Puentes. Her colorful dress and accessories made her a hit at the festive occasion.



The Chicos

Also attending the Cinco de Mayo dinner and dance were two festively dressed residents of our City, David and Terry Chico.

IRWINDALE ROCKS

(Previously the City Corner)

As Provided by City Staff



Nixon Library

On April 14, 2007, our seniors took a field trip to the Nixon Library. The Richard Nixon Library opened its doors on July 19, 1990. It is a privately supported, non-profit institution dedicated to educating the public about the life and times of the 37th President and encouraging interest in history, government and public affairs. The seniors have many trips throughout the year as well as classes for crafts, computer use, exercise and many more. Pictured in the presidential helicopter are Tito and Margie Padilla.



Birthdays

Celebrating birthdays in the month of April were from left Esperanza Rodriguez, Kathy Roman, Ed Aros, Esmeralda Breceda, Becky Orosco, Concha Orosco, Joe Meza, Petra Rivera, Elivra Martinez and Martha Ramirez. Congratulations to all!

Employee Benefits

By Cal Chamber

OK to Vary Benefits Based on Job Duties, Classification

I'd like to give more vacation to employees who work in the sales department than to employees who work in the warehouse. Would that be illegal discrimination?

Although the word "discrimination" is often heard from employees who feel they are somehow being treated unfairly, discrimination actually has a much narrower definition under the law.

In order to be illegal, discrimination must be based on one of the categories specifically protected by state or federal statutes. Simply because an employee may think something is unfair does not mean the employer has engaged in illegal discrimination.

Defining Discrimination

Treating employees differently is absolutely legal as long as that different treatment:

- is not based on one of the categories specifically protected by law, such as a person's age, race, sex, national origin, religion or sexual orientation; or
- does not disproportionately impact a group of employees protected by the anti-discrimination laws, even if that

(Employee Benefits-continued on page 18)

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Labor Law

By: Cal Chamber

Using Pay Cards for Employee Compensation Tricky in California

Our company uses pay cards to pay employees in other states. Can we offer pay cards to our California employees?

The legal ability to use pay cards/debit cards to pay employees is of concern for California employers, because a paycheck or other type of payment must be negotiable and payable in cash, without the employee paying a fee, at some established place of business in the state.

Any pay card/debit card that charges the holder a fee per transaction would violate California law.

Labor Code Requirements- California's Labor Code Section 212 requires that employees be paid by:

- cash;
- paper paycheck; or
- upon employee's voluntary election, direct deposit into the employee's account (bank, savings and loan, or credit union with a place of business located in California).

Pay and debit cards could be viewed as a form of direct deposit — the money is automatically added to the card on each pay date.

However, employers may not require that employees use automatic payroll deposit, so it would follow that they may not require the use of pay or debit cards.

The payment of wages by pay or debit card has not been addressed by the California courts. The California Chamber of Commerce has introduced legislation in previous years to clarify how pay cards could be used, but the Legislature has not shown interest in approving it.

Wage/Deduction Information- If an employer does offer a pay card as an option, the employer still must provide information about the wages and deductions as required by California Labor Code Section 226:

- gross wages earned;
- total hours worked by the employee (non-exempt);
- number of piece-rate units earned & applicable rate of pay;
- all deductions;
- net wages earned;
- inclusive dates of the pay period;
- name and identification number of employee;
- name and address of the employer; and
- all applicable hourly rates of pay and the corresponding number of hours worked at each rate.

Considerations-Before offering pay or debit cards to employees, consider the costs you would incur in order to provide the card and process the payroll, as well as assuring that no fee is charged to the employee in the use of that card. It also is recommended that you discuss such a plan with your own legal counsel.

(Employee Benefits-continued from page 17)

was not the intent of the employer, unless the employer can show it was justified by a business necessity.

Employers generally may offer more of a particular benefit, such as vacation, to one group of employees compared to another as long as there is a legitimate, business-related reason for doing so.

For example, recruiting and retaining a qualified sales staff may require the employer to offer more benefits to those employees, while fewer incentives may be needed for lower-skilled positions. Exempt employees often may work long hours with no additional compensation, so an employer may choose to provide them with more paid vacation time to prevent employee burnout.

Differing Jobs, Benefits

As long as the line dividing who gets which benefit is based on job classification, department, shift, exempt or non-exempt status or some other legitimate, business-related category, providing different benefits to different employees is not illegal discrimination.

Some common examples where different benefits are legally given include:

- Providing more vacation or paid time off to exempt employees than to non-exempt employees;
- Giving longer lunch hours to employees who work in the employer's office than to those who drive its delivery trucks;
- Giving more vacation to employees with more seniority;
- Providing higher pay (shift differentials) to employees who work less desirable shifts; and
- Allowing employees in certain departments to choose a flex-time schedule (following the required process), while requiring employees in other departments to work a standard schedule.

Small Business Consulting

- The SBDC is an economic development project of the U.S. Small Business Administration and the California Community Colleges, operating as a full service business assistance center.
- The SBDC services include one-on-one business counseling, loan application assistance, business development seminars, and onsite consulting.
- Please call the SBDC at 800-450-7232 to schedule your consultation, or to register for an upcoming workshop.

Upcoming Workshops

Intro. to Patents, Trademarks, and Copyrights

Wednesday, June 13, 2007

5:30 p.m. -7:30 p.m.

@ Irwindale Community Center

16102 Arrow Hwy

Irwindale, CA 91706

IRWINDALE CHAMBER OF COMMERCE

Street Address: 16102 E. Arrow Highway, Irwindale, CA 91706
Mailing Address: P.O. Box 2307, Irwindale, CA 91706-1168
Phone: (626)960-6606 • Fax:(626) 960-3868
E-Mail: info@irwindalechamber.org
Website: www.irwindalechamber.org

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Jesus Rodriguez *Decore-Ative Specialties*
Steven Sorell *Attorney at Law*
Kim Travanty *Vineyard Bank*
Director Robert Griego *Interim City Manager*
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Staff: Dominique Yates *Membership Event Manager*
Veronica Orosco *Administrative Assistant*

CHAMBER MEETINGS

Ambassadors 1st Tuesday
8:00 a.m. at Vineyard Bank
Board of Directors 4th Monday
3:00 p.m. at the Chamber
Environmental Committee 1st Wednesday
12:00 noon at the Chamber
Luncheons 2nd Thursday
Location Varies
Business Development 1st Thursday at the Chamber
7:30 a.m.
Networking Breakfast 4th Thursday at Picasso's Cafe
7:30 a.m. - 9:00 a.m.
Toastmasters Every Wednesday at Irwindale Community
7:15 a.m. (Visitors always welcome!)

IRWINDALE SERVICE ORGANIZATIONS

Am-Vets Post 113
16124 Calle de Paseo, Irwindale, CA 91806
Meets 1st Friday at Am-Vets Park (626) 338-4440 Ben Aguayo
Irwindale Educational Foundation
P.O. Box 2307, Irwindale, CA 91706-1168
Board Meets 2nd Tuesday, 7:30 a.m. at the Chamber
Irwindale Lions Club
P.O. Box 2093, Irwindale, CA 91706
Meets Tuesdays, 11:45 a.m. at Covina Bowl
Irwindale-Salvatierra, GTO, Mexico Sister City Corporation
P.O. Box 2054, Irwindale, CA 91706
Meets 2nd Tuesday, City Council Chambers at 7:00 p.m.
Knights of Columbus
16025 E. Cypress Ave., Irwindale, CA 91706
Meets 2nd Wednesday, 8:00 p.m., at the Knights of Columbus Hall
Sociedad Progresista Mexicana, Inc.
(626) 337-1193 Antonio Salazar
Meets once a month (usually Tuesday), City Council Chambers
V.F.W. Irwindale Post 9895
P.O. Box 2054, Irwindale, CA 91706
Meets 3rd Thursday at 4117 Alderson Street, Baldwin Park, CA

City of Irwindale

City Hall
5050 Irwindale Avenue
Irwindale, CA 91706-1168

Phone: (626) 430-2200
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Website: www.ci.irwindale.ca.us
e-mail: postoffice@ci.irwindale.ca.us

City Council
Mayor: H. Manuel Ortiz
Mayor Pro Tem: David Fuentes
Council Members: Mark A. Breceda,
Suzanne Gomez, and Julian A. Miranda

City Council Meetings
2nd and 4th Wednesday, 6:30 p.m. at City Hall

City Staff
Interim City Manager: Robert Griego
Assistant City Manager: Camille Diaz
Dir. of Public Works/City Engineer: Kwok Tam
Finance Director & City Treasurer: Abraham De Dios
Director of Planning: Raymond Hamada
Human Resource Manager: Sharmeen Bhojani
Economic Development Manager: Elaine Cullen
Deputy City Clerk: Linda Kimbro

Planning Commission
Chair: Richard Chico Vice Chair: Robert E. Hartman
Commissioners: Doloras Amador Larry Burrola and Arthur R Tapia

Parks & Recreation Commission
Chair: Dan Diaz Vice Chair: Belen Zepeda
Commissioners: Erlinda Duran, Paula Fraijo,
and Carol Hernandez

Senior Citizen Commission
Chair: David Martinez Vice Chair: Maggie Guzman
Commissioners: Stella Breceda,
Nellie Tapia and Patricia Trippy

Library.....(626) 430-2229
City Librarian: Patricia Sullivan
5050 Irwindale Avenue Fax: (626) 430-2266

Recreation.....(626) 430-2224
16053 Calle de Paseo Fax: (626) 962-3022
Recreation Manager: Dan Grijalva
Recreation Supervisor: Carol Acosta
Recreation Supervisor: Priscilla Zepeda

Senior Center.....(626) 430-2283
16116 Arrow Highway Fax: (626) 430-2275
Senior Citizen Coordinator: Jackie Delgado

Assistant To Senior Citizen Coordinator: Sara Ponce
Service Yard.....(626) 430-2280
16034 Calle del Norte
Public Works Manager: Mike Rados

Police Department
Chief Sol Benudiz

Emergency..... 9-1-1
Phone (non emergency)...(626) 430-2244
5050 Irwindale Avenue Fax: (626) 856-0471


Los Angeles County Fire- Irwindale Station
Emergency..... 9-1-1
Phone (non emergency)...(626) 337-8919
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It is the mission of the Irwindale Chamber of Commerce to BUILD solid relationships and provide quality services which SUPPORT chamber members and businesses, in order to PROMOTE the economic vitality of our community.