

## Comprehensive Navigation Center opens for Whittier's homeless

A 139-bed comprehensive service center was opened in August to serve Whittier residents experiencing homelessness. Wrap-around services provided by The Salvation Army will be offered in a modern residential setting and aims to set residents on a path to self-sufficiency. The center has 78 beds for men, 39 beds for women and can also accommodate up to 10 couples.

Unlike traditional homeless shelters that provide only meals and sleeping accommodations, Whittier's Navigation Center will provide clients with case management services that include health and wellness resources, employment assistance, substance abuse services, and counseling, with the goal of connecting clients to stable income and permanent housing.

"This innovative approach to addressing the needs of unhoused Whittier residents is the culmination of many years' worth of planning and thoughtful decision making by our City Council, The Salvation Army, and cooperating agencies," said Whittier City Manager Brian Saeki.

The Center is just one part of the City's 2018 plan to address homelessness in Whittier, but the COVID-19 crisis prompted the Whittier City Council to vote in April 2020 to speed up the development timeline. While the Uptown Whittier Senior Center served as an immediate answer



City officials cut the ribbon on the newly opened comprehensive service facility and shelter for homeless residents which features 139 beds for individuals in a private space and wrap-around services to its clients that include health and wellness resources, employment assistance, substance abuse services, and counseling with the goal of connecting clients to stable income and permanent housing

to the public health crisis, an all-hands-on deck approach led to the complete renovation of The Salvation Army's existing building in Whittier which now offers clients a therapy room, patio, and cubicle-style sleeping quarters.

The new Navigation Center will be operated by The Salvation Army, an experienced non-profit service provider with significant experience serving

homeless clients in the Whittier area and across Southern California. In addition to receiving three meals a day and semi-private sleeping quarters equipped with personal hygiene amenities, residents will also have access to transportation, onsite pet care, health services, and free phone service.

The opening of the Navigation

*Continued on page 5*

*See what's inside*

**pages 3**  
**Hathaway Virtual Auction**



**page 10**  
**Whittier Hospital receives Five-Star rating**

## The Greenleaf Promenade gets green light for extension

The Greenleaf Promenade, created in June, 2020 to allow restaurants and retailers in the Uptown area the opportunity to expand operations outside, will remain in place until February 1, 2022 according to a recent decision by the Whittier City Council. Originally set to be in place until October 15, 2021, which was 120 days past the date when businesses were allowed to be at full capacity indoors, the City Council voted to extend the closure of Greenleaf Avenue between Wardman and Bailey Streets a few more months. The extra time will allow City staff to do further research on public safety and accessibility aspects, as well as options for a hybrid design

*Continued on page 3*



The Whittier City Council extended the Greenleaf Promenade time frame to February 1, 2022 to allow time for city staff to research permanent and hybrid options

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Whittier Chamber Business Focus

Official Publication of the Whittier Area Chamber of Commerce

This publication is mailed to 12,000 licensed businesses in the city of Whittier, all Whittier Chamber members, and Whittier residents in selected areas.

We welcome comments, press releases, and community interest stories. The Whittier Chamber reserves the right to approve and edit submitted material.

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INDEX

■ Chair's Message .....	2
■ Hathaway Golf .....	3
■ Mayor's Message .....	4
■ 10-4 Tips from the WPD .....	5
■ Community Connections .....	6-7
■ Member Marketplace .....	7
■ Ambassador Spotlight .....	7
■ Testimonial .....	13
■ Welcome New Members .....	13
■ Renewing Members .....	14
■ Milestone Members .....	14
■ Calendar .....	14
■ New Members .....	15

A MESSAGE FROM THE CHAIR

Coming back stronger than ever



Sandra Hahn,  
Chair of the Board

It's hard to believe that we are moving into the fall season of 2021. The months are flying by and pretty soon we'll be entering into the holiday season. As you begin to plan holiday celebrations, be sure to call the Chamber and ask for referrals on banquet facilities, restaurants, caterers, florists, décor companies, and local retailers for those special gifts!

I am optimistic for our future as we finish off the 3rd Quarter of 2021. According to results from our recent Economic Impact Survey, many of our businesses feel the same way. Additionally, during the Chamber's recent Business Outlook event, Dr. Christopher Thornberg from Beacon Economics indicated that, overall, the economic health of American workers looks remarkably strong. We are coming back stronger together, vigorous, and more energetic than ever!

Another indicator that we are moving forward in our recovery stage is the number of new businesses that are opening up in Whittier. The Chamber is exploding with new members and excited business owners who have chosen to make an investment in our community. We are thrilled to welcome them to Whittier and provide them with the benefits of being a

part of the Chamber. I have found it very interesting that many of our new business owners are also residents of Whittier. That's one of the things that makes our community so special and unique – we have many, many people who live and operate their business here and we all have a common goal to see Whittier thrive. "Live, work, play & invest in community"

Things are getting back to normal around the Whittier Chamber with new staff and the return of valuable programs and services to keep our businesses on the road to recovery. Our Business & Economic Recovery Taskforce continues to meet to gauge ever-changing business needs and our Economic Development Committee is back in action.

We hope that you will join us on September 13 for our 43rd Annual Hathaway Golf Classic. Even if you are not a golfer, you can join in the fun at our 19th Hole After Party Mixer. For ticket information, visit our website. This year we also have a Virtual Auction featuring great items such as beach cruisers, BBQs, Dodger tickets, getaways, gift cards, baskets, and more. The Auction will run from Friday, September 10 – Tuesday, September 14. Please visit our website for the link and bid on your favorite items. The

money raised at both the Hathaway Golf Classic and the Virtual Auction will help the Chamber fund more programs and services that our business community needs.

Thank you to the Credit Union of Southern California as well as the City of Whittier for hosting our first two outdoor, in-person Wake Up Whittier networking breakfasts this summer. We had over 130 enthusiastic people in attendance at each one and we look forward to having our September Wake Up Whittier at Rose Hills Memorial Park outside at SkyRose Chapel. Be sure to reserve your seat by visiting [www.whittierchamber.com](http://www.whittierchamber.com).

Tasty Tuesday is back again on September 28 at Orchard's BBQ & Grill. Join us for a delicious networking lunch at our 2021 Business of the Year location!

The Chamber continues to be a resource for credible information, financial assistance, and connections. We are proud to serve as the catalyst for business growth, the convener of leaders and influencers to get things done and the champion for a thriving community.

Happy Fall Y'all!

Greenleaf Promenade - continued from front page

(keeping one or two lanes open) or a permanent closure.


"The Whittier City Council has been, and remains, committed to supporting all of our businesses, especially through the many challenges experienced during the last 15 months," stated Mayor Joe Vinatieri. "I want to thank the community for their support and encouragement of our continued innovation; when our businesses needed us, we were willing to take bold steps to support them. I know we are all looking forward to working collaboratively and ensuring that our business community continues to thrive," he added.

Results from a survey of business owners, property owners and community members were overwhelmingly supportive of keeping


The Greenleaf Promenade open permanently. Many restaurant owners say that the Promenade concept saved their business during the pandemic when they had zero options for indoor dining. Others say that it has made Whittier a destination place. "Now that the new parking structure is open on Comstock Avenue, the loss of parking on Greenleaf Avenue is not as much of an issue," stated Linda Garrido, owner of Coby Madison Jewelers, located on Greenleaf Avenue near Bailey Street. "More families are out walking together down the Promenade – it's nice to see," she added.

The Whittier Chamber of Commerce and the Whittier Uptown Association worked collaboratively with City officials when the pandemic struck in March, 2020, to quickly create The Greenleaf Promenade concept. The two organizations, as well as the property owner-supported Uptown Whittier Improvement Association, pitched in to brand the area with "Stronger Together" graphics on the k-rails that blocked traffic. "We applaud the City Council for taking bold and quick action to create The Greenleaf Promenade as a way to save our businesses during the pandemic," stated Carol Crosby, President and CEO of the Whittier Chamber. "We have already been through years of Streetscape plans and designs and would love to see the investment by the City to turn The Greenleaf Promenade concept into a safe, attractive and permanent part of the fabric of Whittier."

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The CHAIRMAN'S CIRCLE is a dedicated group of influential businesses that help shape our community vision and support the Whittier Area Chamber of Commerce's ability to strengthen the regional economy.







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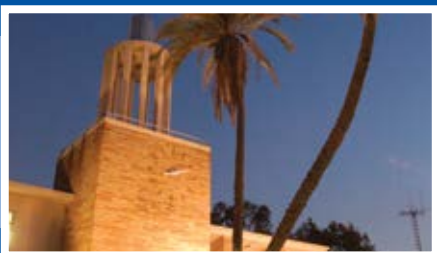


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## City Of Whittier UPDATE



### MAYOR'S MESSAGE

I hope you've all had a chance to get back to a sense of normalcy these past few months and enjoy some fun in the sun. Although I share your frustration that we're still fighting the COVID battle, I'm glad that our seasonal traditions like Concerts in the Park and Family Movie Nights have helped friends and neighbors connect with one another again during these unsettling times. Our schools are back in session, our businesses are open, and our days are full again. Whittier's... on the Move!

Congratulations to The Salvation Army and City of Whittier on the grand opening of our new Whittier Navigation Center! When the City Council adopted the Homeless Action Plan back in 2018, one of the main goals was to expand housing and access to emergency shelter for Whittier residents experiencing homelessness. Whittier has always maintained a great partnership with The Salvation Army who has been addressing the needs of our most vulnerable residents for many years now, and when COVID-19 began threatening the health of those living without shelter, The Salvation Army offered to assist the City by operating a temporary shelter out of the Whittier Senior Center. With a remodel and construction on their existing Pickering Avenue building completed, The Salvation Army is ready to begin offering wrap-around services to those in need including mental health resources, hygiene facilities, 12-step support groups, counseling sessions, healthcare assistance, employment support, referrals, and more. Thanks to the ongoing efforts of all our homeless network providers, including Whittier First Day who works with local adults, Jovenes Inc. who works with local youth, and The Whole Child serving Whittier families, Whittier is better able to holistically address critical needs in our community, and the opening of this shared navigation center marks a tipping point in our collective efforts. Thank you to The Salvation Army and to City staff for everyone's hard work and dedication to seeing this project through to the finish line, as well as to our residents for trusting our vision of better serving those in need.

Although we've made considerable progress, there is still much to do for those individuals who are still living unhoused in our community. The City Council has taken additional steps to implement a partnership moving forward with City Net, a local service provider, and our Police Department. This partnership will supplement existing County resources and provide better, more frequent connections between individuals experiencing homelessness in our community and caseworkers who can quickly assess their needs and offer housing placement services and resources such as them to mental health and other services.

In early August, City Council approved an architectural agreement to design much-needed upgrades to the Uptown Senior Center. Following the transition of clients from the temporary shelter into the Navigation Center, the City will temporarily reopen the Senior Center for limited, COVID-compliant programming until late Spring, at which point we anticipate beginning a major renovation of the Uptown Senior Center. Improvements will include new bathrooms, updated flooring, modern amenities, and air-conditioned gathering space among other enhancements for all to enjoy. For our active seniors interested in participating in City programming this fall, classes including tai chi, chair boxing, and line dancing are currently being offered at the Parnell Park Community center, as well as special senior movie days featuring new releases on Fridays and classic movies on Mondays. Please contact a member of our Parks, Recreation & Community Services staff for details on all activities and status updates on the upgrades taking place at the Uptown Senior Center by calling (562) 567-9450.

Since we've been talking about service, I also want to say thank you again to the many volunteers that were recognized by the Whittier Social Services Commission last month during a special ceremony held in front of City Hall. As I noted in my remarks, volunteering is one of the best ways to feel connected to our community. Volunteers are finding ways to use their lifetime of skills and experience to make an impact on issues they care about. Whether they serve every day or a few times a year, volunteers contribute to the health and vitality of our community. The nine individuals awarded represent the best of Whittier through their involvement and dedication to Whittier non-profit organizations including the Boys and Girls Club of Whittier, Whittier Host Lions, The Whole Child, YMCA of Greater Whittier, SOLA Lions Club of Whittier, Whittier Area Literacy Council, Assistance League of Whittier, and Yadi's House. I am grateful to each of these true Whittier heroes who continue to give of their time and their talents to better the lives of those around them. Cheers to their collective contributions within our community and for coming together during a time of great need.

For those of you who participated in the Greenleaf Promenade survey and shared your feedback with staff on how we can improve, I thank you. The community has spoken and the Council is committed to finding a path forward that will hopefully make way for continued outdoor dining opportunities and other streetscape improvements in the months to come. The City



MAYOR

Joe Vinatieri



Council will review additional options for the design of either a permanent or hybrid Uptown Promenade area within the next few months that could allow for greater accessibility while maintaining an ambiance that is welcoming, family-friendly, and supportive of our local Uptown businesses.

Don't forget that October 1st is National Manufacturing Day, which gives us a chance to celebrate those American and Whittier manufacturers who proudly stand behind goods and services made in America. On Manufacturing Day, more than 1,600 American manufacturers will share their stories and take up the important work of inspiring our young people to pursue careers in manufacturing and engineering. They create jobs through entrepreneurship, and their competitiveness revitalizes American manufacturing. As we look to rebuild in the wake of the pandemic, America will need creators and collaborators. I encourage you to explore virtual events taking place this month throughout our region and learn more about some of the fantastic manufacturing businesses we are fortunate to have providing great jobs and opportunities right here in Whittier.

There's other great stuff to do in Whittier this fall, including the 7th Annual Booktoberfest on Thursday, October 7. The event traditionally features a silent auction, interviews with local brewers and chefs, and exclusive Library perks for ticket holders. Purchase yours online at [www.whittierplf.org/booktoberfest](http://www.whittierplf.org/booktoberfest) and sponsorships are available. Thank you to the Whittier Public Library Foundation for their efforts to bring the community together for another fun night of books and beverages! Watch for more information on time and location to follow.

Finally, mark your calendar for the 12th Annual Whittier Spooktacular 5K Run/Walk scheduled in-person for Saturday, October 30th. Get your steps in with us and keep up with the pack! Enjoy a Creepy Crawly ½ Mile Dash for the little ones, costume contest, and a pancake breakfast for all to enjoy. Register online at [www.Whittier5K.org](http://www.Whittier5K.org) or call the Parks, Recreation & Community Services department for details at (562) 567-9400. I'll see you out there!

Thanks again to all of you for your ongoing patience, resilience, and flexibility as we make our way out of the pandemic. As a reminder, our kids are back in school again and the Whittier Police Department is out on patrol enforcing speed limits throughout town. Please slow down and do your part to keep our streets safe!

### WELCOME BACK WHITTIER!



Trese Childs, DoubleTree Hotel Whittier, Judy Bradt, A Special Event, Laurie Perschbacher, MAP Property Management and Paul Hernandez, State Farm Insurance enjoyed the snow machine at Wake Up Whittier provided by A Special Event



Chamber President and CEO Carol Crosby and Chair of the Board Sandra Hahn welcomed Congresswoman Linda Sanchez, Mayor Joe Vinatieri and Council Member Fernando Dutra to Wake Up Whittier



Chamber Chair of the Board Sandra Hahn from Crepes & Grapes Café thanked Mayor Joe Vinatieri and Council Member Fernando Dutra for hosting the August Wake Up Whittier on top of the new Uptown Parking Garage





# City Of Whittier UPDATE





COMMUNITY CONNECTIONS



Whittier Chamber Board members, Ambassadors and friends celebrated the opening of The Guidelines Barbershop and welcomed owner Humberto Perez to the Whittier community



Mayor Joe Vinatieri and Chamber Chair of the Board Sandra Hahn, along with local business owners, joined owners Ethan Hoang and Ethan Huynh, and some special Chinese dragons, at the Apple Rx Pharmacy grand opening.



Aya and Joe Vinatieri celebrated their recent purchase of Uptown Whittier favorite Auntie's Bakery & Café with family, friends and community supporters



YMCA staff and Chamber friends celebrated upgrades at the Uptown facility over the summer



Longtime Whittier resident Martha Barbosa, along with Chamber friends and family, celebrated the opening of Uptown Goods, located at the corner of Hadley and Comstock





COMMUNITY CONNECTIONS




Credit Union of Southern California CEO Dave Gunderson and VP of Marketing Michelle Hunter, along with CU SoCal Board Members Gil Rodriguez, Eric Day, and Chris George, presented a special donation to the Whittier Chamber Board of Directors at the first in-person Wake Up Whittier in July



Credit Union of Southern California board members and CEO announced to Mayor Pro Tem Cathy Warner, Mayor Joe Vinatieri, Chamber Chair of the Board Sandra Hahn and Council Member Fernando Dutra that they have donated over \$200,000 to Whittier non-profit organizations

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A Special Event

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OCTOBER



Lauren Sweeney  
Rise Up For You

Judy Bradt

Judy Bradt is in the business of celebrating. “If you are celebrating, we are decorating!” she exclaims. Judy is the owner of A Special Event, a balloon and event décor company that has been in business since the early 90’s. She reminds everyone that the creative team at A Special Event will turn your next party into truly...A SPECIAL EVENT!

Judy has been a member of the Whittier Chamber for many years. “The best part about being a Chamber member are the lifelong friendships that I have formed along with connecting with some of my best and most loyal customers,” she explains. Judy has been a member of the Ambassador Team for 10 years and served as the co-chair of the Chamber’s

most important committee for 4 years. “I really enjoy being part of the Ambassador Team,” she says. “I like helping behind the scenes, welcoming new members and helping the Chamber grow.” Judy has been a star volunteer for the Chamber and was elected to serve on the Board of Directors in 2020. This year she also serves on the Executive Committee as the Vice Chair of Marketing and Networking. “I love attending Wake Up Whittier, State of the City and Tasty Tuesdays” she says of the Chamber’s popular networking and informational events. “I am so glad the City of Whittier has an active Chamber,” says the long-time Whittier resident. “I am privileged to be part of it.”

Lauren Sweeney

Lauren Sweeney is the VP of Business Development for Rise Up For You, a business that supports companies and individuals with confidence, leadership and business development. “People development in relationship to emotional intelligence, conflict management and company culture are our specialty at Rise Up For You,” explained Lauren.

Lauren is a Whittier resident and has been a member of the Chamber for a little over a year with Rise Up For You, but she has been part of the

Whittier Chamber community for over 5 years. She is a brand-new Ambassador who has jumped in feet first to assist new members and help the Chamber grow. She believes that the best part about being a Chamber member is the connection with other business owners, and ability to build lasting relationships. As an Ambassador, Lauren enjoys being able to share the benefits of the Chamber and help business owners stress less, scale and grow. “I like letting them know they're not alone and the Chamber is here to help!” she says.



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# 3 Tips for Getting Through Covid Anxiety

by Kristin Martinez, PAX Therapy & Family Services

Many of us have lots of feelings and thoughts and views around Covid. And whether it has been masks, being closed up inside, or having first hand experience with Covid, the 20-21 years have proven that anxiety does in fact exist. Many people who have never experienced anxiety are suddenly met with the experience of sweating palms, rapid heart beat, sudden irritability, and even racing and unwanted thoughts. Below are a few tips to help you get through everyday Covid Anxiety.

Anxiety tends to be about fear. Usually, and most often, unwanted and unhelpful anxiety is fear about something in the future (i.e. what

could happen, or IF). These following techniques are meant to help you reorient yourself into the present moment and literally shift your brain from functioning in the protective Amygdala of the brain to the logical problem solving Prefrontal Cortex part of the brain. (Note: This article does not replace any medical advice or regular therapeutic treatment under a licensed professional).

1. The 5-4-3-2-1 Grounding Technique. This one sounds complicated, but it is actually very simple. Grab an object- a banana for example. First, name 5 things about how this banana looks. Then name 4

things about the way this banana feels in your hands (is it cold? Is it soft? Does it feel ripe? etc) Next we move on to finding 3 descriptive words for the smell of the banana. Name 2 ways in how the banana tastes. And Finally- how does this banana sound. Ring! Ring! Ring! Banana phone. OK, so bananas don't have a sound, but what does the banana sound like when you put it on the table?

2. The Descriptive Technique. Do you wake up in the middle of the night and have a hard time falling back asleep? Try this one. It's super easy. Pick anything around you- a picture, the floor, or clothes on the floor. Take your time

describing the object in as much detail as possible (in your head). This helps shift your mind back into the realization that it is in the safety of your room.

3. Pressured Breathing. This may be my all time favorite for immediate anxiety relief. Breathe in for a count of 4. Hold your in breath for another count of 4. Release the breath for AT LEAST 6 counts, but preferably 10 counts or longer. Repeat for 3 sets of 3 breaths. Easy Peasey Lemon Squeezy.

If you want more tips or some extra support with Covid Anxiety or any other mental health related issues, our well trained therapists at PAX can most definitely help.

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## The Whole Child Announces National Accreditation, Acknowledges \$1 Million Capital Gift At Board Installation Event

As The Whole Child (TWC) installed its Board of Directors for the current fiscal year, the organization announced its first national accreditation and acknowledged a \$1 million gift for its capital campaign. A Chamber member, TWC is a nonprofit that serves vulnerable children and low-income families, with a focus on those are experiencing homelessness.

### Accreditation from the National Council on Accreditation

TWC earned four-year accreditation from the national Council on Accreditation (COA), which evaluates social service organizations across the US. As COA noted, “standards driving accreditation ensure services are well-coordinated, culturally competent, evidence-based, outcomes-oriented and provided by a skilled and supported workforce.” The two-year process was a study into TWC’s service delivery, impact, service sites, operational practices, leadership oversight, fund-raising principles and financial administration.

“Our accreditation affirms our commitment to high quality services for the communities we serve,” said Constanza Pachon, TWC’s CEO. “It recognizes that we strive to offer best practices in our service delivery, professionalism at all staff levels, attention to outcomes that measure positive impact on children’s and families’ lives, careful oversight by our leadership, and ethical fund-raising and financial practices. This was a rigorous process, and I commend our Board and staff’s dedication.”

TWC’s accreditation was announced by Sen. Bob Archuleta; certificates of recommendation also were presented by Whittier Mayor Pro-Tem Cathy Warner and Council Member Fernando Dutra and by Downey Mayor Pro-Tem Blanca Pacheco.

### \$1 Million Gift from Golden Rule Community Development Corporation

With a check presentation, TWC acknowledged a \$1 million contribution from the Golden Rule Community Development Corporation (GRCDC). Presented by GRCDC Board president Robert Tapia, Vice President George Muriel and Secretary Vanessa Sedano, the contribution supports TWC’s capital campaign to create a new site for its Family Solutions Center and second headquarters. As a legacy gift, the building will be named in honor of GRCDC.

“This gift truly is life-changing for our organization and, more importantly, for the families who will be served at our new site,” said Pachon. “It will help us create an access center, one where families can come for help with their basic needs and where our TWC programs and co-located partners will help families put together solutions to reach stability. With this new, larger space, we will be able to integrate more fully our housing services, mental health therapy, parenting training and nutrition education to serve truly the whole child in one location.”

### Installation of Board Officers and Directors

The officers and directors of TWC’s Board of Directors were installed for the new fiscal year, with significant representation from the Whittier community. New officers are Alex Moisa, chair; Gary Martinez, vice chair; Robert Quist, secretary; and Danelle Thomsen, treasurer. Board members are Liz Buckingham, Maria Martinez-Poulin, Conny McCormack, Corinne Munoz, Teddy Nickel, Janice Roodzant and Fabio Soto.

Founded in 1957, The Whole Child serves Whittier and surrounding communities in Southeast Los Angeles County with mental health, housing, parent enrichment and nutrition services. To learn more about TWC, visit [www.thewholechild.org](http://www.thewholechild.org) or email [giving@thewholechild.org](mailto:giving@thewholechild.org).



## Finding Focus in a Changing Landscape

As we move into a new landscape between professional and personal events, finding focus can be difficult. According to the World Happiness Report, the United States is ranked very low on people feeling fulfilled, happy and joyful. We are often told that our titles, roles and skills define who we are. When we meet new people, we usually start the conversation by asking "what do you do?" instead of "how are you doing?"

As our schedules become busier in the shifting climate, I find it harder to feel grounded. I have started charging my cell phone in the living room or kitchen so I'm not as tempted to start my day on it in the morning. I also enjoy walking barefoot on the grass to help "deregulate my nervous system" and relax. At Rise Up For You, we created the RISE morning routine. It doesn't have to take 7 hours or even happen in the morning. It's an easy 4-step process I love to incorporate at different times during the day. The picture below shows the RISE routine. See how you can incorporate more reading, setting a great intention, taking time for silence and exercise into each day.

When I schedule my day, I take a more careful look at what activities will bring me joy or move me towards my goals. We often have meetings on our calendars that we feel obligated to attend. Setting boundaries and learning to say no more often has supported me and my clients tremendously. It can feel uncomfortable at first, but once you do it more often, it becomes more routine and natural. The increase in joy and happiness when we are choosing our schedules as much as possible is measurable.

### 4 STEPS Morning Routine for Success

R

Read for 10 minutes each morning.

I

Set your **intention** for the day.

S

Make some time for **silence** and nothing else.

E

Get movement and **exercise** going to energize your mind and body.

Rise Up For You is an educational and motivational company that focuses on enhancing company culture and personal and professional development. Contact Lauren Sweeney at [lauren@riseupforyou.com](mailto:lauren@riseupforyou.com) or [riseupforyou.com](http://riseupforyou.com)



Laurie Perschbacher - Owner

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## Whittier Hospital Medical Center receives a Five-Star rating

Whittier Hospital Medical Center received a Five-Star rating in the Centers for Medicare and Medicaid Services (CMS) Overall Hospital Quality Star Ratings for 2020. Whittier Hospital is among just 7% of hospitals nationwide to receive Five Stars—the highest possible score—out of more than 4,500 Medicare-certified hospitals rated.

The Overall Hospital Rating summarizes a variety of measures across seven areas of quality into a single rating: Mortality, Safety of Care, Readmission, Patient Experience, Effectiveness of Care, Timeliness of Care, and Efficient Use of Medical Imaging.

"We are honored to be recognized by CMS as one of the top hospitals nationwide. This achievement is due to our staff and physician's dedication and commitment to our core values – Quality Care, Teamwork, Community, Diversity, and Compassion" said Richard Castro, Whittier Hospital's CEO. "We could not have earned this top rating without them." WHMC was also recently awarded a Grade A by Leapfrog for patient safety last Spring 2021.

Hospital Compare ([www.medicare.gov/hospitalcompare](http://www.medicare.gov/hospitalcompare)), a consumer – oriented website that provides information on how well hospitals provide recommended care to their patients, was created through Medicare and Hospital Quality Alliance. The website provides information to



the public on how hospitals deliver care and encourages hospitals to improve the quality of their care. The data from the existing measures on Hospital Compare, quality ratings is summarized for each hospital to allow users to easily compare hospitals.

### About Whittier Hospital Medical Center

Whittier Hospital Medical Center is a 178-bed acute care hospital, accredited by the Joint Commission, with a medical staff of approximately 500 physicians representing more than 40 specialties. Being part of the community has been an important goal throughout the years.

**To learn more about Whittier Hospital Medical Center, visit [www.whittierhospital.com](http://www.whittierhospital.com) or call (562) 464-6347.**



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How to find the right employee

By Brad Pollak, SBDC Director

Over the past several months, many small businesses have experienced tremendous difficulty finding and hiring part-time or full-time talent. There are many reasons as to why individuals aren't motivated to return to work or start a job for the first time, but there are a variety of ways businesses can attract individuals who do want to work, now.

As a business owner with seemingly too much on your plate, you might think you don't have time to write a job description that describes the vision of your company and what it is like to work there. But put yourself in the place of the candidate: they want to know what you believe in and what it's like to work for you. They want to get a "feel" for the place, and not just a clinical list of responsibilities and qualifications. They want to get a sense of your personality and of the company culture.

With this in mind, a recommendation is for you to include the following (or some variation) in your job descriptions:

A short description of what the company does, and what kinds of benefits your products or services offer your customers. "We're a pop and rock music school that teaches our students how to love playing their instruments and how to perform live, on-stage, in front of an audience."

A brief description of the company culture. "We are a small team, operating very much as a family. We work incredibly hard but also value a healthy work/life balance... etc."

A job title that makes sense and is easily understood. If you're looking for a receptionist who will assist with administrative/office support tasks, then say it. Don't feel you have to create a fancy, indecipherable title like "Customer Relationship Experience Manager."

A short narrative that describes the position, while directly addressing the candidate. "As the 'Receptionist & Office Administrator' you will be using your strong communication and organization skills to work directly with our customers and connect them with the right trainers... etc."

A brief idea of what the candidate's day will be like. "On any given day, you will be balancing your time between answering phones,

scheduling client appointments with trainers, answering email enquiries on our website about our products and services, and posting upcoming events on our website and social media accounts."

Address the candidate directly about what qualifications/experience you would like them to have. "You have a Bachelor's degree in any field, but it will be especially helpful if you have strong written and verbal communication skills. You enjoy speaking in front of large groups and are comfortable maintaining a presence on Social Media. You are proficient in Microsoft Office Suite, especially with Word, Excel and PowerPoint... etc."

A brief description of any training that is offered, along with the prospects of growth development. "This is an entry level position that will allow you to grow as a member of our team. You will be trained on how to use our products and services and how to use our proprietary scheduling software. Ideally, after you have had the opportunity to excel in this position, you will be trained to be a Client Service Rep."

A general description of compensation and benefits. "You will start off working 20 hours per week, and after 60 days of training, if you are happy and excelling in the position, you will become a full-time employee with a terrific benefits package. Compensation is very competitive, and we look forward to discussing this with you when we meet you..." etc. [Or, you could list the actual hourly dollar amount you are offering.]

Clearly explain the application process. "To apply, please send us your resume and a cover letter telling us why you are interested in the position. Send all correspondence to Josephine Smith at jsmith@emailaddress.com."

Sign off with a positive message. "We look forward to hearing from you!"

There are a million ways to write job descriptions, but if you take the time to focus on delivering a description of your company that truly reflects who you are and what it's like to work on your team, you will inspire qualified candidates to apply for the gig.

Brad Pollak is the Director for the local Small Business Development Center (SBDC). The SBDC is hosted by Long Beach City College and is funded, in part, through a cooperative agreement with the U.S. Small Business Administration and center host institutions. The SBDC offers numerous webinars and experts who can help your business grow. To register as an SBDC client (it's FREE) go to <https://longbeachsbdc.org/callme>.

### Sexual Harassment Prevention Training



**November 2, 2021**  
Whittier Community Center  
Rooms 1 & 2  
7630 Washington Ave.  
Whittier, CA 90602



#### Course Options:

**2 Hour Training for Managerial Employees:**  
8 A.M. - 10 A.M.  
**Members: \$50**  
**Non-Members: \$65**

**1 Hour Training for Non-Managerial Employees:**  
11 A.M. - 12 P.M.  
**Members: \$30**  
**Non-Members: \$45**

**1 Hour Training for Spanish Speaking Employees:**  
12 P.M. - 1 P.M.  
**Members: \$30**  
**Non-Members: \$45**

#### Course Features:

**Compliant:** This training course meets the latest legal requirement and will be conducted by a certified sexual harassment prevention expert.

**Certified:** Participants will receive a certificate upon completion of this course.

#### State of California Regulations

Employers with 5 or more employees are required to provide 1 hour of sexual harassment prevention training to non-managerial employees and 2 hours of sexual harassment prevention training to managerial employees within six months of hire date. All employees must be retrained once every two years.


The Whittier Chamber of Commerce provides in-person Sexual Harassment Prevention Training courses to businesses to help companies avoid unnecessary litigation in the workplace.

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# JOIN ME IN BECOMING A CHAMBER MEMBER



**Kwan H. Lee, MBA**  
President/CEO,  
Martplan Insurance  
Agency, Inc.

## TESTIMONIAL

“ Membership in the Whittier Area Chamber of Commerce is a must if you are a business owner or a non-profit organization based in the Whittier Community. The primary reason we joined the chamber, was to expand the visibility of our brand and organization through networking. Through events organized by the chamber, we are able to articulate our services and create a pipeline of referrals through our network connections. In a nutshell, our organization can cast a wider net through the connections made via the Chamber and attract more customers.

Martplan Insurance Agency, Inc. is located in the city of La Habra and we serve clients all across California through our 40 plus associates in our Smartplan Associate Program. We joined the Whittier Chamber of Commerce in 2017. It is through attendance of the Ribbon Cuttings, Grand Openings, Wake Up Whittier, and other chamber-organized events that we are able to keep our business connected with other business owners to further brand our organization. Through these connections, we can supercharge our marketing efforts. These chamber members become our ambassadors and champions for our business. The key is not to seek referrals, but to first plant the seed of referrals to those other members in the chamber. By doing so, your organization’s brand is further imprinted in the mindset of your chamber members.

Our advice to new and prospective members: invest in your business by attending as many events associated with the Whittier Chamber of Commerce. By doing so, you are not only supporting other members, but your brand is also being magnified through each connection you make. These connections allow you to forge new friendships and expand your support systems. ”

# Welcome New Members



The Chamber welcomed new members Josue Manuel from Ronin BBQ Teriyaki, Rick Navarro from the Whittier Chamber, Paul Viveros from Whittier Health Insurance Solutions, Chamber Board Member Kevin Koga from PIH Health, Steve Rosas from Oooma, Catherine Badame from Action Trophy, Chamber Chair of the Board Sandra Hahn from Crepes & Grapes Café, and Daniela Ojeda from Athens Services



Rick Navarro from the Whittier Chamber, Dr. Ethan Huynh & Dr. Ethan Hoang from Apple RX Pharmacy, Sara Ross from Brookdale Uptown, Ysenia Guerra from Drain It Plumbing, Elda Ochaíta Farias from Whittier Family Dental Office and Chamber Board Member Kevin Koga from PIH Health enjoyed making connections at the member reception



Mary Castillo from Help U Legal, Rick Navarro from the Whittier Chamber, Selso Ortiz from Merchant Bancard Processing, LaDonna Munier from Friendly Hills Bank, Steven Flores from Modern Woodmen of America, John Perez & Matthew Robles from JK Property Services, Nancy Gomez from Tacos Cabrones and Civic Member Octavio Cesar Martinez were welcomed to the Chamber at a recent new member reception



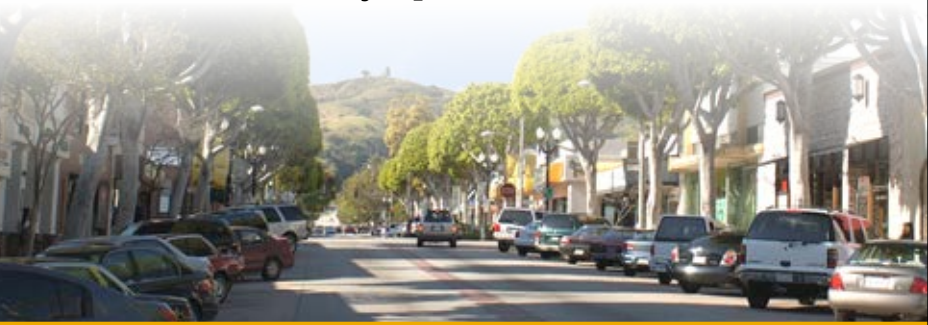
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# RENEWING MEMBERS

Thanks to the following members for renewing their Chamber membership and for supporting our efforts to build a strong local economy

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<b>A Center For Children &amp; Family Law, Inc.</b> (714) 937-1234	<b>Miller &amp; Angevine</b> (562) 464-1150
<b>ACRO Printing, Inc.</b> (562) 945-9638	<b>Mix Fruit</b> (562) 464-5755
<b>All Day Drywall</b> (562) 447-8833	<b>Navi &amp; Sons Plumbing</b> (213) 749-1046
<b>Arcpoint Labs of Santa Fe Springs</b> (562) 696-3033	<b>Orbit Event Rentals</b> (562) 696-8875
<b>Athena Acupuncture &amp; Wellness Center</b> (626) 415-8938	<b>Peel, John &amp; Laurie</b> (562) 696-2286
<b>Athens Services</b> (888) 336-6100	<b>Peter Rodriguez - Valley View Home Loans</b> (714) 396-5120
<b>Bizarra Capital</b> (562) 945-2426	<b>Professional Physical Therapy Assoc., Inc.</b> (562) 945-1587
<b>Blake P. Sanborn Insurance Agency, Inc.</b> (562) 943-7174	<b>Pro-Tech Carpet &amp; Tile Care, Inc.</b> (562) 447-4300
<b>Brookdale Uptown Whittier</b> (562) 945-3904	<b>QCB Jewelers, DBA American Gemological Appraisals, Quick Cash Buyers Inc.</b> (562) 698-4653
<b>Carden Academy of Whittier</b> (562) 694-1879	<b>Rice, Derek, O.D.</b> (562) 947-0391
<b>Charles Marr Consulting</b> (562) 781-7936	<b>Rise Up For You</b> (949) 229-0208
<b>Costco Wholesale</b> (562) 524-0002	<b>RJP Construction</b> (310) 892-1719
<b>De Luca's Italian Restaurant</b> (562) 943-1611	<b>Salon Cheval</b> (562) 696-7979
<b>Digical, Inc.</b> (562) 696-2222	<b>San Gabriel Valley Water Company</b> (562) 699-1041
<b>Dutra, Fernando</b> (562) 325-3946	<b>Santa Fe Rubber Products</b> (562) 693-2776
<b>East Whittier Presbyterian Church</b> (562) 698-9948	<b>Southern California Gas Company</b> (800) 427-2200
<b>Flag Shop, The</b> (562) 945-3377	<b>Southland Window Cleaning Company</b> (562) 547-7988
<b>Focus Escrow</b> (562) 696-0793	<b>SPIRITT Family Services</b> (562) 903-7000 x121
<b>Friendly Hills Country Club</b> (562) 698-0331	<b>State Farm Insurance - Fabio Soto Agency</b> (562) 698-6769
<b>Frisco's Carhop Diner</b> (562) 947-3663	<b>State Farm Insurance - Paul Hernandez</b> (562) 943-2700
<b>Frontier Real Estate Investments</b> (949) 800-8070	<b>STC Management</b> (562) 695-1513
<b>Gabriel Plumbing</b> (562) 942-9999	<b>Tax Solution Center</b> (562) 261-5744
<b>Greg's Auto Body</b> (562) 789-1300	<b>UPS Store Center #5115, The</b> (562) 908-0799
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<b>Havana House Cigars &amp; Lounge</b> (562) 698-2245	<b>Whittier Marketplace, The</b> (949) 851-1244
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<b>Lady Bugs Termite &amp; Pest Control</b> (562) 691-6677	

## Congratulations to our Milestone Members this month!

Thank you to the following businesses that have been longstanding partners with the Whittier Chamber in helping to support our thriving economy.

### SEPTEMBER

**20 Years**  
**Juan Great Fiesta**  
(562) 945-1785

**10 Years**  
**Lady Bugs Termite & Pest Control**  
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**St. Bruno Catholic School**  
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**5 Years**  
**Mathis Moving**  
(562) 943-7885

**Helpline Youth Counseling**  
(562) 273-0722

**Charles Marr Consulting**  
(562) 781-7936

### OCTOBER

**25 Years**  
**Whittier Host Lions Club**  
(562) 441-4903

**5 Years**  
**Integrity Tax & Notary Services**  
(562) 237-2005

**Oasis Jewelry**  
(562) 908-1113





# CALENDAR

## SEPTEMBER

**September 1**  
Ribbon Cutting at Ronin BBQ  
12 P.M.

**September 10-14**  
Hathaway Virtual Auction

**September 13**  
43rd Annual Hathaway Golf Classic  
9 A.M.

**September 15**  
Wake Up Whittier at Rose Hills Memorial Park & Mortuary  
7:30 A.M.

**September 21**  
Ribbon Cutting at La Posada  
12 P.M.

**September 23**  
Ribbon Cutting at Whittier Health Insurance Solutions  
4 P.M.

**September 27**  
Ribbon Cutting at Friendly Hills Pediatric  
4 P.M.

**September 28**  
Tasty Tuesday at Orchards BBQ & Grill  
11:30 A.M.

## OCTOBER

**October 1**  
Ribbon Cutting at Van Broussard Farmers Insurance  
12 P.M.

**October 7**  
Ribbon Cutting at Kalaveras  
3 P.M.

**October 8**  
Ribbon Cutting at Help U Legal  
4 P.M.

**October 13**  
Ribbon Cutting at Boys and Girls Clubs of Whittier  
11:30 A.M.

**October 14**  
Ribbon Cutting at Uptown Bombshell Boutique  
4 P.M.

**October 20**  
Wake Up Whittier (Location TBD)  
7:30 A.M.

**October 21**  
Ribbon Cutting at Laurea Real Estate by EXP

**October 28**  
Thirsty Thursday (Location TBD)

For up to date calendar information visit [whittierchamber.com](http://whittierchamber.com)



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CIVIC MEMBER


**Scott Radcliffe**



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Helen's Treasures


JANITORIAL SERVICES

**JK Property Services**  
Matthew Robles  
7200 Greenleaf Ave., Suite 170-B.  
Whittier, CA 90602  
(562) 464-6993  
www.jkpropertyservice.com



LEGAL SERVICES

**Law Office of John Gottes**  
John Gottes  
6723 Washington Ave.  
Whittier, CA 90601  
(562) 564-4444  
www.johngottes.com




MECHANIC

**Uptown Garage**  
Jorge Baez  
12604 Philadelphia St.  
Whittier, CA 90601  
(562) 632-1066  
www.uptown-garage.com



PHARMACY

**Apple RX Pharmacy**  
Ethan Hoang  
15141 Whittier Blvd., Suite 115  
Whittier, CA 90603  
(949) 232-3948



PLUMBING

**Drain It Plumbing**  
Ysenia Guerra  
5838 Painter Ave.  
Whittier, CA 90601  
(562) 602-5521  
www.drainitplumbing.com



RESTAURANTS

**Maria Sabina Oaxacan Restaurant**  
Ramiro Maldonado Jr.  
12556 Lambert Rd., Suite D & C  
Whittier, CA 90605  
(562) 273-5702



**Kalaveras**  
Daniel Brito  
13112 Philadelphia St.  
Whittier, CA 90601  
(562) 360-1152  
www.kalaveras.com

RETAIL

**Uptown Goods**  
Martha Barbosa  
12824 Hadley St. #101  
Whittier, CA 90601  
(562) 556-3749  
www.uptowngoodswhittier.com




Uptown Goods is a specialty retail store situated in the heart of Uptown Whittier. Their mission is to promote and sell products crafted and designed by local vendors, artists and designers. Their vision is to support as many vendors as possible and offer them another channel to spotlight their products.

AUGUST


ARCHITECT

**MP Designs**  
Jacqueline Martinez  
9837 Ladocena Ln.  
Pico Rivera, CA 90660  
(562) 758-1057  
www.mp-designllc.com




DANCE INSTRUCTION

**Steps of Gold**  
Alicia Mendibles  
16527 Whittier Blvd,  
Whittier, CA 90603  
(562) 307-6112  
www.stepsofgolddance.com



DENTAL


**West Coast Dental of Whittier**  
Rigo Fuentes  
7910 Norwalk Blvd  
Whittier, CA 90606  
(310) 409-4282  
www.westcoastdental.com




West Coast Dental has 43 state-of-the-art dental and orthodontic care practices across the state of California. They deliver the highest standard of care using the latest technologies.

EDUCATION


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Whittier, CA 90606  
(323) 712-2669  
www.brightstepsacademy.com



**ATI College**  
Yvette Bonilla  
15141 Whittier Blvd. Suite 420  
Whittier, CA 90603  
(562) 864-7806  
www.ati.edu



**New Leaf Montessori**  
Shiva Goudarzi  
6353 Painter Ave.  
Whittier, CA 90601  
(213) 220-3425




EVENT DÉCOR

**Say Yay Lawn Signs**  
Marianne Duron  
351 Latchwood Lane  
La Habra, CA 90631  
(562) 682-4606  
www.sayyaylawnsigns.com



FLOORING

**Empire Epoxy USA**  
Jennifer Sarinana  
11715 Washington Blvd. Suite B  
Whittier, CA 90606  
(855) 763-5667  
www.empireepoxyusa.com



INSURANCE

**Farmers Insurance - Valladares Agency**  
Odalys Valladares  
14304 Telegraph Rd.  
Whittier, CA, 90604  
(626) 577-1190  
www.farmers.com






Visit these new members and shop local.

NON-PROFIT

**American Cancer Society**  
Larry Sandoval  
444 W. Ocean Blvd. Ste. 950  
Long Beach, CA 90802  
(800) 227-2345  
www.cancer.org



**New Horizons Caregivers Group**  
Donna Lemaster  
16234 Folger St. Rm A1  
Hacienda Heights, CA 91745  
(626) 961-4327  
www.nhcg.org



**Whittier Pride**  
Dolisa Perez  
12120 Norino Dr.  
Whittier, CA 90601  
(626) 376-6700  
www.lacada.com/whittierpride



Whittier Pride, a local non-profit, is committed to promoting equality, diversity, self-awareness, family values, health and wellness in all its forms through community outreach and fundraising events. Their goal is to create a safe space, "The Whittier Pride Center", for LGBTQ+ Youth and our community to access much needed resources. This would be a place to have courageous conversations about acceptance, inclusion, teaching tolerance while inspiring individuals to be their most authentic selves. For information contact lorenzofgomez@gmail.com


NUTRITION

**Endurance Sports Nutrition**  
Alejandra Alvarez  
8317 Painter Ave.  
Whittier, CA 90605  
(562) 273-5010




REAL ESTATE

**Laurea Real Estate by EXP**  
Andrea Jimenez  
7250 Painter Ave. Suite 200  
Whittier, CA 90602  
(213) 760-7051



RESTAURANTS

**Tacos Y Que**  
Bryant Siono  
12824 Hadley St. Suite # 103  
Whittier, CA 90601  
(626) 523-5214




**Tru Bowl Superfood Bar**  
Dolores Castrellon  
12824 E. Hadley St, Suite #104  
Whittier, CA 90601  
(562) 464-9295  
www.trubowl.com



SALON

**The Artistry Hair Studio**  
Priscilla Aguilar  
12824 Hadley St. Suite #102  
Whittier, CA 90601  
(562) 331-2034



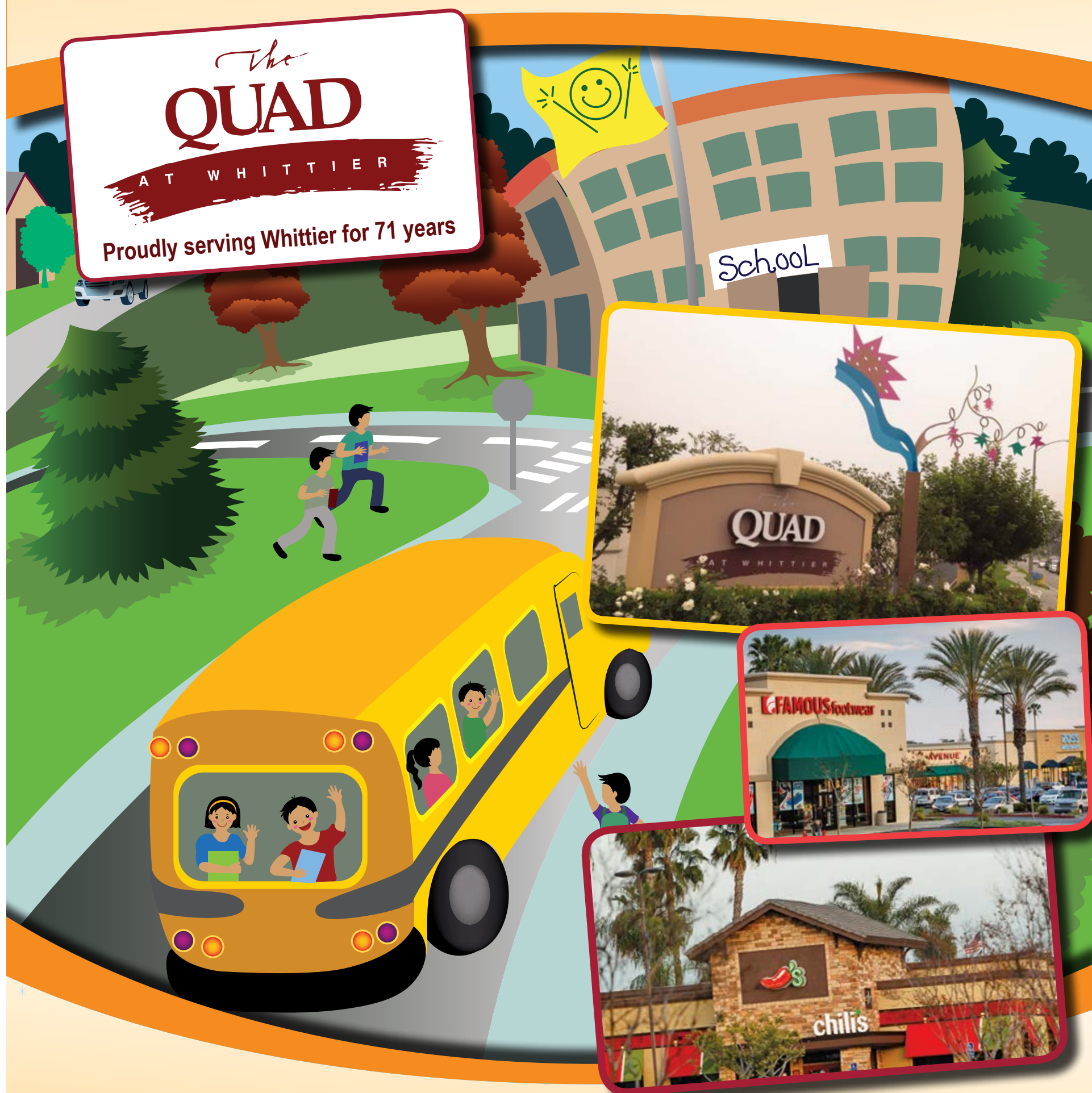
STAFFING AGENCY

**Select Staffing/Prologistix**  
Anna Gonzales  
14870 Whittier Blvd.  
Whittier, CA 90605  
(626) 913-1334  
www.select.com





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