



The Highlands Happenings

Friday, October 10



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Manager of Maintenance
wagnert@thehighlands.org, 484-220-8293

Department & Service Hotlines

Front Desk

(610) 775-2300

Salon & Spa

(484) 220-8569

Lab Courier

(484) 220-8268

Podiatry

(610) 376-4880

Dermatology

(877) 345-5300

Comcast / Xfinity

1-800-934-6489

Residential Living Hotline

programming@thehighlands.org
(484) 220-8268

Maintenance Hotline

maintenance@thehighlands.org
(484) 220-8302

Dining Services Hotline

diningorders@thehighlands.org
(484) 220-8316

Support Services Hotline

housekeeping@thehighlands.org
(484) 220-8290

Transportation Hotline

transportation@thehighlands.org
(484) 220-8319

Certified Registered Nurse

Practitioner
(717) 639-3240

Chaplain Office Hours:

Monday through Friday: 10:00 a.m. - 2:00 p.m.

Mark Christy: christym@thehighlands.org, 484-220-8326

Happy Birthday

Bruce Dietrich – Oct 10
Renee Dietrich – Oct 10
Elizabeth Rutter – Oct 11
Janet Ustaszewski – Oct 11

Gerald Anderson – Oct 12
Gloria Miller – Oct 13
Ronald Rhein – Oct 13
Paul Scheider – Oct 15

Rosemarie Fogarty – Oct 17
Michael Ehlerman – Oct 18
James Adams – Oct 19
Mary Guerin – Oct 19

Community News

New Dining Room Procedure to Improve Billing Accuracy

To enhance accuracy and transparency in our dining billing process, a new procedure has been implemented across all Dining Rooms. Residents will notice three important steps during their dining experience:

1. **When seated**, your server will ask for your **residence number**.
2. **At the end of your meal**, your server will ask, *“Would you like this billed to your meal plan or your Highlands monthly statement?”*
3. **Before you leave**, your server will provide a **receipt** for your transaction.

These updates are designed to **reduce potential billing errors** and give residents the opportunity to **review their receipts immediately** for any discrepancies. We appreciate your cooperation as we continue improving the dining experience for everyone.

Dining Room Receipts Clarification:

Residents will be receiving receipts following each service in the Dining Rooms. This allows residents to ask clarifying questions related to their bill to ensure accuracy. We encourage residents to make disputes immediately following a service.

Declining Balance Plan:

- Residents should “Wallet” and “Balance Remaining” on their receipt
 - The “Balance Remaining” will showcase the remaining balance of a resident’s declining balance following the items purchased during that service
 - Residents can ask the server at the beginning of the service how many meals they have left as well.

Meal Credit Plan:

- Residents should see “On Account” and “Included Meals Left” on their receipt
 - The “Included Meals Left” will help residents identify if the transaction was charged correctly because the number should be lower than the last time you used a meal.
 - Residents can ask the server at the beginning of the service how many meals they have left as well.

Additional Information:

- Bar Charges and Guest Meals will flow over to a resident’s Highlands monthly statement

Resident Clubs

As resident clubs continue to expand and grow, residents can find a detailed listed of all available and their meeting schedule posted in the Main Building Mailroom or within “Residential Living” in the Information Cube on Cubigo.

Community News

Resident Council Committees Schedule:

- Resident Council Meeting: October 10, 2025
- Fitness Advisory Committee: October 14, 2025
- Resident Council Election Candidate Forum: October 21, 2025
- Activity Advisory Committee: October 27, 2025
- Dining Enhancement Committee: November 3, 2025

Resident Council Election and Absentee Ballots

If you are unavailable to vote on the day of Resident Council Election, Friday, November 7, you can request an absentee ballot and still have your vote count. Request forms for absentee ballots are now available in the Main Building Mailroom. The request form needs to be completed and returned by October 30.

Facilities Cube

The Highlands is pleased to announce our next investment in Cubigo: the **Facilities Cube**. This new feature provides residents with an easy, convenient way to submit work requests for **Maintenance, Housekeeping, and IT** services. Even better, residents can now track the *real-time status* of their requests and *view status notes* entered by staff directly within Cubigo. Residents can still submit work requests via in-person or by contacting the department's associated hotline and email listed in the Highlands Happenings and on Cubigo.

To support this launch, we are offering **resident training sessions** to help you become comfortable using Cubigo's new Cubes. Training will be offered on the following dates and times:

- **Tuesday, October 14, 2025, at 10:30 a.m. in Cultural Center B**
- **Friday, October 17, 2025, at 1:00 p.m. in Cultural Center B**
- **Monday, October 20, 2025, at 10:00 a.m. in Cultural Center B**
- **Thursday, October 23, 2025, at 11:00 a.m. in Cultural Center B**

Fall Fest! Save the Date and Information:

We're celebrating the season with a Fall Fest on **Thursday, October 16** from **1:00 p.m. to 3:00 p.m.** in the **Cultural Center**. The festival will include a variety of fall-themed snacks and fun activities to be enjoyed by all to include the judging of the ***Pumpkin Decorating Contest*** and ***Pie Baking Contest***.

Pumpkin Decorating Contest: Participants of Fall Fest will be casting votes of their favorite decorated pumpkins. Voting will take place from 1:00 p.m. to 1:45 p.m. at Fall Fest.

If submitting a pumpkin for the contest, please drop it off to the Resident Services Suite by 12:00 noon on Thursday, October 16. Pumpkins must include a label with the decorator's name.

Pie Baking: Do you love to bake! Here's your chance to show off your baking skills and showcase your famous family recipe. Residents are invited to bake their best pie (any kind – pumpkin, apple, fruit pies, etc.) and bring it, ready to be enjoyed and judged at the Fall Festival. Pie judging will happen Pies can be dropped off at the Resident Services Suite Conference Room on Thursday, October 16 between the hours of 11:00 a.m. and 1:00 p.m. Pies must include baker's name, residence #, and printed or handwritten recipes to include ingredients. All entries will be judged live during the event, with bragging rights and sweet recognition on the line! Why not get the family together and make it a family affair baking your family's pride and joy recipe pie.

Community News

RL Reference Guide

As requested by residents, Resident Services is placing the final touches on the next edition of the RL Reference Guide. This guide is meant to serve as an informational point of reference for residents to identify key frequently asked topics and highlight responsibilities of key departments/personnel. Additionally, several residents and members of Resident Council provided their input into this edition. Our plan is to have the Reference Guide distributed to residents before the end of October.

Pie Baking Contest – Judges Needed

If baking is not your talent, you can still participate in the Pie Baking Contest as a judge! If willing to serve as a judge for the pie baking contest, please contact Todd Canfield at email: Canfieldt@thehighlands.org or phone: (484) 220-8284. Pies will be submitted with recipe and a list of ingredients. Judges will not be tasting any pie with ingredients they have an allergy to. Thank you in advance for wanting to participate in this fun and yummy opportunity! If planning on baking and submitting a pie for the contest, you will not be able to participate as a judge.

Sports Talk – Who’s on First!

Circle the date of October 27th. There will be a special meeting of Sports Talk that day at 10:00 a.m. in Cultural Center Side-A featuring Abbott & Costello’s classic “Who’s on 1st?”. A back story of this iconic masterpiece will be told. Everyone is guaranteed to steal a laugh along with some insights! All are invited!

Resident Council Forum – October 21st | 3:00 p.m. | Cultural Center

Please plan to attend this important Resident Council Forum. It is your opportunity to meet the candidates and be informed before casting your vote on election day. The forum is monitored in a panel format with questions posed to each candidate. The forum is being held in the Cultural Center at 3:00 p.m. on Tuesday, October 21st. The actual election will be Friday, November 7th from 10AM to 12PM.

REMINDER: If unable to attend the election, an absentee vote can be cast. Absentee ballot requests need to be made via a form (available in the Main Mailroom) by October 30th.

Join a Committee!

Opportunities for serving on a Resident Council Advisory Committee are now available. The form to apply for a committee position was mailed to each resident. Additional forms are available in the Main Building Mailroom. The form must be returned by October 17, 2025, for consideration.

Elite Coach in December – Plan Some Holiday Fun!

Don’t miss the December 4th trip to the *Star Barn Village*, a premier destination for the holidays where you’ll be able to gift shop their *Sower and The Seed Gift Shoppe* before having dinner and being entertained with a Christmas show. Next is a short drive to the *National Christmas Center* to explore over 1,250 nativities from around the world. As you leave at sunset, the coach will drive through the three-mile stretch of Christmas lights decorating the Star Barn campus. This trip is sure to get you into that holiday spirit and is a perfect activity to include family guests! **THE DEADLINE FOR REGISTERING IS OCTOBER 23!**

See Cubigo or your Fall 2025 ENGAGE Book (Social Wellness Section) for cost and more details. Register in Cubigo or by calling (484) 220-8268.

Community News

Calling All Highlands Veterans

We are compiling a list of all veterans residing at The Highlands so that we may honor you at our Veterans and Memorial Day programs. If you have already completed a questionnaire in 2023 or 2024, you do not need to submit more information. If you are new to The Highlands, we would like you to complete a questionnaire and attach a photo from your time in the military. If you have no photo of yourself, indicate something we could portray that tells something about your service such as the ship you served on or station location. Questionnaires are available in the Main Building Mailroom. Please submit the questionnaire to in-house mailbox #351 as soon as possible. We hope to have all our veterans participate and attend our Veterans Day Breakfast on Tuesday, November 11 at 9:30 a.m. and the Veterans Day Program on Tuesday, November 11 at 3:00 p.m.

Veteran's Day Breakfast

As a reminder, Veteran's Day Breakfast is exclusively for veterans. Spouses of veterans are welcome to escort their spouse who is a veteran to the breakfast but will not be able to attend the breakfast in fairness to all the veterans being honored (unless they themselves are also a veteran). Call (484) 220-8268 to register.

Reporting Positive Flu and Covid Results

The beginning of September and the cool morning weather are reminders that fall is upon us. In addition to beautiful mild weather, and leaves changing colors, it's important that we are mindful that the cold and flu season is here. Both Covid-19 and influenza cases may begin to rise. Staying proactive can help us keep our community safe and healthy. We are asking residents who test positive for either Covid-19 or influenza, to please report this information to Jared Martz, Director of Community Life & Engagement at Martzj@thehighlands.org or by calling 484-220-8265 as soon as possible so we can monitor and respond appropriately. Thank you! We greatly appreciate residents helping us protect the health and well-being of everyone here at the Highlands.

Alvernia Seniors College – Fall 2025

Discover new ideas and perspectives with Alvernia Seniors College, where residents attend engaging sessions held right on the Alvernia University campus. We received the schedule later than expected and apologize for the shorter notice; we're excited to offer 24 spots per session. Residents may register on Cubigo or by calling 484-220-8260. Come learn, connect, and explore new topics with fellow residents this fall. Refer to Cubigo or Alvernia's website for more details about each session.

Date:	Topic:	Departure:	Time:
October 14	Hope Rescue Mission & State of Homelessness	10:00 a.m.	10:30 a.m.
October 21	Women's Work & Motherhood Activism	10:00 a.m.	10:30 a.m.
October 28 & November 4	The American Scripture Project	10:00 a.m.	10:30 a.m.
November 11	Treasures of Reading Public Museum	10:00 a.m.	10:30 a.m.
November 18	Highlights of Reading Public Museum Arboretum	10:00 a.m.	10:30 a.m.

Bake & Craft Sale Returns November 14 – Six Weeks Away!

Save the date of Friday, November 14th (9:00 a.m. to 1:00 p.m.). This year's bake sale will also include a craft show! Crafters willing to sell their crafts and donate proceeds to the Employee Compassion Fund should contact Vicki Hoover or Tucker Erisman ASAP! More details regarding drop-off locations and times will be shared as we get closer to the date. As a reminder to patrons, payment of items will be by cash or check with checks made out to *The Highlands* with "Bake Sale" written in the memo.

Registration Required

November 2025

<i>Event</i>	<i>Date</i>	<i>Opens</i>	<i>Closes</i>	<i>Cost</i>	<i>Spots Remaining</i>
Table Temptations	11/3	Open	-	MC+\$20.00 or \$40.00	5
Alvernia Sr. College (American Scripture)*	11/4	Open	-	-	24
Annamarie's on Main Lunch*	11/5	9/1	11/4	\$10.00	Wait List
Cooking Creations	11/5	9/1	11/5	-	6
<i>Bryn Athyn Historic District Elite Trip</i>	<i>11/6</i>	<i>9/1</i>	<i>10/8</i>	<i>\$156.00</i>	<i>28</i>
Bingo	11/6	Open	-	\$3.00	Unlimited
Exeter High School Play*	11/9	9/1	11/7	\$12.50	36
From the River Documentary 2 nd Showing	11/10	9/1	11/10	-	32
Veterans Day Breakfast	11/11	9/1	-	-	Wait List
Alvernia Sr. College (Treasures of Museum)*	11/11	9/15	-	-	15
Cooking Creations	11/12	9/1	11/12	-	9
International Cuisine Luncheon	11/13	10/15	11/12	MC or \$20	20
Cooking With Kevin	11/13	Open	-	\$3.00	31
Reading Symphony Orchestra*	11/15	9/1	11/14	\$12.50	27
Alvernia Sr. College (Museum Highlights)*	11/18	9/15	-	-	13
Pennsylvania State Trivia (Trivia Night)	11/18	9/1	11/18	\$3.00	72
Bingo	11/20	Open	-	\$3.00	Unlimited
Mozart's The Magic Flute	11/23	9/1	11/21	\$15.00	Unlimited

December 2025

<i>Event</i>	<i>Date</i>	<i>Opens</i>	<i>Closes</i>	<i>Cost</i>	<i>Spots Remaining</i>
Holiday Light Tour*	12/3	9/1	12/3	-	15
<i>Star Barn Christmas Elite Trip</i>	<i>12/4</i>	<i>9/1</i>	<i>10/23</i>	<i>\$199.00</i>	<i>26</i>
Bingo	12/4	Open	-	\$3.00	Unlimited
Dans at Green Hills Holiday Dinner*	12/7	9/1	12/5	\$12.50	Wait List
Holiday Fragrant Naturals Craft Workshop	12/9	9/1	12/8	-	Wait List
International Cuisine Luncheon	12/9	11/14	12/8	MC + \$20	20
Healing Power of Presence	12/10	9/1	12/9	-	27
Holiday Light Tour*	12/10	9/1	12/10	-	Wait List
Cooking With Kevin	12/11	Open	-	\$3.00	38
Chester Children's Chorus Concert	12/14	9/1	12/11	\$12.50	21
Holiday Light Tour*	12/17	9/1	12/17	-	14
Bird-in-Hand Lunch & Show	12/20	9/3	11/10	\$67 (adult) \$42 (child)	15

* Asterisk indicates Highlands Transportation is offered/provided. Residents must indicate their need for transportation by calling (484) 220-8268.

Week At A Glance

Saturday, October 11

7:00pm Goodbye Girl (1977-Romance) CCB

Sunday, October 12

2:00pm Goodbye Girl (1977-Romance) CCB

Monday, October 13

~~9:00am Yoga Flow~~ **CANCELED** ~~FS~~
 9:00am Supervised Gym FCG
 10:00am Sports Talk CCA
 10:00am Arthritis Ability FS
 11:00am The Great Courses CCB
 11:00am Supervised Swim FCP
~~12:45pm Corn Maze~~ **CANCELED** ~~TC~~
 1:30pm Highlandaires CCA
 3:15pm Bellaires CCA
 5:00pm Table Temptations w/Chef Justin TR
 7:00pm Uptown Band CC

Tuesday, October 14

9:00am Bone Builders FS
 10:00am Aqua Zumba FCP
 10:00am Alvernia Sr. College TC
 12:00pm International Cuisine –“Italian” TR
 1:00pm Qigong FS
 2:00pm Cornhole CCB

Wednesday, October 15

8:00am Stand n’ Drum FS
 9:00am Arthritis Ability FS
 10:00am SMARTfit FCG
 1:30pm Line Dancing FS
 2:00pm Chapel Service CC

Thursday, October 16

9:00am Bone Builders FS
 10:00am Zumba Gold FS
 10:00am Knit & Crochet Connection PR
 11:00am Community Connect-PC/Memory TR
 11:00am Sea Sculpt FCP
 1:00pm FALL FEST! ML/CC
 1:00pm Pumpkin Judging Contest CC
 1:00pm Pilates FS
 2:00pm Pie Baking Contest CC

Friday, October 17

9:00am Fists of Fury FS
 10:00am Shopping Loop TC
 11:00am The Great Courses CCB
 1:00pm Pumpkin Toss Challenge PG

Saturday, October 18

7:00pm The Quiet Man (1952-Drama) CCB

Sunday, October 19

~~2:00pm Movie~~ **CANCELED** ~~CCB~~
 3:00pm Albright Voices in Concert CC

Monday, October 20

9:00am Yoga Flow FS
 9:00am Supervised Gym FCG
 10:00am Sports Talk CCA
 10:00am Arthritis Ability FS
~~10:30am Tech Topic~~ **CANCELED** ~~CCA~~
 11:00am The Great Courses CCB
 11:00am Supervised Swim FCP
 1:30pm Highlandaires CCA
 1:30 92nd Street Y CCB
 3:15pm Bellaires CCA

Room Locations (Key):

B = Bistro
 BR = Billiards Room
 CC = Cultural Center
 FCG = Gym
 FCP = Pool
 FG = Fitness Garden
 FS = Fitness Studio
 IR = Iris Room
 LR=Library
 ML = Main Lounge
 MR = Meditation Room
 PCP = Personal Care Patio
 OT = Other
 PG = Putting Green
 PR = Parlor
 RC = Resident Clinic
 RSS= Resident Services Suite
 TC = Transportation
 TR = Terrace Room
 WR = Wyomissing Club Room



*The Highlands Happenings is distributed by Resident Services.
Questions related to the Highlands Happenings, or its contents should be directed to 484-220-8268.*