

# The Lehigh Way

## *Harvest Hill Golf Course*

World-Class Golf in  
Western New York

SEE PAGE 4



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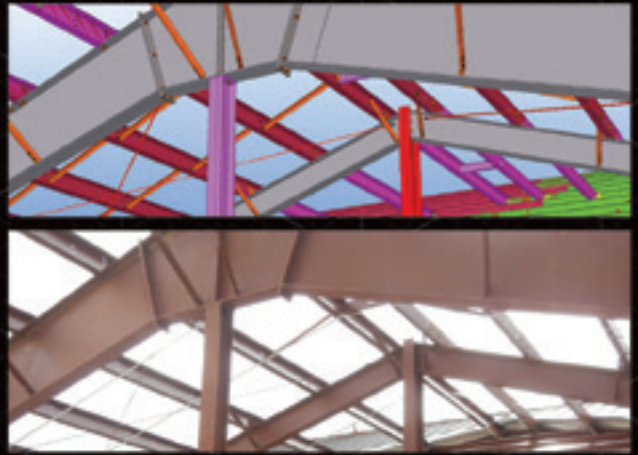
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# The Lehigh Way

A publication from



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## Welcome to The Lehigh Way



As we kick off a new year, there is a lot to be hopeful about in Western New York. There are tower cranes in the city of Buffalo, and more construction is happening now than in decades. Is Western New York finally on the upswing? I think it's safe to say that the answer is yes.

Lehigh has had a busy winter so far, despite the extreme weather conditions this season. We look forward to continuing to work for many of our longtime clients and also continuing to grow our Lehigh PRO service division. Lehigh PRO is what continues to differentiate us from our competitors, as we can complete large projects but also step in to help with facility maintenance, small repairs and emergency service.

In this issue of *The Lehigh Way*, we feature a large project at Harvest Hill Golf Course and various food and dairy processing projects, and we take a look inside a day with Lehigh PRO. Also, we have a great "Ask the Expert" piece featuring Avalon Document Services with helpful tips on how to save time on the bid process.

We always appreciate any feedback or suggestions that we receive on this publication. Here's to a successful 2014!

David E. Knauss  
President

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# Harvest Hill Golf Course:

by Michael Adkins



Sportswriter Heywood Hale Broun was once quoted as saying, “Golf is not, on the whole, a game for realists. By its exactitudes of measurements, it invites the attention of perfectionists.”

Golfers expect the best — and, with the vision of a new owner and the addition of some much-needed amenities, that’s what they get at Harvest Hill Golf Course in Orchard Park, New York.

## The Visualization

Harvest Hill was originally designed by Michael J. Hurdzan, PhD, a noted authority in the golf world. The course opened in 2007 and has garnered considerable notoriety and respect, having been honored in 2011 as Buffalo’s Best Public Golf Course and playing host to the 2011 Western New York PGA Section Championship, as well as numerous other tournaments.

In the fall of 2012, word that the course was for sale started circulating — and that word found its way to Ross Cellino, a partner at the prominent Buffalo law firm Cellino & Barnes P.C. “I learned from my son that there was a rumor that Harvest Hill was up for sale,” Cellino recalled, noting that his son played in Harvest Hill’s men’s league. “I texted a friend of mine to confirm it, he said it was, and I said I’d be interested.

It all came together from there.” Within the hour, Cellino was at the course “kicking the tires,” as he told *The Buffalo News* in an October 2012 interview.

Prior to that fateful text message, Cellino had never had any experience in the golf industry. “I’d never had a long-term desire to own a golf course before, but I think it’s every man’s dream,” he laughed. “And the course was in such great shape. The quality of the course was well respected in the area.”

But there were important components that Harvest Hill was lacking. The course lacked a formal clubhouse and a



# World-Class Golf in Western New York



## HARVEST HILL GOLF COURSE

**Owner:** Ross Cellino

**General Contractor:** Lehigh Construction Group  
(Bill Baker, job superintendent; and  
Martin Knauss, project manager)

**Architects:** Charles Gordon Architecture  
(Charles Gordon, owner); Conway Architects  
(Robert Conway, owner); Dean Gowen

**Solar Electrical System:** Frey Electric Construction Co.  
(Deborah Zarbo, alternative energy engineer; and  
Ray Szopinski, lead field installer)

**Interior Designer:** Schaper Associates  
(Carol Schaper, president)

**Location:** 3052 Old Transit Road,  
Orchard Park, New York

**Size:** 3,750 square feet (clubhouse);  
3,250 square feet (tournament pavilion)



restaurant. During tournament play, golfers made use of a tent instead of a pavilion, which was uncomfortable, costly to rent and time-consuming to arrange. “I endeavored to correct that,” Cellino said.

And that work began as soon as Cellino took ownership of the course in October 2012. He quickly engaged the services of Charles Gordon, owner of Charles Gordon Architecture in Amherst, New York, to help design the course’s needed additions. “I’d already had a relationship with the architect and knew I wanted him as part of the team,” Cellino

explained. “He has a great vision.” Cellino also brought on board interior designer Carol Schaper of Schaper Associates, based in Hamburg, New York, having worked with her on the design of his law firm’s new offices and his home.

When it came time to choose a general contractor for the project, there were a couple of different companies Cellino looked at — but Schaper recommended Lehigh Construction Group, he noted. “She told me they were very good at what they do,” Cellino said. “That’s how I ended up using them.”

## The Swing

Rather than waiting until warmer weather to begin construction — thereby sacrificing the entire 2013 golf season — the project team broke ground in November 2012, according to Bill Baker, Lehigh job superintendent. Work on the clubhouse’s foundation and rough framing began in November 2012, and the project continued throughout the winter. The new clubhouse and pavilion opened to the public during the 2013 Memorial Day weekend.

Weather played a challenging role in construction, Baker said. “We had to use a wind-bracing system to brace construction during the winter.”

Despite these turbulent conditions, however, Baker said the project was completed quite smoothly. “Ross and I spoke pretty much on a daily basis,” he stated. “I got to know him as a person and not just someone I see on TV.”







The clubhouse includes a reproduction silo, a tribute to the area's rural heritage, the nearby barns dotting the landscape on Old Transit Road. When they arrive, golfers can visit Harvest Hill's pro shop for the latest gear before heading out on the course. After they finish, they can head back to the clubhouse to grab a bite to eat at Rooth's Sky-Lite Bar & Grill, named after the restaurant founded and run by Cellino's father- and mother-in-law, Walter and Marie Rooth, for nearly 40 years in Hamburg. The new Rooth's Sky-Lite opened to the public on June 10, 2013.

"You can look right down at hole 18 from the wraparound patio outside the restaurant," Cellino said. "It lets customers enjoy the outdoors and watch their fellow golfers finish their rounds, which is always a nice feature."

## On the Green

For the tournament pavilion, overlooking the green on hole 9, Cellino explained that there were two options initially. "We could have built a relatively inexpensive polebarn, but we didn't do that," he said. "Instead, we chose to go with a traditional construction method called timber framing, which used massive timbers to support the frame of the structure."

"The building's basically made from pine and Douglas fir with cedar siding and a metal roof," Baker added. "It's a very nice design, and it's better than regular lumber."

In addition to the sustainable, natural materials, the new structures include several other green-building features, such as blown-in insulation to save on energy costs. One of the main energy-saving amenities, however, is the solar electric system.

The system was designed and installed by Frey Electric Construction Co., based in Tonawanda, New York. According to Deborah Zarbo, alternative energy engineer, the system consists of 72 solar modules installed on the roofs of two golf-cart buildings. The solar arrays feed electrical energy into the course's main electric distribution panel, accounting for about 20 percent of Harvest Hill's annual power requirements.

"Besides saving the owner approximately \$6,000 per year in electric expense, the system has positive environmental effects," Zarbo pointed out. "It reduces CO<sub>2</sub> emissions by about 26 tons per year." Zarbo noted that this is the equivalent of reducing a car's mileage by 85,000 miles per year or planting 1,026 trees.



## Tee Up

With all the new buildings and features added to Harvest Hill, one vitally important facet is something that stayed the same. The First Tee of Western New York, a nonprofit youth development organization, teaches life skills and core value to participants through the instruction of golf fundamentals. This chapter of The First Tee, a national organization, has been hosted at Harvest Hill since the course's opening due to the help from the West Seneca Rotary Foundation, along with local business and government leaders and, in particular, Joseph Sgroi. The Sgroi family secured and donated the additional 140 acres of land needed to build the course.

"I'm a firm believer in supporting The First Tee," Cellino stated. "I made a commitment that I would keep this a public course and not charge them anything for using the facility. The First Tee does not pay us anything to use the course."

## Fore!

Though he maintains his day job, Cellino is clearly an involved owner, having overseen a major construction project and putting his family to work to ensure things are done his way. His daughter Brigitte Cellino is the course's general manager, and three more of his children work at the course. His sister, Rose Cellino, manages the restaurant.

But, as with any project, the buck stops with the owner — and Cellino himself is pleased with the result of a project that started out as an idle text message from his backyard.

"When you envision something, you often don't quite live up to that vision with the finished product, but that's definitely not the case here," he said. "I couldn't be happier with the way this project turned out. It's exceeded my expectations — which is not easy, because I have high expectations on the things I do."

*Some information in this article was originally published in "Looking fore-ward to spring," by Barbara O'Brien, The Buffalo News, April 10, 2013.*



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# A Taste for Excellence

## *Lehigh Gets the Job Done for Food Processing and Dairy Clients*

by Michael Adkins

Whenever a major manufacturer has a construction project — whether it's a large-scale addition or routine installations and repairs — it's a complex process. When that manufacturing facility is involved with making food or dairy products, it's even more complicated.

Fortunately, the Lehigh team is up to the challenge.

Lehigh Construction Group has been working with food and dairy clients for nearly 30 years, according to Mike Cross, PRO service manager. Whenever a new project like this comes up, stringent protocols must be observed. "Jobs at food processing plants involve a lot more emphasis on temporary protection and cleanliness throughout the project," Cross said. "Some of the plants we work at are running 24/7, so sometimes we are doing construction while they are running product in the next room over. We need to eliminate any chance of contamination by properly setting up and maintaining our temporary protection."

To avoid the risk of contamination, Lehigh PRO team members take a number of precautions on the job site, as described by Nick Sabal, PRO group manager, including "doing work while

[the client is] not in production, i.e., second or third shifts, weekends or planned shutdowns," he said. "Many times, we will end up mopping in lieu of just a quick sweep to clean up on a daily basis."

Scheduling also comes into play during projects for food and dairy. "In our plans for the work, we must also allow time for the plant to sanitize before starting back up," Sabal said. "Example: A two-day job will likely be a two-and-a-half- or three-day shutdown due to the cleanup."

Conditions within these plants can provide challenges that are found virtually nowhere else, said Jon Wilcox, PRO service manager. "Lactic acid, found in milk products, and nitric acid, used as a cleaner in [clean-in-place] systems, are both very present in dairy plants," Wilcox noted as an example. "These two acids both have the ability to deteriorate concrete,





## Notable Examples of Lehigh PRO's Food and Dairy Projects

*Sorrento* – addition of fiber-reinforced polymer to existing walls in a milk receiving room, as well as excavating and replacing 120 feet of drain pipe (2013); new administration offices and plant façade (1997)

*Upstate Farms* – 9,900-square-foot addition to house a new chiller tunnel (2013); 135,000-square-foot cultured dairy plant (2005)

*Müller Quaker Dairy* – wastewater-treatment building (2012)

*Friendship Dairies* – cooler and ambient storage building (2002)

epoxy and dairy bricks. We have field employees who have experience in replacing concrete, epoxy and dairy bricks in food processing and dairy plants.”

Lehigh's experience in this area of manufacturing is vast. Some of the many food and dairy clients for which Lehigh has completed projects include:

- Sorrento
- Upstate Farms
- Müller Quaker Dairy
- Friendship Dairies
- Rosina Foods
- Carriage House
- Morton Salt
- Steuben Foods

Since becoming a client in 1995, Steuben Foods, a manufacturing operation located in Elma, New York, has turned to Lehigh for assistance with dozens of projects. Leonard Carruthers, Steuben Foods' vice president of engineering, recalled two restoration and modification projects — one of a process room and one of a filling room — as particularly good examples of Lehigh's expertise. The process room involved the installation of a new drop ceiling, as well as installation and repairs to ductwork and an acid brick floor. The filling room included a walk-on ceiling system with LED lights and modifying a sprinkler system, as well as revisions to floor drains, restorations to the acid brick floor, structural modifications and portal closures, among other tasks.

Carruthers shared some of the benefits he has observed by working with Lehigh for his company's renovation and maintenance needs — noting that “...it is easy to defend Lehigh for bid selection based on their knowledge of working in a food/dairy environment.” He added, “Lehigh has an

excellent staff of tradesmen who [are] managed by experienced field supervisors. They are very flexible.”

“They understand what is special or unique about working in a dairy or food plant and conduct themselves with a high level of consistency for [guaranteed maximum prices] and safety,” Carruthers continued. “It is comforting not to have to enforce the rules but, rather, observe the daily adherence to them without question. They will work the off-hours and days that a 24/7 plant needs to get work done while production does not stop.”

This deep understanding of the food and dairy industry definitely gives Lehigh an edge, Cross observed. “Lehigh has been doing this for so long, it is second nature for the guys in the field,” he said. “The owner benefits from having a company perform the work that knows the ins and outs of working in a food plant and the attention that needs to go into temporary protection and cleanliness.” This knowledge of the plants and their high-quality standards also is helpful for owners when they are looking for small repairs, facility maintenance or emergency work because these requests can be fulfilled by the Lehigh PRO service division of Lehigh Construction Group.

And continued growth and expansion in food manufacturing, combined with increased health and safety requirements, mean that Lehigh's expertise will be needed for the foreseeable future. “Until people don't have to eat anymore, there is always going to be a good demand for work in this industry,” Sabal stated. “We have been in the industry for years and know what works and what doesn't. ... We will always get done what we promise to get done and will stand behind our work.”



# Around the Clock with LehighPRO

by Jessica Blackmer

For Lehigh PRO, there is no such thing as a “typical day” on the job. The variety of jobs that Lehigh PRO can handle and the environmental factors we deal with in Western New York allow for different and challenging work for the PRO team each day. The timeline below demonstrates a 24-hour timetable for Lehigh PRO, which allows a glimpse at the capabilities and competencies of this unique division of Lehigh Construction Group.



## Any Given Tuesday...

**6 a.m.:**

PRO service technicians are in and out of Lehigh’s warehouse loading up their vans with supplies for the day and heading out to job sites. PRO service managers arrive at the office to prepare quotes or meet up with PRO service technicians to give them instructions for the job sites.

**6:30 a.m.:**

PRO Service Technician Tom C. arrives at a milling plant for the day ready to handle whatever repairs and maintenance are needed. He currently reports to this client full-time, and the client keeps him busy.

**7 a.m.:**

Lehigh PRO shifts start at two plant locations of a chemical manufacturer in Western New York. There are frequently up to a dozen Lehigh employees at these two plants completing PRO jobs.

**7:15 a.m.:**

PRO Service Manager Mike C. arrives at a local beverage manufacturer to check up on a job that PRO Service Technician Bill S. is completing. Bill drives Lehigh’s masonry truck and is repairing a block wall today.

**8 a.m.:**

Field Technician Mel B. starts his shift at a retirement community in Western New York. Mel has been remodeling kitchens in the apartments and has installed new countertops, cabinets and appliances in more than 30 units.

**9 a.m.:**

PRO Service Technician Tom G. Jr. arrives at a banking call center and completes the setup of tables and chairs needed for a blood drive the center is holding in the office that day.

**10 a.m.:**

After completing the bank job, Tom G. Jr. heads over to a longtime chemical plant client to install new guardrails.

**10:30 a.m.:**

PRO Service Manager Mike G. receives a call from a local banking branch — someone drove a vehicle too large and damaged its drive-through. He immediately heads over to take a look at the damage and schedules a PRO service technician to come out and make the repairs the next day.

**11 a.m.:**

PRO Service Manager Jon W. stops by a concrete repair job for his packaging manufacturer client. The job is being run by Damon H. and is progressing smoothly.



**11:45 a.m.:** PRO Service Technician John C. finishes up his morning job for a local developer at one of its commercial rental properties where he was completing structural roof repairs from fire damage. Next, he heads over to his next job at Western New York's favorite donut shop, where he will be repairing a fence for the remainder of his shift.

**1 p.m.:** PRO service managers attend a regularly scheduled meeting at the office to discuss workload and scheduling for the remainder of the week and the following week.

**1:45 p.m.:** Lehigh PRO receives an emergency call at the office. A worker backed a forklift into a column at a pharmaceutical plant client's warehouse, and the client needs it checked out to make sure the structure is secure and wants to plan for the repairs. PRO Group Manager Nick S. makes plans to stop by as soon as he finishes a walkthrough he is currently at with a new client.

**2 p.m.:** PRO Service Technician James S. finishes a morning pipe bridge repair job for a local dairy processing plant and heads over to a

long-standing food manufacturing client in Fredonia, New York, to repair some door frames for the rest of his shift.

**2:30 p.m.:** PRO Service Technician Jim D. arrives at a men's retail store to repair a storefront that was damaged by a car the previous day.

**9 p.m.:** PRO Service Technician Glenn H. arrives at a large wholesale chain in Batavia, New York, to complete overnight flooring repairs that must be done when the store is closed.

**10:30 p.m.:** An emergency call comes in for Lehigh PRO at the office — a client's sprinkler system is going off throughout its entire building after a small fire in its HVAC unit. A team of eight Lehigh employees responds to pump out the water and clean up the office overnight.

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## *Ask the Expert:*

**JP Midgley,**

**CEO of Avalon Document Services**

Avalon Document Services started as Avalon Legal Copy in 2000 with a focus on servicing professionals in the legal market. During the last dozen years, it has changed its name and grown to a total of five locations and 75 team members. Lehigh became aware of Avalon and the services it provides for the construction industry through the Buffalo Executives Association, a business networking group in which both companies are members. We were able to sit down with JP Midgley to learn more about how Avalon can assist and save time for contractors. Check out our Q&A below, and, for more information, visit [www.teamavalon.com](http://www.teamavalon.com).

### **Q: What services does Avalon offer for the construction industry?**

A: One of the main services we provide to the construction industry is plan and specification manual printing. We also offer large-format scanning and large-format color printing capabilities, which are helpful for creating digital copies of old, delicate blueprints; duplicating color line drawings from the field; and printing full-color renderings for presentation material or award submissions. With the addition of a large UV printer to Avalon's arsenal of machines, we are able to print signage for construction sites and job trailers, including banners, and a variety of indoor and outdoor plastics that are frequently used in construction areas that need to be durable and outlast the weather conditions. Last, but not least, we have an Online Planroom, which offers a solution for bid distribution management.

### **Q: Tell us more about your Online Planroom. Why is it free?**

A: The Online Planroom is a virtual bid distribution management system. Our team walks the contractor through a very detailed and quality-checked setup process, and then bid jobs can be posted publicly or privately depending on the contractor's preference. Potential bidders can then visit the website to view and order the project of interest. We print on a per-order basis and communicate with the plan holders that we have received their orders and when they will be ready for pickup, delivery or shipping. We will also post addendums or updates to the website and issue the addendums and updates to the current plan holders through email blasts.

Even though setting up a planroom takes some time, the company that is putting the job out for bid will not be charged for any of Avalon's administrative fees to manage this online portal. Why, you ask? We want companies to take advantage of our Planroom. It is designed to make their lives and their bid distribution easier so they can focus on other aspects of their work.

### **Q: We frequently deal with confidential information in our industry. What kinds of security and confidentiality precautions does Avalon take?**

A: On a daily basis, Avalon has highly confidential documents and projects in its facilities. In order to protect these documents, we are not open to walk-in business. Our doors are always locked, and clients have to be let in by a member of Avalon. Our current customers are the only ones who enter our facility to pick up or drop off a project or to meet with one of Avalon's team members. All of Avalon's team members have signed a nondisclosure/confidentiality agreement before they can even begin their work at Avalon. Each team member also goes through a rigorous background check to ensure we are hiring people that have the capability to live up to our security standards. In addition, any waste copies are shredded on-site. We will never discard documents in the trash; everything must be shredded. When you send your documents to Avalon, you can rest assured that they will remain secure while they are in our possession.

### **Q: What does Avalon offer that other print companies do not?**

A: Avalon prides itself on our value-added services and relies on these services to set us apart from the competition. We go above and beyond to make sure that clients have the best experience possible when working with Avalon. One of the ways that we do that is by providing free pickup and delivery to our clients. Many people today are accustomed to picking up their projects from their print vendor or paying for a delivery service to transport their documents. Not at Avalon!

Another value-added service is our free rush service. If a project needs to be completed same-day or within a few hours, we will make it happen, and there will not be an extra charge for it. Every project is also quality-checked page by page to its originals to ensure that projects are perfect before they go out the door. Additionally, we make ourselves available 24 hours, seven days a week. Avalon does not know the meaning of 9 to 5. Clients can send us projects later in the evening or in the middle of the night, and we will process the order as requested.

### **Q: And we just have to ask ... what's the deal with those delicious cookies Avalon employees always have on hand?**

A: Oh, the cookies! What would Avalon be known for if it were not for the cookies? Ever since the beginning of Avalon, the cookies have been distributed with every order and have become a staple in our shops. The cookies even have a specific standard operating procedure (SOP) in our SOP manual. They are just our way of saying thank you for trusting us with your company's critical jobs.





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If you would like help determining your company's technology needs, let a known and trusted Western New York business come to your aid.

This division of Lehigh Construction Group, Inc. specializes in technology solutions for companies in the Buffalo-Niagara region. Founded in 2000, Lehigh IT has more than a decade of experience and expertise in network service and support.



## Solutions for Your Business Needs

Many organizations have a hard time with technology planning and upgrades. Lehigh IT can be a full-service solution or simply provide consulting to make the most out of your budget.

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