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**BEST PLACES TO WORK**

IN WESTERN NEW YORK 2011

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- West Herr Automotive Group



# MICRO — Companies employing 10-20

## Finalists, Micro

### 360 PSG

4232 Ridge Lea Road  
Amherst, NY 14226  
716-829-7373  
360psg.com

**CEO:** Joel Colombo

**COO:** Matthew Whelan

**HR contact:** Matthew Whelan

**Employees (FT):** 17

**Founded:** 2005

**What company does:** Web design and Internet marketing for small- to mid-size businesses.

#### Example of best practice:

Flexible scheduling and constant reinforcement of teamwork create a "techie" culture that breeds innovation and growth both personally and for the company.

#### The survey says:

- With it being such a young company, there is room for personal growth in my company role.
- When I came to this company, my expectations were high to succeed and so far the goals that I set for myself are aligned to be accomplished with the help of upper management.

### Adoption STAR Inc.

47 Plaza Drive  
Williamsville, NY 14221  
716-639-3900  
adoptionstar.com

**CEO:** Michele Fried

**HR contact:** Lori Craig, lori@adoptionstar.com

**Employees (FT):** 11

**Founded:** 2000

**What company does:** NYS authorized, COA Hague accredited, non-profit child placing agency

#### Example of best practice:

An agency creating families supports their staff by being a family-oriented employer promoting family-first and utilizing teamwork and strong communication skills as tools for success.

#### The survey says:

- I thrive in a fast-paced energetic workplace and think I have found my niche here. Working to better the lives of families and children is an absolute passion of mine.
- To be able to come to work Monday morning with a smile on my face, knowing that I love what I do, is certainly something not many have. I couldn't ask for a better job.

### American Cancer Society

101 John James Audubon Parkway  
Amherst, NY 14228  
716.689.6982  
cancer.org

**CEO:** Don Distasio

**COO:** Kris Kim

**HR contact:** Maria Guyette, maria.guyette@cancer.org

**Employees (FT):** 19

**Founded:** 1913

**What company does:** We are a nationwide, community-based, voluntary health organization dedicated to eliminating cancer.

#### Example of best practice:

The American Cancer Society's international mission concentrates on capacity building in developing cancer societies and on collaboration with other cancer-related organizations throughout the world in carrying out shared strategic directions.

**What else:** We work as an extremely passionate team willing to do whatever we need to make an impact on the fight against cancer.

#### The survey says:

- As the needs of the community grow, so does our work and to actually see with my own eyes how we make a difference in people's lives is quite humbling.
- We are not micro-managed. We are given goals and encouraged to "run with it."

## MICRO CATEGORY WINNERS

### GOLD: StraussGroup Inc.

8203 Main St., Suite 2  
Williamsville, NY 14221  
716-631-3200  
straussgroup.com

**CEO:** Randy Strauss

**COO:** Dharshan Jayasinghe

**HR contact:** Megan Suda, megan@straussgroup.com

**Employees (FT):** 11

**Founded:** 2000

**What company does:** Executive search and consulting nationwide; work primarily in financial services and health care

#### Example of best practice:

Consistency with our training program. We conduct ongoing training (weekly) for all employees, with planned topics and current resources that we acquire from industry specialists.

**What else:** Our greatest strength is our people. We have long-tenured employees who are treated fairly and with respect all the time. Our benefits are outstanding; we cater to family situations.

#### The survey says:

- We are really a team and help each other out. Recruiting has its ups and downs and we help each other to get through them.
- I can't wait to see what the future holds for StraussGroup.
- Much effort goes into employee training and work satisfaction.

### SILVER: Globalquest Solutions Inc.

435 Lawrence Bell Drive, Suite 7  
Williamsville, NY 14221  
716-601-3524  
globalquestinc.com

**CEO:** Martha Martin

**COO:** Aaron Fox

**HR contact:** Denise Sisti, dsisti@globalquestinc.com

**Employees (FT):** 15

**Founded:** 2000

**What company does:** Innovative information technology integration and consulting services

#### Example of best practice:

Globalquest Solutions' family-oriented atmosphere offers employees a supportive and stress-free environment that allows us to passionately serve our customers with the highest level of honesty and integrity.

#### The survey says:

- I left the company and returned after I realized how exceptional the company and its employees are.
- Fantastic organization with a bright future. The staff and management exceed expectations.
- I'm part of a great team, and I feel my work really matters in the growth of the company.

### BRONZE: Robert Half International

726 Exchange St., Suite 818  
Buffalo, NY 14210  
716-842-0801  
rhi.com

**CEO:** Max Messmer

**COO:** Paul Gentzkow

**HR contact:** sarah.lucier@rhi.com

**Employees (FT):** 14

**Founded:** 1948

**What company does:** Specialized professional staffing services

**Example of best practice:** Our best practice principles include LEAD: Leadership by example, Ethics first, An openness to new ideas and Dedication to excellence.

**What else:** At Robert Half, we are in the people business. Every two minutes, someone finds a new job through one of our staffing divisions. We work hard every day, helping thousands of individuals find employment, providing them with a fundamental source of financial security and dignity. We have an awesome team of dedicated professionals here in the Buffalo office.

#### The survey says:

- Love working for this company – cannot be matched anywhere else in the Buffalo market.
- I am challenged every day and I can't imagine working anywhere else.
- It is an honor to be a Robert Half International employee.

### Buffalo Materials Handling

2745 Broadway  
Buffalo, NY 14227  
716-894-6370  
bmhco.com

**CEO:** Peter Tunkey

**COO:** Joseph Kaltenbacher

**HR contact:** Laura Case, info@bmhco.com

**Employees (FT):** 20

**Founded:** 1955

**What company does:** Sales, service, rentals and training

of lifttrucks and warehousing equipment.

#### Example of best practice:

Fully embraced culture of being customer-service centric. Regular brainstorming sessions on lessons and ideas from experiences that support that culture.

#### The survey says:

- I believe the new owner is working hard to make this company a great place to work.
- Very nice place to work. New owner shows he's ready to give it all to have a very productive, positive and profitable future.

necessary in a design firm. We come together as a group to support any team member during every part of a project.

#### The survey says:

- I would never quit this job unless I absolutely had to, and plan to continue my tenure at this place of work until I own a piece of it.
- The ownership has been very generous by paying a substantial portion of my medical insurance, and even in difficult financial times, they have never asked us to take on more of that responsibility.

### Citymade Inc.

400 Riverwalk Pkwy., Suite 300  
Tonawanda NY 14150  
716-834-1096  
citymade.com

**CEO:** Gary Steszewski

**COO:** Robert Fudella

**HR contact:** Erin Blamire, erin@citymade.com

**Employees (FT):** 11

**Founded:** 1999

**What company does:** Create happiness through regional gifts and gift baskets

#### Example of best practice:

As a company, we gather for lunch the last Wednesday of each month to celebrate employees' birthdays, anni-

versaries and other important events.

**What else:** Most people in the area know our company as Made in Buffalo.com. We also are a green company and reside in a solar park.

#### The survey says:

- Great place to work for and I look forward to coming in every day.
- I not only enjoy coming to work, but I also feel proud and fortunate to be working for a company with heart which is growing in leaps and bounds.

### Ciurczak & Company Inc.

628 Washington St.  
Buffalo, NY 14203  
716-362-0627  
evel-services.net

**CEO:** Gary Ciurczak

**HR contact:** Komani Lundquist, komanimarge@gmail.com

**Employees (FT):** 10

**Founded:** 1998

**What company does:** Evaluation and reporting on, and for, organizations and school district programs.

**Example of best practice:** At each meeting, we have a purpose, agenda, length and an action plan so we can ensure our meetings are produc-

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# MICRO — Companies employing 10-20



Micro silver winner: Globalquest Solutions Inc.

tive and resulting in positive implementation of new tasks.

**The survey says:**

- I work with some great human beings who value integrity inside and outside of the organization.
- This is by far the best company I have ever worked for.

**Clark Patterson Lee**

26 Mississippi St., Suite 300  
Buffalo, NY 14203  
716-852-2100  
clarkpatterson.com

**CEO:** Phillip Clark P.E.

**HR contact:** kmetcalfe@clark-patterson.com

**Employees (FT):** 14

**Founded:** 1975

**What company does:** Architecture, engineering, planning and construction services

**Example of best practice:** The Clark Patterson Lee Intranet keeps us connected as a firm. With news about employees, company events and staff resources, the intranet allows us to share information in a fun and easily accessible way.

**The survey says:**

- Clark Patterson Lee has been a dream come true.
- I love working for Clark Patterson Lee. This is a good-size company with staying power, yet they do not let that get in the way of being personal. The people at the top are, for the most part, caring and genuine people.

**Compeer of Greater Buffalo**

135 Delaware Ave., Suite 210  
Buffalo, NY 14202  
716-883-3311  
compeerbuffalo.org

**CEO:** Michele Brown

**HR contact:** Cynthia Dorman, cynthia@compeerbuffalo.org

**Employees (FT):** 14

**Founded:** 1985

**What company does:** Compeer provides volunteer mentors and friends for indi-

viduals with mental health concerns.

**Example of best practice:**

Compeer strives to maintain a work environment that is professional, yet fun and caring for all employees.

**The survey says:**

- After working for agencies within the same field, I have enough experience to know what it means to truly love a job, and feel appreciated.
- Compeer has been under the same consistent leadership for many years. It makes it easier to meet the constantly changing challenges that a not-for-profit faces in challenging economic times.

**Eastern Hills Mall - Mountain Development Corp.**

4545 Transit Road  
Williamsville, NY 14221  
716-633-1600  
shopeasternhills.com

**CEO:** Chuck Breidenbach

**COO:** Elizabeth Lieb

**HR contact:** Linda Klipfel, lklipfel@shopeasternhills.com

**Founded:** 1979

**What company does:** Owner and management company of enclosed malls and commercial properties

**Example of best practice:** Our unique approach repositioning regional enclosed shopping centers through commitment to community and creating a culture where employees enjoy coming to work and share rewards.

**The survey says:**

- I worked for the same company for 20 years, and then, with a lot of thought, made the switch to join the team here. I have been here two years and never have looked back or questioned my decision.
- Our developer, who purchased the company in 2001, has turned our shopping center into one that is once again respected. As part of the management team, we are all made to feel we play

an integral part of the success we are achieving.

**Erdman Anthony**

8608 Main St.  
Buffalo, NY 14221  
716-631-1241  
erdmananthony.com

**CEO:** Dan Ziemianski

**HR contact:** Helen Maclauchlan, achlauchlan-ha@erdmananthony.com

**Employees (FT):** 15

**Founded:** 1993 (locally)

**What company does:** Engineering design and construction inspection for state/municipal transportation and civil projects

**Example of best practice:** Numerous staff events including: "Taste-offs," Corporate Challenge team, summer movie nights, casino night, Thanksgiving lunch and Christmas decorating contest.

**The survey says:**

- The company spends a lot on employees, flexible summer schedules, parties, parties parties.
- I have worked for seven organizations over my 35-year career and can say that there is not a company out there that I would rather work for than Erdman Anthony. The work is not easy, each day is a challenge but like a game of chess, I feel engaged each day.

**Fisher Associates P.E. IS PC**

325 Delaware Ave., Suite 200  
Buffalo, NY 14202  
716-858-1234  
fisherassoc.com

**CEO:** Claire Fisher, P.E.

**COO:** Robert Goossen, P.E.

**HR contact:** Patty Stell, pstell@fisherassoc.com

**Employees (FT):** 16

**Founded:** 1984

**What company does:** Engineering and land surveying

**Example of best practice:** Employee communication: Quarterly meetings to review

group and company performance; annual meetings for benefits, 401(k) and market performance; performance discussions; monthly newsletter; pizza days; summer barbecues.

**The survey says:**

- Fisher is a very forward-thinking company that is always letting employees go the extra mile or encouraging them to get out promote the company.
- Sometimes, it doesn't feel like I'm working because I enjoy the work and atmosphere.

**Flynn Battaglia Architects PC**

617 Main St., Suite S401  
Buffalo, NY 14203  
716-854-2424  
flynnbattaglia.com

**CEO:** Ronald Battaglia, FAIA

**COO:** Peter Flynn, AIA

**HR contact:** Mark Wendel, AIA, LEED; mwendel@flynnbattaglia.com

**Employees (FT):** 14

**Founded:** 1989

**What company does:** Architecture, interior design, historic preservation, planning

**Example of best practice:** Mentoring between junior

and senior staff, working in an open office, so everyone can learn from various experiences

**The survey says:**

- Flynn Battaglia Architects has been in business for over 30 years and has consistently provided a great environment to work in for many architects I've known.
- The attitude is work smarter, not harder, providing a very flexible atmosphere for creative work to occur.

**Georgetown Capital Group**

5350 Main St.  
Williamsville NY 14221  
716-633-9800  
georgetowncapital.com

**CEO:** Joseph Curatolo

**COO:** Kathleen Curatolo

**HR contact:** Erin Cleary

**Employees (FT):** 16

**Founded:** 1987

**What company does:** Financial planning and wealth management

**Example of best practice:** We have developed a client-advocate group to assist our internal and external clients with their financial and non-financial needs.

**What else:** Georgetown Capital Group is proud to state that through our addition of the Wealth Protection Group and Speaker Series we continue to have a 98-plus percent client retention ratio. We manage investments for more than 1,500 households in 32 states.

**The survey says:**

- Everyone helps with any problems, lots of team work
- Prior to taking the position here, I only had jobs. Approximately a year after accepting this position, I realized that it wasn't just a job but a family atmosphere that made me want to succeed and enjoy my position.

**HVR Advanced Power Components Inc.**

1307 Military Road  
Tonawanda, NY 14217  
716-693-4700  
hvrpc.com

**CEO:** Dave Yanko

**General manager:** Ron Willis

**HR contact:** Jennifer Balus Palaganas, jbalus@triple-track.com

**Employees (FT):** 13

**Founded:** 1993

For over 40 years Northtown Automotive Companies has provided not only our customers but... our employees the best and unequalled accommodations offered in our industry. We take great pride in creating an environment dedicated to job growth and fulfillment. Northtown is honored to be recognized as a finalist for Buffalo Business First Best Places to work in WNY. That's pride to the nth degree...that's Northtown.

northtownauto.com



## MICRO — Companies employing 10-20

### HVR ADVANCED POWER COMPONENTS INC., *continued*

#### What company does:

Provide resistor solutions for high voltage applications

#### Example of best practice:

Generous benefits package including time off and profit-sharing; medical, dental, eye and long-term health care. Well-being of employees is priority.

#### The survey says:

- I wouldn't trade my job with HVR for any I could think of.
- Our employer appreciates the work we do for the company and is more than generous with benefits he provides for employees.

### I-Evolve Technology Services

501 John James Audubon Parkway, Suite 201  
Amherst, NY 14228  
716-505-8324  
i-evolve.com

**CEO:** Kevin Kelly

**COO:** David Meller

**HR contact:** Heidi Fischer,  
hfischer@i-evolve.com

**Employees (FT):** 18

**Founded:** 2001

#### What company does:

Business continuity, VoIP communications, Internet and network services, e-marketing

#### Example of best practice:

Each year we evaluate our benefits package and tweak it to suit the needs of our staff by changing options or even adding more.

#### The survey says:

- Of course, I'd love to win the lottery and never work, but since I have to, I choose to be with this team.
- Nowhere else have I ever worked where the company accepts you into the fold and makes you one of their own right from the get-go.

### J. Fitzgerald Group

12 W. Main St.,  
Lockport, NY 14094  
716-433-7688  
jfitzgeraldgroup.com

**Partners:** Jack Martin and Carmel Cerullo-Beiter

**Employees (FT):** 15

**Founded:** 2002

#### What company does:

International marketing and communications

#### Example of best practice:

Everyone has a say in the success of the agency. We have open meetings and solicit opinions on the direction of



**Micro bronze winner: Robert Half International**

the agency because everyone ultimately is responsible for each other's success.

#### The survey says:

- Recognition, tons of holiday fun and celebration, a great team and unbelievable work environment make my switch to JFG something I'll never regret.
- I feel pushed and challenged with my weekly responsibilities, but also supported and properly motivated by management.

### Network Task Group

1275 Harlem Road  
Buffalo, NY 14206

716-608-2050  
networktaskgroup.com

**CEO:** Duncan Smith

**COO:** Christopher Fallon

**HR contact:** Elizabeth Fallon,  
efallon@networktaskgroup.com

**Employees (FT):** 11

**Founded:** 1999

**What company does:** Single-source voice and data supplier supporting customers technical environments

**Example of best practice:** Network Task Group provides our employees with the tools that allow flexibility in scheduling and still maintain our high customer standards.

est benefit ever invented for a working parent.

### Shatter I.T. LLC

10 Lafayette Square, 3rd floor  
Buffalo, NY 14203  
716-852-5872  
shatterit.com

**CEO:** Peter Ronca

**COO:** Suzanne Furlani

**HR contact:** Suzanne Furlani,  
sfurlani@shatterit.com

**Employees (FT):** 13

**Founded:** 2001

#### What company does:

Shatter provides managed I.T. and co-location services

#### Example of best practice:

Shatter provides weekly luncheons including NOC engineers, sales/marketing and management fostering honest reflection and open communication in terms of reviewing company goals and customer activity.

#### The survey says:

- The growth of this company is dependent on the people who work here, and our management team recognizes it and consistently goes above and beyond to ensure that everyone is happy with their role.
- All in all, the best company I have ever worked for.

### TxMQ Inc.

1430 Millersport Highway  
Amherst, NY 14221  
716-636-0070  
txmq.com

**CEO:** Chuck Fried

**HR contact:** Melissa Emerson,  
melissa@txmq.com

**Employees (FT):** 10

**Founded:** 1997

#### What company does:

Provide IT solutions and IT contract staffing

#### Example of best practice:

We have ever-evolving job descriptions that grow to match our employees' greatest strengths, thus maximizing our small company's productivity.

#### The survey says:

- What sets TxMQ apart is that the president allows a unique hands off approach (no micromanaging) but is available 24/7 if we need any

input or support. The staff here feels that our professional and personal lives are valued and this motivates me to come to work every week putting my best foot forward.

- The ability to work remotely and work hard and be my own boss is what sets TxMQ apart from other micro-managing related IT recruiting companies.

### Wolf Agency Inc.

5820 Big Tree Road  
Orchard Park, NY 14127  
716-662-6166  
wolfagency.com

**CEO:** Raymon Caputo

**COO:** Connie Caputo

**HR contact:** Connie Caputo,  
connie@wolfagency.com

**Employees (FT):** 10

**Founded:** 1925

#### What company does:

Independent insurance agency specializing in personal, business and life insurance.

#### Example of best practice:

Wolf Agency regularly holds staff meetings to keep everyone "in the loop." Our president makes us feel like we are all part of the same team.

**What else:** Our qualifications include over 200 years of combined insurance experience. This experience is invaluable in providing the service of which we are so proud.

#### The survey says:

- All employees respect each other, work together for the same outcome, work hard and have great personalities, which enables us to have some fun during the workday.
- Staff and owners are the best.

### Young + Wright Architectural

740 Seneca St.  
Buffalo, NY 14210  
716-842-1800  
youngarch.com

**CEO:** Jerry Young

**COO:** Shawn Wright

**HR contact:** Kristen Zdrojewski,  
kristenz@youngarch.com

**Employees (FT):** 20

**Founded:** 2003

#### What company does:

Architectural design firm serving clients throughout WNY

#### Example of best practice:

As our company grows we remain committed to employee happiness and plan events that are fun for the whole family.

#### The survey says:

- I have found my niche and am progressing to become an expert in that area to earn more value with the company.
- The partners at Young + Wright took the whole office on a weekend trip to NYC in October. It was awesome. We bonded as a company on the train down and on the three-hour boat cruise around Manhattan.

# THE HAMISTER GROUP, INC.

**BROMPTON HEIGHTS, INC.**  
Affiliated with The Hamister Group, Inc.

**HEATHER HEIGHTS OF PITTSFORD, INC.**  
Affiliated with The Hamister Group, Inc.

**ORCHARD HEIGHTS, INC.**  
Affiliated with The Hamister Group, Inc.

The Hamister Group, Inc. is a nationally-recognized leader in healthcare and hotel management, and we continually strive to maintain our 33 year commitment to our co-workers, our customers and the communities we serve. Our company encourages a culture of collaborative communication, innovative leadership and winning attitudes, and we are proud of the difference we make in people's lives. *Our heritage is based upon Our Philosophy:* Caring is Our Privilege™ and Our Values of Honesty, Integrity, Work Ethic, Accountability, Respect and Trust.

*Caring* IS OUR PRIVILEGE



# SMALL — Companies employing 21-50



## Finalists, Small

### Advanced Educational Products Inc.

2495 Main St., Suite 230  
Buffalo, NY 14214  
716-446-0739  
aepbooks.com

**CEO:** Scott Meacham  
**COO:** Kenneth Pronti  
**Employees (FT):** 30  
**Founded:** 1992

**What company does:** Comprehensive supplier of publications and amenity items, specializing in fulfillment.

**Example of best practice:** AEP is all about being a team. No matter what your role in the company, your opinion counts and we treat everyone like family.

**The survey says:**

- It's been fun to witness first-hand AEP's meteoric growth.
- We are like an extended family. We laugh together and sometimes cry together. We know each other's family and have a genuine concern for one another. We have a number of our original employees still working with us.

### Aerotek

200 John James Audubon Parkway, Suite 302  
Buffalo, NY 14228  
716-932-1450  
aerotek.com

**Employees (FT):** 32

**The survey says:**

- We have a wonderful leader who will help each individual achieve the goals we set for ourselves.
- I have been at Aerotek for 5 years and I am not leaving anytime soon. They treat me like I am really part of the team.

### BidURenergy Inc.

4455 Genesee St., Bldg 6  
Buffalo, NY 14225  
877-669-8243  
bidurenergynow.com

**CEO:** Glen Smith  
**COO:** Stephen Lynch  
**HR contact:** Beth Marcinkowski, bethm@ecsgird.com  
**Employees (FT):** 49  
**Founded:** 2009

**What company does:** Energy consultant that enables energy suppliers to compete against each other for natural gas and electricity accounts.

**Example of best practice:** BidURenergy(BUE) offers many incentive programs. The most popular is the BUE Prize Wheel. Employees earn tokens to spin the wheel for a chance to win prizes. BUE also offers free Sabres and Bills tickets.

**The survey says:**

- The amount of dedication and drive seen from my fellow employees is almost religious.

## SMALL CATEGORY WINNERS

### GOLD: Western Division Federal Credit Union

6750 Main St., Williamsville, NY 14221  
716-632-9328  
westerndivision.org

**CEO:** Craig Mellenthien  
**COO:** Robert Harms  
**HR contact:** Jo Gordon, jgordon@westerndivision.org  
**Employees (FT):** 22  
**Founded:** 1935

**What company does:** Community federal credit union serving Erie and Chautauqua counties.

**Example of best practice:** We give our staff yearly variable pay incentives. This is possible in part through our green initiative of less paper copies, turning off lights and heating/cooling savings.

**What else:** Western Division is truly a great place to work, which is proven by the longevity of staff. All but five staff members have been here for no less than five years, with one employee here for over 40 years.

**The survey says:**

- Best company in Western New York. My spouse is jealous of my company.
- It's great to be recognized and included in decisions that affect staff and the success of the company. Our opinions and ideas do matter.
- Western Division is in an employment category of its own. They have a unique and appreciative manner in dealing with employees. I have worked many places and none of them hold a candle to Western Division. The level of appreciation shown to the staff and management alike is matched by none.

### SILVER: Globalquest Staffing Solutions Inc.

435 Lawrence Bell Drive, Suite 7A  
Williamsville, NY 14221  
716-635-9820  
globalquestinc.com/staffing

**CEO:** Martha Martin  
**HR contact:** Leeza Brown, lbrown@globalquestinc.com  
**Employees (FT):** 23  
**Founded:** 1994

**What company does:** Provide highly qualified computer professionals for a company's IT staffing needs.

**Example of best practice:** At Globalquest Staffing Solutions, we treat our employees as highly valued business partners by offering flexible working engagements, resulting in greater productivity and stability for our customers.

**The survey says:**

- I have been with the company for 14 years and still love coming to work. I know the owners care about me and my future with the company.
- The owners and manager are always available to help, listen or praise you when needed. It is wonderful to work for such a company that always puts family first.
- I am very happy with my job and co-workers.

### BRONZE: SKM Group

6350 Transit Road  
Depew, NY 14043  
716-989-3200  
skmgroup.com

**CEO:** Susan Kerrigan-Meany  
**COO:** Bryan LeFauve, senior vice president  
**HR contact:** Ellen Peinkofer, epeinkofer@skmgroup.com  
**Employees (FT):** 37  
**Founded:** 1986

**What company does:** Advertising and marketing agency

**Example of best practice:** Missionary of the Month Award: Employee who best demonstrates that they are dedicated to our mission of "building brands and boosting bottom lines." Our Missionary wins a gift certificate to the Walden Galleria and the honor of keeping our "gnome" for the month.

**The survey says:**

- An owner who cares about her employees, co-workers who work their butts off to get the job done and get along well together.
- SKM Group is a woman-owned business enterprise with an exceptional degree of sensitivity to the individual, both professionally and personally.
- We have great office space, a great team of creative and fun people. We have monthly and quarterly recognition of employees, bonus days off and free lunches.



Micro gold winner: Western Division Federal Credit Union

- The owners are good people who take care of their employees in that there are always incentives to better yourself and the company.

### Buffalo Society of Natural Sciences

1020 Humboldt Pkwy  
Buffalo, NY 14211  
716-896-5200  
sciencebuff.org

**CEO:** Mark Mortenson  
**COO:** Karen Wallace, director of center of science learning  
**HR contact:** Lynn Metzger, lmetzger@sciencebuff.org  
**Employees (FT):** 29  
**Founded:** 1861

**What company does:** Manages Buffalo Museum of Science and Tift Nature Preserve

**Example of best practice:**

We pride ourselves on a staff-wide commitment to customer service. Focusing on the visitors' experience allows us to provide engaging, fun learning for all. Staff frequently mentions how proud they are to be a part of the Museum and Tift and this is a wonderful way to celebrate that pride.

**The survey says:**

- I enjoy coming to work every day and I can't imagine myself working anywhere else. It's an honor to work for the BMS and be part of the museum's legacy.
- I am glad I made the transition to this job at this stage in my career. I appreciate that I am allowed to bring my ideas to the table. It is refreshing to work as part of a team.

### Colucci & Gallaher PC

2000 Liberty Building, 424 Main St.  
Buffalo, NY 14202  
716-853-4080  
colucci-gallaher.com

**CEO:** Anthony Colucci, III, managing attorney  
**HR contact:** Nancy Krzyzanowski, nak@colucci-gallaher.com  
**Employees:** 37  
**Founded:** 1997

**What company does:** practice of law

**Example of best practice:** Colucci & Gallaher provides a flexible work environment so that our colleagues can fulfill their goal of professional excellence and a rewarding personal life.

**The survey says:**

- We have great benefits, such as a party the first Friday of every month, an annual

summer boat cruise, a great holiday party and employee of the month.

- Everyone does their best to accommodate you when family obligations happen. They let you have reasonable time off and leave early, when necessary. Everyone is respectful of each other and pitches in when there is a need.

### DiDonato Associates

689 Main St.  
Buffalo, NY 14203  
716-656-1900  
didonato.cc

**CEO:** Norman DiDonato, PE  
**COO:** John DiDonato, PE  
**HR contact:** Susan Aureli, saureli@didonato.cc  
**Employees (FT):** 45  
**Founded:** 1965

**What company does:** Engineering, design and construction professionals

**Example of best practice:** How we treat our employees directly relates to their performance and the company's success. Happy employees rule! The company's principals strongly believe in giving back to the employees. This belief results in benefits to employees that are unmatched in the industry.

**The survey says:**

- The principals of the firm think it is important to share the wealth. There is health care, retirement, bonuses and parties, in a family-friendly

atmosphere. You can't ask for much more than that.

- This company has always gone the extra mile to make sure its employees are well taken care of, knowing that it's the employees who make the company what it is.

### Employer Services Corp.

20 Pineview Drive  
Amherst, NY 14228  
716-691-4455  
myesc.com

**Co-founders:** John Hawkins and Greg Bauer  
**HR contact:** Liz Warren, lwarren@myesc.com  
**Employees (FT):** 31  
**Founded:** 1995

**What company does:** Human resources outsourcing

**Example of best practice:** When a problem or error arises, we "fix it memorably," going above and beyond what is necessary to resolve the issue and always exceeding our customers' expectations.

**The survey says:**

- Coming to Employer Services has been the best career move. Everyone here is so welcoming and helpful. Management is genuine when they speak to you – you feel like you are a part of a happy family.
- We provide a valuable service to our clients and we all appreciate our customers' business. Our mantra is customer service.



# BEST TO PLACES TO WORK

IN WESTERN NEW YORK 2011

## SMALL — Companies employing 21-50

### Harris Beach LLP

726 Exchange St., Suite 1000  
Buffalo, NY 14210  
716-200-5050  
harrisbeach.com

**CEO:** Bradlee Townsend, Buffalo office managing partner

**HR contact:** mdomanti@harrisbeach.com

**Employees (FT):** 50

**Founded:** 1856

**What company does:** Legal services

**The survey says:**

- HB truly is like a day at the beach – if you have to work, then you should do what you enjoy and the folks at HB make whatever kind of work you do enjoyable.
- I travel an hour and 10 minutes one way every day to work here. I wouldn't take that much time away from my family if I did not believe this office is the greatest place to work.

### Health Force

3409 Genesee St.  
Cheektowaga, NY 14225  
716-855-2273  
healthforcewny.com

**CEO:** Patricia Krall-Dwyer

**Employees (FT):** 22

**Founded:** 1985

**What company does:** Home and community based medical care

**Example of best practice:** If we take good care of the employees, the employees will take good care of our clients.

**The survey says:**

- I am given a large amount of responsibility with little oversight. I am trusted to make decisions without seeking approval from my immediate supervisor. Every suggestion I present to the management is greatly accepted and appreciated.
- I have been in this industry for 20 years and have worked for several other companies. No other place I have worked before has had the high level of caring, respect and compassion for its employees.

### Kideney Architects PC

200 John James Audubon Pkwy.  
Buffalo, NY 14228  
716-636-9700  
kideney.com

**CEO:** Thomas Jaeger

**COO:** David Varecka

**HR contact:** Janet Stellrecht, jstellrecht@kideney.com

**Employees (FT):** 40

**Founded:** 1926

**What company does:** Architectural firm focusing on education, health care, historic and commercial architecture

**Example of best practice:** One best practice is our company-sponsored monthly birthday lunch where we recognize staff birthdays and discuss current events within the firm. We're also proud of our

company-sponsored training and continuing education programs for staff development.

**The survey says:**

- I know this sounds cliché, but we all feel like a family. The partners go out of their way to ask about what's going on in our lives and honestly care about the answers. There is no drama, no cattiness between co-workers, no ill will. We're all headed in the same direction.
- There are constant e-mails and notices recognizing employees' personal and professional accomplishments, as well as news about health issues. When these issues come up, there is no shortage of well wishers from the staff. I take pride in the Kideney name.

### Klein Steel Service Inc.

1050 Military Road  
Buffalo, NY 14217  
585-328-4000  
kleinsteel.com

**CEO:** Joe Klein

**President:** John Batiste

**HR contact:** Blair Ragan, bragan@kleinsteel.com

**Employees (FT):** 48

**Founded:** 1971

**What company does:** Wholesaling, processing and distribution of metals

**What else:** Klein Steel strives to be the premier provider of metals by customizing solutions to meet our partners' needs. We hire, develop and engage the best teammates, embrace technology and relentlessly pursue continuous process improvement.

**The survey says:**

- I love coming to work each and every day and doing the best that I can to help the company achieve its goals.
- Team members are valued and empowered to make a difference.

### KVS Information Systems Inc.

821 Maple Road  
Williamsville, NY 14221  
716-626-1976  
kvsinfo.com

**CEO:** Edward Warnke

**COO:** Ida Taylor

**HR contact:** Suann Prechel, sprechel@kvsinfo.com

**Employees (FT):** 41

**Founded:** 1969

**What company does:** Software and services solution provider for municipalities

**Example of best practice:** KVS has routinely been flexible with employees' schedules, as well as with dress code. The company accommodates employees in order to get the best results.

**The survey says:**

- I think that this company is wonderful and flexible with

people and issues when they come up.

- An awesome place to work.

### MAC Source Communications Inc.

15 Hazelwood Drive, Suite 106  
Amherst, NY 14228  
716-873-9868  
macsourceinc.com

**CEO:** Tim McDermott

**COO:** Don Norkett

**HR contact:** Elizabeth Rizzo, erizzo@macsourceinc.com

**Employees (FT):** 22

**Founded:** 1997

**What company does:** Complete communications solutions provider

**Example of best practice:** Work/family balance – employees are allowed to work remotely and can be flexible with their work schedules to accommodate their families.

**The survey says:**

- I have been with MAC Source for 11-plus years. I hope to retire from them. It has been the best place that I have ever worked.
- Senior management has truly created a very positive work environment for all involved.

### Nothnagle Realtors Property Centre

499 Franklin St.  
Buffalo, NY 14202  
716-881-1200  
nothnagle.com

**CEO:** Mark Pagano

**COO:** Ryan Walley

**Employees (FT):** 30

**Founded:** 2009

**What company does:** Residential and commercial real estate brokerage services

**Example of best practice:** Innovative technology to assist agents with home sellers and buyers within a great, relaxed company culture.

**The survey says:**

- Fabulous company to be associated with. It would take a move to another state or country to make me change.
- I am constantly amazed by the no-nonsense, streamlined approach to real estate. The management is there assisting the real estate agent to better their business and always keeps us informed. I hope to be with Nothnagle Real Estate for many years to come.

### Practicefirst Medical Management Solutions

50 Alcona Ave.  
Amherst, NY 14226  
716-834-1193  
pracfirst.com

**CEO:** Thomas Maher, CPC, CPA

**HR contact:** Andrea Croce, andrea@pracfirst.com

**Employees (FT):** 30

**Founded:** 1960

**What company does:** To maximize the value of our clients' medical practices.

**Example of best practice:** The professionals at Practicefirst are experts in medical practice management, accounts receivable, billing, coding and credentialing

**The survey says:**

- I have learned so much in the five years I've worked for Practicefirst. I've been taught to strive for my best, be open to learning new things and how to effectively lead a team to deliver superb results. There's constant coaching & teamwork which makes the environment very warm and friendly.
- I am afforded the freedom to set my schedule and my supervisor understands and allows me the opportunity to not miss my children's school events.

### ROAR Logistics Inc.

120 Church St., Suite 100  
Buffalo, NY 14202  
716-833-7878  
roarlogistics.com

**CEO:** Robert Rich III

**HR contact:** Brian Townson, btownson@rich.com

**Employees (FT):** 24

**Founded:** 2003

**What company does:** Tailored multimodal transportation solutions and delivers superior bottom-line results.

**Example of best practice:** Treats each associate as family.

**The survey says:**

- ROAR continues to remain on the cutting edge of small business in Buffalo. Most people would work here if they had the opportunity.
- Working for ROAR has been different to everything than any job I have had before. There have been a lot of things I enjoyed; the care shown by upper management for all the associates is one example.

### Russell Bond & Co. Inc.

866 Ellicott Square Bldg., 295 Main St.  
Buffalo, NY 14203-2595  
716-856-8220  
russellbond.com

**CEO:** Kurt Bingeman

**COO:** Gary Hollender

**HR contact:** Mark Palmisano, mpalmisano@russellbond.com

**Employees (FT):** 40

**Founded:** 1950

**What company does:** Insurance wholesaler and managing general agency

**Example of best practice:** We encourage, support and recognize the continuing education of all of our associates. Attainment of certain professional designations is financially rewarded.

**The survey says:**

- Russell Bond's senior management, and most specifically owner and president, believe strongly enough in the company and employees that we are currently working toward 100 percent-owned ESOP status.
- Russell Bond is committed to excellence. My fellow employee-owners believe in this concept and strive to continue growing personally and professionally.

### Total Tan Inc.

S. 3770 McKinley Parkway  
Blasdell, NY 14219  
716 826-2900  
totaltancorp.com

**CEO:** Cyndi Leonard

**COO:** Keith Leonard

**HR contact:** Sarajane Keria, sarajane@totaltancorp.com

**Employees (FT):** 50

**Founded:** 1994

**What company does:** Tanning salon

**Example of best practice:** Total Tan Inc. prides itself on its ability to provide excellent service along with a clean and friendly environment.

**What else:** Total Tan offers a variety of tanning equipment and products to help our customers achieve the darkest tan possible in a clean and friendly environment.

**The survey says:**

- Working with customers every day gives me a whole new family outside of home. The corporate staff is wonderful and understanding all the time.
- Total Tan is a wonderful place to work. We have huge flexibility with hours. We have great health benefits as well as bonus incentives. Total Tan makes you feel like you are appreciated when you do a great job.

### United Way of Buffalo & Erie County

742 Delaware Ave.  
Buffalo, NY 14209  
716-887-2626  
uwbec.org

**CEO:** Michael Weiner

**COO:** Bob Morgan

**HR contact:** Kirsti Hunt, kirsti.hunt@uwbec.org

**Employees (FT):** 50

**Founded:** 1917

**What company does:** United Way brings people, organizations and resources together to improve community well-being.

**Example of best practice:** United Way has an employee activities committee called "742 Crew." The committee coordinates all employee events. We have had Wii Olympics, a Rock Band Battle of the Bands, Kentucky Derby race and many great events.

**The survey says:**

- All employees are dedicated to their assignments and responsibilities. I think this organization means to

achieve results and live out its mission and vision.

- I enjoy the team spirit and the caringness of the staff around me. It is a great place to come to work and get the job done with great satisfaction.

### VoIP Supply LLC

80 Pineview Drive  
Amherst, NY 14228  
800-398-8647  
voipsupply.com

**CEO:** Benjamin Sayers

**COO:** Brett Crandall

**HR contact:** Peg Centola, pcentola@voipsupply.com

**Employees (FT):** 35

**Founded:** 2002

**What company does:** Reseller of Voice-over-IP hardware and IP PBX solutions.

**Example of best practice:** All employees are encouraged to be intrapreneurs by bringing ideas to the table and receiving peer recognition as warranted for contribution above and beyond their expected role.

**The survey says:**

- I like the fact that I'm generally free to come up with ideas that are in line with the company's goals. I feel valued and that my efforts are appreciated.
- An awesome place to work. The energy and camaraderie is truly amazing.

### VSP Marketing Graphic Group

10 Dyke Road  
West Seneca, NY 14224  
716-674-7446  
vspgraphics.com

**CEO:** Trace George

**COO:** John Murray

**HR contact:** vsphr1@aol.com

**Employees (FT):** 24

**Founded:** 1996

**What company does:** Marketing creative services and products for small and large businesses and marketing companies

**Example of best practice:** VSP is an employee-minded company that allows the employee to see the financials, participate in the profits and value special days with personal parties, limo to restaurant events, LiveNation concerts etc. Happy employees bring growth to the company.

**The survey says:**

- I've worked at this company for three years and it just keeps getting better. Always reaching to new heights and well above the norm. The president and chief operating officer care about their employees on a business and personal level. They appreciate honesty and feedback from their employees.
- I truly enjoy my job and the people I work with and for. I am extremely grateful for any or all input I receive from co-workers and supervisors.



# MEDIUM — Companies employing 51 - 100



## MEDIUM CATEGORY WINNERS

### **GOLD: Rupp Baase Pfalzgraf Cunningham & Coppola LLC**

424 Main St., Suite 1600, Liberty Building  
Buffalo, NY 14202  
716-854-3400  
ruppbaase.com

**CEO:** Thomas Cunningham

**COO:** Joseph DiStasio

**HR contact:** Joseph DiStasio, distasio@ruppbaase.com

**Employees (FT):** 62

**Founded:** 2000

**What company does:** Practice of law

**Example of best practice:** Promoting a work/life balance for employees which promotes a positive work environment, good morale and increases productivity. While our company expects its employees to work hard and diligently, it also encourages them to have a personal life.

**The survey says:**

- I love it here. I have recommended positions that became available to friends who have also received employment here. They like it here, too.
- I left long-term employment to join Rupp Baase. It was the best career decision I ever made.
- The care and support of all staff and the willingness to collaborate on any project separates this firm from every other company I have worked for. Egos and superiority have no place at this firm. If I have a problem or need help completing a project, I know there will be a handful of co-workers ready and willing to dive in and help.

### **SILVER: Wilson Middle-High School**

412 Lake St. • Wilson, NY 14131  
716-751-9341 • wilson.wnyric.org

**Principal:** Daniel Johnson

**HR contact:** Carolyn Oliveri, coliveri@wilson.wnyric.org

**Employees (FT):** 80

**Founded:** 1845

**What company does:** Encourage students to become productive, lifelong learners

**Example of best practice:** Students are encouraged to reach their fullest potential and staff members work collaboratively to ensure students will leave Wilson High as contributing members of society.

**What else:** Our staff takes a genuine interest in the students and the students have responded by meeting and exceeding some extremely high academic and behavioral expectations. Our staff turnover rate is basically zero. Substitute teachers accept less pay to work at Wilson because they know they will be working in a caring and stress-free environment.

**The survey says:**

- Administration basically leaves us alone and lets us do our job without interference. That's why we were No. 1 for so long. None of this jump-on-the-bandwagon just because something is new out there. Let someone else try it and see how it goes for them first – no sense fixing a wheel that isn't broken. But, if you do want to try something, they would allow it.
- In a current atmosphere of gloom and doom regarding American education, we work in a school that is conducive to learning. The students appreciate the emphasis on academics and the teachers are grateful that a tone has been established that supports education for all.
- The integrity and leadership directly influences the atmosphere of the building which in turn encourages everyone to be better people.

### **BRONZE: Nussbaumer & Clarke Inc.**

3556 Lake Shore Road, Suite 500  
Buffalo, NY 14219  
716-827-8000  
nussclarke.com

**CEOs:** Michael Sendor and Michael Smith

**COO:** Margaret Lawless

**HR contact:** Jennifer Seymour, jseymour@nussclarke.com

**Employees (FT):** 65

**Founded:** 1933

**What company does:** Professional consulting engineering, land surveying and planning services firm.

**Example of best practice:** To increase productivity and quality, Nussbaumer has invested heavily in equipment and training to ensure that the latest technology is available to our staff.

**What else:** Nussbaumer is a locally owned and operated firm. As such, it is a priority to the owners to create a family-like atmosphere. Company functions, community events, or charity work are all as important to management as securing business and growing the bottom line.

**The survey says:**

- Nussbaumer has challenged me more than any other organization I have worked for. Opportunities for promotions are available, and loyalty is rewarded.
- The company has a very family-orientated approach and a comfortable work environment and respects the employees.
- The company is growing in a strong direction and has commitment to its employees.

## Finalists, Medium

### **Alliance Advisory Group Inc.**

350 Essjay Road, Suite 301  
Williamsville, NY 14221  
716-817-7109  
allianceadvisorygroup.com

**CEO:** Robert Fashano

**COO:** James Fashano

**HR contact:** Lisa Klispie, lisa.klispie@allianceadvisory-group.com

**Employees (FT):** 70

**Founded:** 1979

**What company does:**

Protect, build and distribute wealth and foster careers in financial services.

**Example of best practice:**

Our core values: professionalism, do the right thing, balanced life, giving back and teamwork

**The survey says:**

- One of our core values is to give back to the community, whether that be time or money, or both. Each of us is involved in some type of community service to be able to better our city.
- The leaders at AAG truly care about the professional development and growth of the individuals.

### **Buffalo Filter**

595 Commerce Drive  
Buffalo, NY 14228  
716-835-7000  
buffalofilter.com

**CEO:** Christopher Palmerton

**COO:** Samantha Bonano

**HR contact:** Samantha Bonano, s.bonano@buffalofilter.com

**Employees (FT):** 70

**Founded:** 1991

**What company does:**

Manufacturing and engineering products for the evacuation/filtration of surgical smoke plume

**Example of best practice:**

Shared value of integrity, unwavering commitment to our customers and our employees. As a team, we live by the principles of honesty with ourselves and with our customers.

**The survey says:**

- Being part of a family business is much nicer than being anonymous in a large company. I believe it makes for more productive and happier behavior.
- Buffalo Filter is a great place to work. The new building is going to be outstanding and shows the level of commitment in growing this company. This is an optimal organization to work for in many ways.

### **Energy Curtailment Specialists Inc.**

4455 Genesee St.  
Buffalo, NY 14225  
716-565-1327 or 877-711-5453  
ecsgird.com

**CEO:** James Korczykowski

**HR contact:** Beth Marcinkowski, bethm@ecsgird.com

**Employees (FT):** 100

**Founded:** 2001

**What company does:**

ECS is the leading authority on demand response and the largest private full-service demand response provider in North America

**Example of best practice:**

Great holiday party. We offer flexible schedules, gym participation, free pop, excellent benefits. Open to ideas to better productivity and reward productivity.

**The survey says:**

- We are continually growing. I wouldn't trade my job for anything.
- To me, ECS is not just a job, it's a long-term career. It's the best place I have ever worked for. I look forward to coming to work knowing all the staff and employees are great.

*With Great Appreciation,*

to our 1,277 Employees & their Families  
for continually...

raising the bar ~  
*on commitment & dedication;*

holding strong ~  
*to the values we all believe in;*

& doing the right thing ~  
*both personally & professionally.*

**WEST HERR**  
NEW YORK

*One of the Best Places to Work in WNY !!*

westherr.com



# MEDIUM — Companies employing 51 - 100, continued

## Gaines Kriner Elliott LLP

200 Corporate Parkway, Suite 200  
Amherst, NY 14226  
716-250-6600  
gkecpa.com

**Managing partner:** Rocco Surace, CPA

**HR contact:** Thomas Lis, tlis@gkecpa.com

**Employees (FT):** 65

**Founded:** 1923

**What company does:** Full-service CPA firm, financial, tax and business consulting services.

**Example of best practice:** Everyone in our firm has the ability to design and shape their own career.

**The survey says:**

- Gaines Kriner Elliott is more than a place to work; it is filled with great employees possessing remarkable knowledge and strength and determination to succeed at all they do.
- GKE is a great place to work with pleasant working conditions and great compensation and benefits.

## Goldberg Segalla LLP

665 Main St., Suite 400  
Buffalo, NY 14203  
716-566-5400

goldbergsegalla.com

**CEO:** Richard Cohen

**COO:** Robert Crowell

**HR contact:** Jennifer Stabler, jstabler@goldbergsegalla.com

**Employees:** 82

**Founded:** 2001

**What company does:** Law firm

**Example of best practice:** We value, respect, appreciate and care about every member of our community. We work together as a team – when one succeeds, we all succeed.

## LoVullo Associates Inc.

6450 Transit Road  
Depew, NY 14043  
716-856-3065  
lovullo.com

**CEO:** Len LoVullo

**COO:** Dave Pietrowski

**HR contact:** Jeff Sainsbury, sainsburyj@lovullo.com

**Employees (FT):** 95

**Founded:** 1949

**What company does:** Excess and surplus lines insurance wholesaler and managing general agent

**Example of best practice:** Personalized service ensuring our customers are able to talk

directly to a knowledgeable employee when they need help or have a question. Recognizing employees when they go above and beyond through a program called "Smartbucks," which can be redeemed for various rewards and prizes, including time off.

**The survey says:**

- I have never met a group of people who are more satisfied with their jobs and I truly mean that. These people come to work every day, work very hard and have a great time doing it.
- It seems that every year we do this survey, I am trying to figure out different ways to say the same thing – LoVullo is the greatest place I have ever worked at and they strive to make it that way. Half of the equation is good employees, but the other half is hiring, retaining and caring about those employees. The equation here works very, very well.

## Mid-Erie Counseling & Treatment Services

1526 Walden Ave., Suite 400  
Cheektowaga, NY 14225  
716-895-6700  
mid-erie.org

**CEO:** Elizabeth Mauro, LCSW-R

**COO:** Patrick McInerney, CPA



**Medium gold winner:** Rupp Baase Pfalzgraf Cunningham & Coppola LLC

**HR contact:** Susan D'Arcy, susand@mid-erie.org

**Employees (FT):** 100

**Founded:** 1972

**What company does:** Mid-Erie facilitates recovery for individuals with mental illness and addiction problems.

**Example of best practice:** Mid-Erie practices flexibility in treating a variety of consumers, using diverse evidence-based clinical practices, adjustable employee work schedules and an inclusive management style.

**What else:** It's the little things that make Mid-Erie a great place to work. We have flexibility in our schedules, lots of training opportunities to attain individual career goals and company activities (picnic, wellness, Biggest Loser). Because of regulatory changes, we have stepped up our internship programs, earning tuition vouchers for

our staff who need help with classes required for mandatory licenses.

**The survey says:**

- When you can work great with your co-workers, that is a beautiful thing. We share our responsibilities and get along with each other. This company has a plan to move forward and help the people in need in our communities. I love working here and plan to be here for a long time.
- Mid-Erie recognizes the talents of individual people and allows them to express their talents collectively to produce a vibrant and healthy working environment.

## Rivershore Inc.

765 Cayuga St.  
Lewiston, NY 14092  
716-754-7272  
rivershore.org

**CEO:** Jeff Sanderson

**HR contact:** Jeff Metz, jmetz@rivershore.org

**Employees (FT):** 90

**Founded:** 1980

**What company does:** We support people who live with developmental disabilities as they pursue and achieve a meaningful life.

**Example of best practice:** We have a vision of being the recognized standard of excellence – every person living a self-determined life. Each person's uniqueness, independence and achievements are celebrated.

**What else:** Due to Rivershore's long-standing commitment to providing the highest quality person-centered supports, Rivershore was named a Compass Agency by New York State in 2002.

**The survey says:**

- I have autonomy, I am respected, I have the opportunity to try new things. I have the opportunity to embrace responsibility, to have control, and to be accountable. I am appreciated and treated fairly. I would not trade this for anything.
- I've worked in nursing homes and in home care and no company has ever inspired the people we support as much as Rivershore does. I find that very valuable to their quality of life. The people we support are happier, more trusting and independently more motivated to do things.



Western New York's  
**HEALTHIEST EMPLOYERS®**

# How does your wellness program stack up?

Business First is giving your company the chance to shine with a new award honoring the most outstanding health and wellness programs. This is your opportunity to showcase your most innovative strategies for keeping the workforce healthy. The Finalists in all categories will be highlighted in a Special **Healthiest Employers** Section.

**wellness program stack up?**

Winners will be revealed and recognized **May 18** from 10:30am to 1:30pm at a Workplace Wellness Fair and lunch at **The Buffalo Niagara Convention Center.**



**Application Deadline: March 25, 2011**  
Application Questions? Email: [clippold@bizjournals.com](mailto:clippold@bizjournals.com).  
<http://www2.bizjournals.com/buffalo/nomination/8391>



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## Methodology

Business First's Best Places to Work in Western New York was done by Quantum Workplace of Wichita, Kansas. We turned to the employees to identify the companies that are succeeding in retaining and recruiting good people and making them feel engaged in their work. Quantum has found employee engagement a more accurate measure of how a company rates as a place to work.

Each of the 85 companies reached a specific statistically significant percentage of employee participation to qualify for consideration.

The top companies in each category earned the designation as a Best Place to Work with the company earning the highest score in each category winning special distinction as the cream of the crop of workplaces in the Buffalo Niagara region.

Companies were divided in categories according to the number of full-time employees as reported to Quantum.

The categories were:

- **Micros:** 10-20 employees
- **Small:** 21-50 employees
- **Medium:** 51-100 employees
- **Large:** 101-200 employees
- **X-large:** 201-400 employees
- **XX-Large:** 401-999 employees
- **Jumbo:** 1,000 and more employees

Employees of each nominated company filled out an online survey that evaluated the company's work environment.

Quantum Workplace conducts employment engagement studies and other research for companies across the United States including American Express, Raytheon, Honeywell Aerospace and American City Business Journals, the parent company of Business First. Sister newspapers of Business First have sponsored this program for the businesses in their regions.

The Web-based surveys

include scores of questions that relate to nine themes: team effectiveness, retention risk, alignment with goals, trust with co-workers, individual contribution, manager effectiveness, trust in senior leaders, feeling values and work engagement.

Employees were asked to respond to such statements such as:

- "I trust the leaders of the organization to set the right course."
- "The leaders of the organization value people as their most important resource."
- "My immediate supervisor regularly gives me constructive feedback on my job performance."
- "I find my job interesting and challenging."

Each employee was given a code to assure anonymity while they completed the survey via any Internet connection. The anonymity allowed employees to be especially candid.



# LARGE — Companies employing 101 - 200



Large gold winner: The Hamister Group Inc.

## Finalists, Large

### Buffalo Hearing and Speech Center

50 E. North St.  
Buffalo, NY 14203  
716-885-8871  
askbhsc.org

**CEO:** Joseph Cozzo

**COO:** Joseph Sonnenberg

**HR contact:** Patricia Randle,  
prandle@askbhsc.org

**Employees (FT):** 200

**Founded:** 1953

**What company does:** BHSC is a private non-profit agency that offers innovative services to children and adults with communication and educational needs.

**Example of best practice:**

Our agency prides itself on encouraging employee involvement in our decision-making processes. Employees can participate on CQI teams and be a part of our agency's change management.

**The survey says:**

- Seeing the children and people we serve achieve their therapy goals never fails to renew our inspiration.
- Everyone within the ECP truly cares about each other and the kids we work with. The employees are really the heart and soul of the organization.

### Practice Management Center

908 Niagara Falls Blvd., Suite 208  
North Tonawanda, NY 14120  
716-692-3302

practicemanagementcenter.net

**CEO:** Barry Swartz

**COO:** Jonathan Campbell

**HR contact:** jonc@practicemanagementcenter.net

**Employees (FT):** 154

**Founded:** 2002

**What company does:**

Medical billing, coding and practice management services

**Example of best practice:**

Workplace morale and our unique team-effort approach truly make PMC one of the

best places to work in the WNY area.

**The survey says:**

- It is a very easygoing atmosphere and this company goes the extra mile to work around your family needs.
- The company as a whole has grown together this year. We have learned how to pull together as a company and utilize our size in a positive manner.

### Upstate New York Transplant Services

110 Broadway  
Buffalo, NY 14203  
716-853-6667  
unyts.org

**CEO:** Mark Simon

**COO:** Susan Sullivan, senior vice president of clinical operations

**HR contact:** Roxane Huyler,  
rhuyler@unyts.org

**Employees (FT):** 180

**Founded:** 1981

**What company does:** Organ, eye, and tissue procurement organization and community blood bank.

**Example of best practice:**

UNYTS is very dedicated to employee development and building teamwork across the organization. There are Staff Development Days held monthly for the purpose of raising morale, sharing knowledge and expertise and working on projects together to promote a happy and healthy workplace.

**The survey says:**

- I get up for work and am excited to go. My co-workers are great, management is awesome and the overall company cares for each of our individual needs.
- This company is very mission-based and compassionate and so are the people who work here. It makes it enjoyable to be a part of this team.

### Verizon Wireless

2410 Walden Ave.  
Buffalo NY 14225

## LARGE CATEGORY WINNERS

### GOLD: The Hamister Group Inc.

6400 Sheridan Drive, Suite 120  
Williamsville, NY 14221  
716-839-4000  
hamistergroup.com

**CEO:** Mark Hamister

**President and COO:** Jack Turesky

**HR contact:** Dan Kutis, director of organizational development, dkutis@hamistergroup.com

**Employees (FT):** 120

**Founded:** 1977

**What company does:** Health care and hotel management company

**Example of best practice:** Mark Hamister, our CEO, personally sends e-mail messages to welcome new hires to our company prior to their start date, or congratulations messages to co-workers.

**The survey says:**

- All businesses are challenged in this environment. At our company, senior leadership took pay cuts or pay freezes so that we did not lay off anyone. Benefits and pay raises for the line staff were kept in place throughout the recession. I can think of no better example of great leadership.
- Our company makes the lives of our residents better and I like being a part of that. My manager cares about me and knows every resident at our facility by name.
- Our company likes to motivate employees and focus attention on people who go above and beyond with awards and lunches.

### SILVER: HoganWillig

2410 N. Forest Road, Suite 301  
Amherst, NY 14068  
716-636-7600  
hoganwillig.com

**CEO:** Corey Hogan

**Managing partner:** Diane Tiveron

**HR contact:** erouse@hoganwillig.com

**Employees (FT):** 115

**Founded:** 1975

**What company does:** Legal services, general practice

**Example of best practice:** All of our attorneys focus their practice in a specific area of law.

**The survey says:**

- Amazing office space, lunches provided at least twice a week, breakfast provided on Fridays, caring superiors
- Personal communication with the over 100 employees on a regular basis, whether it be just to make a point of saying hello and always using the person's name or questioning them randomly about their work load. A genuine interest in the 'person' as opposed to 'employee'. Periodic email updates keep everyone current as to what is occurring with the company as a whole and on personal levels.
- The excellence and integrity I have observed in the owners are higher than anything I have observed in any other law firm in my 20-plus year career. It is an honor to work here.

### BRONZE: DiVal Safety Equipment Inc.

1721 Niagara St.  
Buffalo, NY 14207  
716-874-9060  
divalsafety.com

**CEO:** C.J. Vallone

**COO:** Chris Werner

**HR contact:** Peter Schiffmacher,  
pschiffmacher@divalsafety.com

**Founded:** 1977

**What company does:** Distributor of safety, industrial and contractor supplies and services

**Example of best practice:** DiVal fosters an environment where employees consistently do "whatever it takes" to meet or exceed internal and external customer needs and expectations.

**What else:** DiVal is a Buffalo business success story and perennial "Best Place to Work" that began with its founders, Chuck Vallone and Joe DiMaggio, selling gloves and rain suits from the trunk of their car in 1977.

**The survey says:**

- Most new employees at DiVal Safety are struck by the same things: It is a fun, high-energy place to work. Always more so than their previous employer. It is an incredibly open, inviting and friendly culture.
- I'm coming up on my two-year anniversary with the company and I plan on having a 0 after that 2 someday.
- DiVal Safety consistently goes above and beyond when it comes to applauding an employee who goes the extra mile.

716-686-4300  
verizonwireless.com

**CEO:** Russ Preite, Upstate New York region president

**HR contact:** Luis Rivera, associate director of human resources, luis.rivera1@verizonwireless.com

**Employees (FT):** 185

**Founded:** 2000

**What company does:** Wireless voice and data products and services

**Example of best practice:**

Our performance-based culture, including annual bonuses, profit sharing and merit increases, lets every employee share in the company's success.

**The survey says:**

- I love the company and the opportunities that are present in this job. I am hopeful that my talent and experience will help promote me within the company.
- I love working for a company that is successful and knows where it is headed.

### Windsong Radiology Group PC

55 Spindrift Drive  
Williamsville, NY 14221  
716-631-2500

windsongradiology.com

**CEO:** Janet Sung, president

**COO:** John Sung, administrator

**HR contact:** Leslie Marino,  
lmarino@windsongradiology.com

**Employees (FT):** 200

**Founded:** 1987

**What company does:** Medical diagnostic imaging services

**Example of best practice:**

A strong commitment to guiding our team members

through every aspect of our mission, demonstrating "Patients come first" from the top down; a strong bonus structure and an aggressive benefits package puts Windsong a step above the rest.

**What else:** Patients come to Windsong knowing that when they walk in, there will be a compassionate person on the other side of the counter waiting to serve them. Our technologists are the elite in their field who are

willing to go the extra mile to make patients feel as comfortable as possible.

**The survey says:**

- I have been with Dr. Sung for 10 years and I plan to retire from here. I truly believe in what our mission stands for. Patients do come first here.
- Windsong is always evolving, never tiring of the constant changes that must take place in order to be the best in radiology.

## CONGRATULATIONS KLEIN STEEL TEAM!



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Buffalo, NY 14217  
[www.kleinsteel.com](http://www.kleinsteel.com)

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EOE/AA/M/F/V/D

105 Vanguard Parkway  
Rochester, NY 14606  
[www.kleinsteel.com](http://www.kleinsteel.com)



# X-LARGE — Companies employing 201 - 400

## Finalists, X-Large

### AAA Western and Central New York

100 International Drive  
Amherst, NY 14221  
(716) 633-9860  
aaa.com

**CEO:** H. Thomas Chestnut

**HR contact:** DeAnn Swiatek,  
dswiatek@nyaaa.com

**Employees (FT):** 356

**Founded:** 1900

#### What company does:

Member service organization providing roadside assistance, travel, insurance and auto repair.

#### Example of best practice:

"The AAA Way" is a company-wide program involving a set of beliefs and behaviors that is designed to produce an outstanding member experience at every touch-point.

**What else:** AAA serves more than 880,000 members in central and Western New York, with at least one member in 40 percent of area households.

#### The survey says:

- Having worked at large, international companies, I appreciate the family atmosphere of AAA. The people here are committed to one another and to our members.

## X-LARGE CATEGORY WINNERS

### GOLD: Summit Educational Resources

150 Stahl Road  
Getzville, NY 14068  
716-629-3400  
summitted.org

**CEO:** Stephen Anderson Ph.D.

**COO:** Amy Jablonski

**HR contact:** Vicki Garcia, vgarcia@summitted.org

**Employees (FT):** 387

**Founded:** 1973

#### What company does:

Summit Educational Resources is a non-profit organization preparing children and young adults with developmental disabilities for life success.

**Example of best practice:** Our organization strives to maintain excellent benefits for our employees and prides itself on the development and career advancement for our current staff.

#### The survey says:

- I love my job and wherever I go I am proud to say that I work for Summit. There are so many dedicated, wonderful people in this organization and their main goal is to help make our students achieve success to their fullest potential.
- I continue to be amazed by Summit and all it offers on a daily basis. The staff I work with consists of bright, dedicated and knowledgeable individuals.
- I take great pride in our agency, in the work we do, in the services we provide and in the people I am privileged to work with and for.

### SILVER: Freed Maxick & Battaglia

800 Liberty Building  
Buffalo, NY 14202  
716-847-2651  
freedmaxick.com

**CEO:** Robert Glaser, CPA

**COO:** Ronald Soluri Sr., CPA

**HR contact:** Julie Becht, julie.becht@freedmaxick.com

**Employees (FT):** 243

**Founded:** 1958

**What company does:** Provides audit, tax and other consulting services to businesses.

**Example of best practice:** We encourage a steady work/life balance, possess a positive corporate culture including heavy community involvement and support, provide internal training and numerous health/wellness benefits.

#### The survey says:

- The firm is really a great place to work – family oriented, people friendly and not afraid to offer a reward or 'give in' to make people feel recognized or appreciated. Generally speaking, most people really care about others here.
- I appreciate that they take notice of personally significant events (weddings, children, etc). I feel like I am recognized for many of my accomplishments.
- Every day I am learning new things and everyone that you work with is friendly and always trying to go the extra mile if you need help with anything.

### BRONZE: Horizon Health Services

3020 Bailey Ave.  
Buffalo, NY 14215  
716-831-1800  
horizon-health.org

**CEO:** Anne Constantino

**HR contact:** Lisa Arnet, larnet@horizon-health.org

**Employees (FT):** 285

**Founded:** 1975

**What company does:** Comprehensive provider of mental health, addictions and medical services.

**Example of best practice:** Flexible summer hours, offices close at 2 p.m. on Fridays in summer.

#### The survey says:

- My direct supervisor is amazing. I can't imagine working for anyone other than her. She always goes the extra mile for everyone, and I think our company is lucky to have her in a management position.
- This organization is always researching, planning, implementing ways to better service our clientele.
- It's great to know that the company really cares about my life outside work. They really give enough time to complete job assignments during work hours.

## CONGRATULATIONS

RealtyUSA & 1st Priority Mortgage, Inc.,  
on being voted one of the Best Places to Work 2011.



### Teamwork

is the ability to work together toward a common vision and to direct individual accomplishments toward organizational objectives. It is the fuel that allows common people to attain uncommon results.

1st Priority  
MORTGAGE, INC.  
www.1stPriorityMortgage.com

RealtyUSA  
.com



- I can honestly say I enjoy working with not only my immediate co-workers, but I enjoy dealing with other parts of our organization. It is so good to know that we all share a common goal that revolves around the satisfaction of our members.

### Southeast Works

181 Lincoln St.  
Depew, NY 14043  
716-683-7100  
southeast-works.org

**CEO:** Judith Shanley

**COO:** Susan Mentecki, associate executive director

**HR contact:** Mac Sabol, msabol@se-works.org

**Employees (FT):** 209

**Founded:** 1974

**What company does:** We provide services to help people with developmental disabilities lead productive, independent and fulfilling lives.

#### Example of best practice:

Driven by a culture and conscience of accountability. It's not what we do, it's who we are.

**What else:** On Feb. 14, Southeast Works was featured in Lands' End business blog: <http://businessblog.landsend.com/2011/02/business-gift-success-70-days-later-the-employees-are-still-smiling.html>

#### The survey says:

- I've never worked with more wonderful people (clients and co-workers) than I have at



X-LARGE gold winner: Summit Educational Resources

Southeast Works, and I have worked for 33 years, sometimes holding two or three jobs at the same time.

- I have never been so happy working for a non-profit organization. All aspects of this organization enable staff and the participants to grow and develop. I would recommend others to work here at Southeast Works.

### Wilson Farms

1780 Wehrle Drive  
Williamsville, NY 14221  
716-204-4374  
wilsonfarms.com

**CEO:** Paul Nanula

**HR contact:** Kelly Schoenhardt, kschoenhardt@wilsonfarms.com

**Employees (FT):** 388

**Founded:** 1969

**What company does:** Locally owned and operated neighborhood food stores

**Example of best practice:** Providing our associates with efficient and effective training so that they may provide our customers with the highest quality service on a daily basis.

#### The survey says:

- I really enjoy my job and everything about it. Every day is different here and I know if I have a bad day on one day that the next day will be better.
- Wilson Farms has proven to have an employee friendly environment, which allows employees to grow and feel part of a team. I would encourage anyone thinking of working with this company to do so without any hesitation.



# JOE MONTANA OR JOE BLOW

How do your co-workers see YOU?

What do your peers see when they look at you? A cool, under-fire leader?  
Or just another Average Joe? **The answer may surprise you.**

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LeaderGrade asks your peers to rate you across 15 key areas of leadership. It's a fast, accurate and low cost way to see your strengths and weaknesses. You get info to compare yourself to other leaders, to correct misperceptions and to promote yourself for advancement. **It's a small investment in time and money that will pay dividends over your career.**



See how you stack up. Take the LeaderGrade Survey. Get a full report for only \$79. [www.LeaderGrade.com](http://www.LeaderGrade.com)



# XX-LARGE — Companies employing 401 - 999

## Finalists, XX-Large

### Canisius College

2001 Main St.  
Buffalo, NY 14208  
888-2240  
canisius.edu

**CEO:** John Hurley

**COO:** Scott Chadwick

**HR contact:** Deborah Winslow-Schaber, win-slowd@canisius.edu

**Employees:** 937

**Founded:** 1870

#### What company does:

Canisius College is an independent, coeducational, medium-sized institution of higher education conducted in the Catholic and Jesuit tradition.

#### Example of best practice:

The Canisius College Employer Assisted Housing Program is a benefit offered by the college to its employees to enable them to purchase homes in the City of Buffalo near the college in the form of forgivable loans.

#### The survey says:

- From the president through the housekeeping staff, there is a culture of caring for one another and a passionate belief in the importance of the cause that we all contribute to.
- I like working here! It is engaging, creative work that I believe in. I like the people I work with. My immediate team seems intentional about why they are here and that makes a difference – we all have our heart in it.

### RealtyUSA/1st Priority

910 Maple Road  
Williamsville, NY 14221  
716-689-9296, ext 202  
realtyusa.com

**CEO:** Merle Whitehead Jr.

**CFO:** Donald Roesch

**HR contact:** Jean Hall, jhall@realtyusa.com

**Employees:** 894

**Founded:** 1959

**What company does:** We provide the best home selling and buying experience.

#### Example of best practice:

Understanding our customers' needs and making them our "1st Priority".

#### The survey says:

- This place is the whole package – awesome co-workers, outstanding management, busy workflow, hours are perfect, location is perfect. I go home every night very confident that I did the best job I could in

a company that deserves nothing less.

- Keeps us up on the news of the business and what is going on. Lots of classes and information to help in our business. Has a huge party and recognizes the agents in many ways. Great time. Rally in the fall is a great education time and also a great party time.

### Time Warner Cable

2875 Union Road, Suite 359  
Cheektowaga, NY 14227  
716-558-8881  
timewarnercable.com/east

**CEO:** Terence Rafferty, RVP operations - Northeast

**HR contact:** Roni Howell, director - employee relations, roni.howell@twcable.com

**Employees (FT):** 850

**Founded:** 2006

#### What company does:

Time Warner Cable provides advanced cable, Internet and phone services

#### Example of best practice:

Time Warner Cable offers an MVP program where employees are recognized for their accomplishments and contributions in bringing our mission and values to life.

#### The survey says:

- The benefits are fantastic and I feel I am compensated well for my position and time in the company. I feel they do their best to listen to employee concerns and work at improving every day.
- This company has an excellent work environment to foster anyone's career aspiration. In addition, it places a high priority on community involvement. Lastly, it provides one of the best health care coverage of any company in the county.

## XX-LARGE CATEGORY WINNERS

### GOLD: Univera Healthcare

205 Park Club Lane  
Buffalo, NY 14221  
716-847-1480  
univerahealthcare.com

**President:** Arthur Wingerter

**COO:** Rob Mercury

**HR contact:** Francine Shea, francine.shea@univerahealthcare.com

**Employees (FT):** 480

**Founded:** 1978

**What company does:** Nonprofit health insurer serving the eight counties of WNY

**Example of best practice:** Our employees have a benefit that pays them up to eight hours a year to volunteer at the nonprofit place of their choice.

#### The survey says:

- Organization culture is committed to employee satisfaction, making it a great work environment. The culture is sensitive to the needs of employees. Staff takes pride in the organization.
- My direct manager is the best I have ever had, in any job. She truly cares about her staff and goes the extra mile to make us feel very appreciated.
- On a personal level, being afforded an opportunity to have a flexible work schedule when you have a family is not only much appreciated, but is an asset that cannot be measured. It makes me want to be a strong contributor to the organization's success each day, as they are supportive of me.

### SILVER: West Herr Automotive Group

3448 McKinley Pkwy.  
Blasdell NY 14219  
716-649-7711 • westherr.com

**President:** Scott Bieler

**HR contact:** Sara Skovenski, sskovenski@westherr.com

**Employees (FT):** 905

**Founded:** 1950

**What company does:** Automotive sales, service and finance

#### Example of best practice:

Companywide initiative to establish Business Development Centers at each of our dealerships to reach a new level of urgency in the communication process with our customers to assist them in the vehicle-buying process. The goal is to further build and strengthen our relationship with our customers before, during and after their purchase.

#### The survey says:

- Thanks to West Herr, I have a wonderful life.
- I can't tell you how many times I have seen the owners, as well as upper management, greet customers, make them feel important (because we all know they are) and even give them their personal cell phone numbers. I have seen the president of our company write a check for thousands of dollars out of his personal bank account to help a customer in need to afford the vehicle they desperately needed.
- No matter if West Herr wins the 'Best Place to Work' award, we, as employees, know that we work for the best company in WNY, and maybe even the country.

### BRONZE: Northtown Automotive Cos.

1135 Millersport Highway  
Amherst, NY 14226  
716-836-4600  
northtownauto.com

**CEO:** Norman Schreiber

**COO:** Lawrence Schreiber, Craig Schreiber, Joseph Calabrese

**HR contact:** Terri Alverson, t.alverson@northtownauto.com

**Employees (FT):** 559

**Founded:** 1969

**What company does:** Retail automobile sales and service

**Example of best practice:** Provides extended service hours Monday - Saturday to maintain and increase customer satisfaction

#### The survey says:

- Awesome company, awesome owners and the most professional management team.
- Northtown is a great place to work. Being a private company, the owners and leaders of the organization really take the time to get to know all their employees and would help anyway they are able to.
- Northtown puts their customers and employees ahead of themselves. They spend the time to find the best course of action in corporate health benefits, working conditions, computer technologies, training and investment into their people and future growth and longevity.



XX-Large gold winner: Univera Healthcare



# JUMBO — Companies employing 1,000 and more



## JUMBO CATEGORY WINNERS

### GOLD: Catholic Health

2121 Main St., Suite 300 • Buffalo, NY 14214  
716-706-2056 • chsbuffalo.org

**CEO:** Joseph McDonald

**COO:** Mark Sullivan

**HR contact:** Michael Moley, mmoley@chsbuffalo.org

**Employees (FT):** 4,900

**Founded:** 1998

**What company does:** Integrated health system providing health care across Western New York.

**Example of best practice:** Catholic Health's Associate Committed Endeavor (ACE), encourages and empowers non-union associates to identify and address various employment issues in order to improve the workplace.

**The survey says:**

- When deciding to return to Buffalo from out of state, I set my sights on a job within Catholic Health, and I don't believe I would have returned home for any other opportunity. It has been one of the best professional decisions I have made.
- I believe the Catholic Health System works toward helping others and that makes me feel proud to say I work where I do.
- The senior leadership team of Catholic Health exhibits both ambition and motivation to make things happen. Catholic Health is full of great people. As a longtime associate (since 1977), I feel very blessed and fortunate every day to be part of this wonderful organization. With many truly gifted, caring and compassionate associates, Catholic Health is definitely a leader in health care.

### SILVER: Kaleida Health

726 Exchange St., 5th Floor • Buffalo, NY 14210  
716-859-5600 • kaleidahealth.org

**CEO:** James Kaskie

**COO:** Connie Vari

**HR contact:** Rick Pogue, rpogue@kaleidahealth.org

**Employees (FT):** 10,350

**Founded:** 1998

**What company does:** Largest health-care provider in Western New York.

**Example of best practice:** Five years ago Kaleida established nine site-based, multi-disciplinary, multi-shift strategic communication teams for the purpose of improving effective, two-way communication.

**What else:** Kaleida Health is affiliated with Great Lakes Health.

**The survey says:**

- I celebrated 30 years with this organization and stay here because I firmly believe in what I answered during this survey. Kaleida Health and the leadership here are dedicated to the employees and to their ideas to make things better and for their continued recognition of staff for a job well done.
- I strongly believe that Kaleida Health is working to ensure that all its employees are acknowledged and that they create value to the organization. Kaleida has made great strides in making sure that every voice, no matter how small, is heard. They have done this through town meetings, employee communications, its implementation of Engage and its leadership rounding. Senior leadership has an open-door policy and there is always two-way communication.
- My direct boss is a very special person – fair, kind, determined, dedicated, responsible and very reasonable. She is really a joy to work with.

### BRONZE: Roswell Park Cancer Institute

Elm and Carlton streets • Buffalo, NY 14263  
1-877-ASK-RPCI • roswellpark.org

**CEO:** Donald Trump, M.D. FACP

**COO:** Candace Johnson, M.D.

**HR contact:** Vicki Garcia, vicki.garcia@roswellpark.org

**Employees (FT):** 3,231

**Founded:** 1898

**What company does:** Our mission is to understand, prevent and cure cancer.

**Example of best practice:** Magnet Designation was achieved by RPCI on Sept. 16, 2010. The designation was a collaborative effort between nursing and all institute departments and demonstrates our commitment to "patients come first."

**The survey says:**

- I am proud to say I work at Roswell Park Cancer Institute. Whenever I tell someone where I work, they light up and say, "Oh, really! Wow, that's great, good for you!" They want to hear about where I work and actually listen. I feel I am doing something meaningful and very important here.
- I frequently tell friends and family that I am fortunate to be working at Roswell park Cancer Institute. Besides working for an organization that works toward the goal of eradicating cancer, the atmosphere is continuously upbeat with administration sensitive to the needs of employees.
- I have worked here for over 30 years, and I feel that this place just keeps getting better and better.



Jumbo gold winner: Catholic Health



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For career information and opportunities, contact Ms. Quenzel: 716.754.7272 ext. 34 or [cquenzel@rivershore.org](mailto:cquenzel@rivershore.org).

## Finalists, Jumbo

### Erie 1 BOCES

355 Harlem Road  
West Seneca, NY 14224  
716-821-7000  
e1b.org

**CEO:** Donald Ogilvie

**HR contact:** Nancy Bojanowski, nbojanowski@e1b.org

**Employees (FT):** 1,057

**Founded:** 1957

**What company does:**

Provides cooperative and cost-effective educational services to school districts

**Example of best practice:**

Erie 1 BOCES commits to those we serve – students, staff and communities – by understanding, anticipating and responding to their needs.

**What else:** The Erie 1 Board of Cooperative Educational Services (BOCES) is a regional education service organization serving the needs of schools and communities in Western New York. One of 37 in the state, Erie 1 BOCES serves approximately 74,441 students in 20 component school districts around the

City of Buffalo. Erie 1 BOCES houses one of the state's 12 Regional Information Centers.

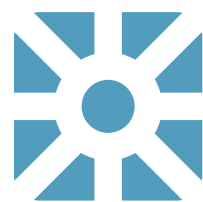
**The survey says:**

- There is never a dull day. Even if you plan your day accordingly, at times there can be an interesting twist to allow for critical problem-solving skills to be put to the test.
- I have really enjoyed working for our organization. I really feel like the organization allows me to own my role and to serve our schools well.





# Revived. Renewed. Refreshed.



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