

# New director named at UB management school

by **RIKKI CASON**  
Reporter

Tom Ulbrich became the new executive director of the University at Buffalo School of Management's Center for Entrepreneurial Leadership on May 1, where he will be working with entrepreneurial business owners and leaders in Western New York.

Ulbrich's career spans more than 20 years of education, communication, management and public service skills.

Ulbrich owns Ulbrich's Garden Center and Mow More Supplies in Alden. There he learned how to succeed as an entrepreneur, giving him an opportunity to discuss creative solutions and speak on issues facing local business owners.

He left the daily operations of his two businesses to his general managers so he could begin work at the university.

Ulbrich is a member of many local community organizations and is the vice chair of the NYS National Federation of Independent Business where he advocates for small businesses at a state and national level.

Last year, Ulbrich ran against Kathy Konst for Erie County legislator in District 5. Though he lost, he looks at his defeat as a steppingstone.

"In a strange way, me losing the election set me up to a position where I can help the community," Ulbrich said.

Ulbrich ran on the platform of helping small business, and he noted that his new job will let him do all the things he was hoping to do as a county legislator.

"I look forward to working for an organization that helps local businesses to grow and create jobs," Ulbrich said.

Ulbrich has lived in the Lancaster community with his family for 25 years. He and his wife, Lynn, have been married for 26 years and

have two sons who are 23 and 25.

Both of his sons have now moved away, one to Manhattan and the other to Columbus, Ohio, because they found jobs outside the Western New York area.

"That's another reason I wanted this job," Ulbrich said. "I'm trying to help make opportunities that will allow kids to stay in the area."

The Center for Entrepreneurial Leadership was created in 1987. Ulbrich will be working with several programs including the Core Program, a 10-month professional development opportunity that helps business owners and operators in Western New York beyond the start-up phase of their businesses. The Core Program helps owners and leaders with business challenges, creates new opportunities and develops networking relationships.

The program works with faculty of the UB School of Management, outside business experts, mentors and other classmates, to



**Tom Ulbrich**

help its students succeed.

Ulbrich is involved with the following programs:

- The Advanced CEL Program, which was designed to build up on the success of the Core Program and provide a way to con-

tinue through an array of learning opportunities.

- The Henry A. Panasci Jr. Technology Entrepreneur Competition, a business plan writing competition that helps facilitate and promote the commercialization of UB-generated technologies. It also brings graduate-level students from different backgrounds together to utilize their business and scientific skills and create viable business in Western New York.

- The Allstate Minority and Women Emerging Entrepreneurs' Program, which helps women and minority entrepreneurs move their companies to the next stage of development.

"I get to work with local businesses to help them grow and create jobs in the Western New York community," Ulbrich said of his new duties. "I really feel honored to be selected for this. It's really a dream job for me."

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## New campus restaurants to open this fall at UB's North Campus

Campus Dining & Shops will add two new restaurants, Tim Hortons and Jump Asian, to the Student Union, along with a Tim Hortons location in the Alfiero Center.

Construction of these new facilities is to begin following this year's commencement, with a completion date toward the end of August. Plans are to have all operations open by the first day of fall classes.

The new eateries are a direct result of customer focus groups and the need to suit the ever-changing palates of the campus community.

"Our research showed the importance of branded products to our customers, and we are committed to providing exceptional goods and services to our campus community," said Jeff Brady, interim executive director for Campus Dining & Shops. "We are very excited to have both of these concepts on campus and feel our customers will be equally excited."

The most visible new facility will be the

full-service Tim Hortons at Putnam's in the Student Union. Both Tim Hortons locations will be full-service, featuring not only Tim Hortons traditional beverages and baked goods but also its full line of specialty soups and sandwiches. Both sites will be operated by a local Tim Hortons franchisee and will accept cash, Campus Cash and Dining Dollars for purchases.

The other new restaurant, Jump Asian, will also be located at Putnam's in the Student Union. This concept, managed by CDS, will feature quality Asian cuisine — the most popular ethnic cuisine in the United States.

Based on the success of the Student Union location, tentative plans call for a second Jump Asian location to open in the Ellicott Food Court.

The Tim Hortons and Jump Asian restaurants at Putnam's will be located where Freshens currently operates. The Freshens operation will move to the other side of the registers, along the wall of the world mural.

## Davis-Ulmer acquires downstate sprinkler firm

Davis-Ulmer Sprinkler Co., Inc., a leading upstate New York fire protection contractor, has acquired Westchester County-headquartered W&M Sprinkler Co., Inc., a move that allows it to further expand its state holdings and provides it entry into the New York City market.

In addition, Davis-Ulmer President R. Steven Ulmer also announced the company has opened a new office in Albany that now gives Davis-Ulmer Sprinkler locations in Buffalo, Rochester, Syracuse, Corning-Elmira, Albany and Westchester County/New York City.

Based in Amherst, Davis-Ulmer Sprinkler also serves the northern Pennsylvania and New England markets.

W&M Sprinkler conducts much of its business within New York City out of its Bronx facility and serves a variety of clients, ranging from commercial, residential and institutional facilities to public buildings, hotels, schools and retirement communities.

W&M Sprinkler has also been involved in a number of high-profile sprinkler system projects over the years, including the Lion House at the Bronx Zoo, The Metropolitan Museum of Art,

Gotham Plaza, the Toys R Us store in Times Square, The Museum of American Folk Arts and the Orange County Correctional Facility.

"W&M Sprinkler is a nice fit for us," Ulmer said. "Their inspection and maintenance service business was very important to us because they were such a good match with what we do at Davis-Ulmer. This will be the first foray for Davis-Ulmer into the New York City region, where we see tremendous opportunity for immediate growth in the inspection and service areas of our business."

Davis-Ulmer Sprinkler is a 62-year-old, full-service fire protection contractor. It offers complete design, installation, fabrication, inspection and servicing of sprinkler systems and employs a total of 250 workers throughout New York State, which combine to serve 4,500 customers statewide.

"Since a new residential law was passed in 1999 involving sprinkler system installations in buildings higher than five stories, there's an estimated 8,000 buildings in the city that need to have these systems retrofitted," said Sami Khoueiri, executive vice president of W&M Sprinkler.

### People in the News



**Woodman**



**Pascarella**



**Hanson**



**Lindstrom**



**Naylon**



**Toole**

**Danielle Woodman**, director of the Office of Academic Grants at Daemen College, has earned the nationally recognized credential in the grants field: Grant Professional Certified. The credential recognizes proficiency in several standards.

**Andy Pascarella** of Getzville has been named operations manager for Lawley Benefits Group's Delaware Avenue location in downtown Buffalo. He will be responsible for managing and implementing business processes. He was previously employed by Greater Buffalo Savings Bank where he served as a credit analyst.

**Sharon Hanson** of Williamsville was named the recipient of the 2008 Erie County Medical Center's Lifeline Chairman's Distinguished Service Award. She is manager of public and government affairs at Time Warner Cable. She has served on the ECMC Board of Directors for more than 12 years and is the board's vice chair.

**Joseph Lindstrom** of Williamsville was named a senior mechanical engineer and project manager at Watts Architecture and Engineering P.C. He will work in the firm's Mechanical, Electrical and Plumbing Engineering Department. He has nearly 30 years' experience in the business.

**Maurice L. Naylon III** of The Financial Architects, located in Amherst, was selected as one of 60 financial planners from among 2,200 to join the Select Planner Group of Lincoln Financial Advisors Corp./Sagemark Consulting, as part of the private wealth services program. As a select planner, he will work with the most prestigious financial planners in the country.

**Timothy M. Toole** of Amherst was named assistant vice president and underwriting manager for First Niagara Risk Management. He has more than 15 years of related experience. He was formerly manager of an office for The Inso Dico Group.

## Eye Care and Vision Associates enhances customer service

Crowded doctor's offices make it difficult for patients to complete the paperwork loaded on a clipboard. Anxiety increases as patients struggle to complete the forms and wonder how long they will have to wait to see the doctor.

Patients at Eye Care and Vision Associates have addressed this issue by launching a pilot program focusing on patient care. A patient liaison is stationed in the waiting room to focus on patient needs before they enter the examining room.

ECVA employee Paulette Manns acts as a buffer between the staff and doctors and advocates for the patient.

"The patients really appreciate my presence — it makes them feel less like a number," she said.

ECVA is striving to improve the quality of patient care. In a time when medical offices are using more technology and less staff, ECVA is committed to providing personal service in addition to the latest technology.

The program, started on a part-time basis, was a success at ECVA's Williamsville office, 1 Hopkins Road, and ECVA is in the process of fully staffing the position for all four of its locations, located in Hamburg, Niagara Falls and Buffalo.