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Tel Hai Life Magazine Spring 2021

#### **EDITOR**

**Jolene Weaver Director of Communications** 

#### **CONTRIBUTING EDITOR**

Heidi Stoltzfus

#### **DESIGN**

Anstey Hodge, Roanoke, VA

#### **PHOTOGRAPHY**

The Premise Studio. Lancaster, PA

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On the cover: Photos by The Premise Studio.

## Predictable Planning Heidi Stoltzfus, Exec. VP, Mission Advancement

Velcome to the latest issue of Life magazine!

Even during the most uncertain events that life can throw at us like the COVID-19 pandemic it's possible to predicably plan for a remarkable retirement future. Let's get one step closer to a worryfree lifestyle and shed the burdens of home ownership and obligation. Let's answer the questions of the whats, whens, wheres and hows of your tomorrows.

Since joining the Tel Hai team last year, it's been remarkable to watch residents and team members rally around each other to overcome the isolation and fear that many have experienced during the COVID-19 pandemic. I've discovered that Tel Hai is a place of true community—of genuine support, care and companionship.

In this issue, you'll meet Kathy and Carol, both of whom moved to Tel Hai during the pandemic. They turned the narrative that some have described as "COVID chaos" into one of order, control and success. They prepared, planned and moved, and so can you.

Starting on page 6, you'll read two features that touch on the most common questions—and concerns that can be addressed through planning. "What happens when my care needs change? Will I outlive my financial resources?" At Tel Hai, residents have the assurance of knowing and trusting they can

access the continuum of care if and when they need it. And as a fee-forservice community, you can count on an affordable and financially solid future. You'll meet several residents who are confident in their choice in selecting Tel Hai as their home.

In "Computer Connections," you'll discover online opportunities to learn more about our Life Plan Community and the advantages of the Tel Hai lifestyle. Tracy Weaver, Residential Living Counselor, has planned several informationpacked programs this spring and summer to educate you on the lifestyle advantages and accommodations found at Tel Hai.

Lastly, make sure to save the date for our upcoming "Day in the Country" open house. It's back, and we're looking forward to hosting you on our campus in person! It's a great way to learn about Tel Hai, experience community life, and connect with those who live here. And of course, we'll be following all recommended practices related to infection prevention, like social distancing, mask-wearing and sanitation, to ensure everyone's safety. We can safely gather and explore the "Life on the Hill" together!

Hope to see you soon,





Turning the "COVID chaos" of doubt, worry and concern into a joy-inspired future of dependable care, predictable fees and an affordable retirement lifestyle

o say that the last year was unpredictable and unprecedented is an understatement. As we all reflect on the COVID-19 pandemic, it's made many question their future plans. Or the lack thereof.

#### Over the last year:

- did you experience loneliness, isolation and seclusion fatigue?
- did you fear venturing out to obtain essentials like meals and prescriptions?
- did you know who to trust or believe, and did they keep you well-informed?

No one could have predicted the impact of the pandemic on our lives, causing a disruption to our everyday actions and behaviors. But what if the burden could have been lightened by living in a community like Tel Hai?

What if you could predictably plan your future? A future that includes the assurance of a community of people one phone call or knock on the door away.

It's time to get planning. Time to get one step closer to a worry-free lifestyle without the burdens of the unpredictable. You're in control. So let's do something about it.

## **Plan to Get Started**

ith these four easy steps, you'll be well on your way to calling Tel Hai home. If you have specific questions, we recommend speaking with our Residential Living Counselor directly to explore all financial options and accommodations that may interest you. Give us a ring at (610) 273-9333, ext. 2700 and ask for Tracy.

#### Step 1: REQUEST INFORMATION

Request our online e-brochure or a detailed mailed brochure, which includes information about our services, amenities, refund options and pricing.

www.telhai.org/information

#### Step 2: SCHEDULE A VISIT

We encourage future residents and their families to visit our community. We'll discuss what life is like at Tel Hai and tour the spaces and places that interest you. (COVID-19 precautions in place during visit.) www.telhai.org/visit

#### **Step 3:** Apply for residency

Upon successful completion and acceptance of your application for residency, you'll join the Future Resident List. Also, you'll be eligible to enroll in the Ready-Set-Go Program and access our Moving Resources Program.

#### www.telhai.org/residency

#### **Step 4:** connect with us

There are countless ways to begin connecting within the community virtually or in person. We encourage you to explore our upcoming events and become immersed in life at Tel Hai before you even move in! www.telhai.org/connect

# Preparation, Planning & Peace in a Pandemic:

Meet Kathy & Carol



"It wasn't until I visited again that I realized how much Tel Hai had grown," Kathy commented. "When I was exploring retirement communities, I rated them on friendliness. Life at Tel Hai is manifestation of a shared faith. It's a community of people who are friendly, truly care about their neighbors and look out for one another. It's unique," she commented.

Downsizing years prior to a 1,400-sq.-ft. condominium in West Chester, Kathy had prepared for apartment living. "I hate going out in bad weather. I was always looking for an apartment where I'd



have activities, neighbors and life right outside my door."

And find it she did. Reflecting on moving in mid-COVID in July, "Everything was shut down, so I moved into my new two-bedroom apartment in Hillcrest with time to unpack and settle in," she shared.

Utilizing the Moving Resources
Program, Kathy pre-planned
auction and moving services to help
dispose of items she wasn't going
to need or use in her new home.
Coupled with a personal home visit
through the Moving Resources
Program, a sketched floor plan
provided her a clear keep-sell-give
list prior to moving day.

Kathy successfully planned ahead and made a move during a pandemic—a feat unto itself! And capitalizing on the current hot real estate market, "My house sold for \$25,000 over asking price. I was pleasantly surprised," said Kathy.

Kathy did it and so can you. Her advice?

"Start small. One drawer, one item at a time. It can be done."

ogether since they were high school sweethearts at 17,
Carol and Gary Ingram shared 45 years of their 54-year marriage in an idyllic setting of wooded land in Quarryville, located in southern Lancaster County.

As former educators—both retiring in 2007—they "sat content, letting the accordion, old typewriters, Army fatigues, broken table, and myriad of too-small clothes just sit in the attic." Maintaining a home and a 7-acre property had become an increasingly difficult task, and what they had always done in the past, they now hired others to do. When Gary's mobility became an issue, an architect drew up plans for an expanded first-floor living space.

But when Gary passed unexpectedly last June, Carol shared, "I was alone and needed direction." Carol had knowledge of the advantages of a Life Plan Community like Tel Hai, as her father moved to a retirement community and utilized the full continuum of care over a 17-year period, transitioning from residential living to personal care, and later skilled nursing, where he passed peacefully at 103 years old.

"In the midst of endless phone calls, death certificates, red tape,

COVID and grief after the death of Gary, I contacted retirement communities and updated my information," shared Carol. "I craved a family-like, small-town feel. After learning more about Tel Hai and visiting an available apartment that became my home, I knew it was time."

Carol fully utilized the Moving Resources Program, including a home visit. "I received information on house cleaners, movers, packers, real estate agents, and coordinated the move-in day with the delivery trucks. Tel Hai provided that direction for me, and my journey here has been without stress. They made it all safely happen—even during COVID."

And just like Kathy, Carol too capitalized on the robust real estate market by listing, selling, and closing on her home for \$10,000 over asking price as soon as it was listed.

"The residents I've met here are wonderful. I love my new friends, and the team members are exceptional. I'm looking forward to day trips, playing cards, eating meals together and enjoying life. People here aren't waiting to die.... They are vibrant. And it's contagious," commented Carol.

Carol Ingram

Carol did it and so can you. Her favorite inspirational passage?

"It's Psalm 68:6-'God places the lonely in families.' I have been placed in a family. I'm home."

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SERVICE SPOTLIGHT SERVICE SPOTLIGHT

## PLANNING FOR | Quality Continuing Care

## Have you planned for the unexpected... more than just financial planning for the future?

**7** Ou may have witnessed a fast health decline of a family member or friend. Then what? What happens next? What if that was you?

From a bad fall to an extensive rehabilitation from a surgery, care needs can change at any time. By planning ahead—and choosing a Life Plan Community like Tel Hai you'll have the full complement of continuing care services available if and when you need it. No matter how long or which level of care you utilize, you only pay for the care services you actually use.

You're the decision maker in your life, so it should be your choice. If your care needs change, our commitment to enhance your well-being does not. We'll meet you where you are and help you along the way.

#### **HOME CARE AND HOME HEALTH**

An essential piece of the continuing care puzzle, home care (non-medical) and home health (medical) pair in-home services with residents' needs. This supportive structure encourages living in place so you can maintain your independence safely and stay in your home longer.

#### **PERSONAL CARE**

For individuals who require daily assistance to remain independent, safe and secure, personal care provides the amenities of residential living paired with 24-hour, resident-centered nursing support. Residents enjoy a variety of enrichment opportunities along with three meals daily, medication administration, weekly housekeeping, and laundry.

#### **RESPITE CARE**

Short-term respite stays are 7- to 30-day visits for seniors requiring additional supportive care in a safe environment. The visit includes a fully furnished private accommodation with an en-suite full bathroom and all the features and services provided within personal care.

#### **MEMORY CARE**

Our newly renovated memory support neighborhood offers residentcentered nursing support for those with memory changes. Led by a dementia-trained care team, the programming provided matches the needs and wants of each resident.



#### **ADULT DAY SERVICES**

Offering individualized attention, adult day services offers 7-day-a-week, personalized, quality care for adults challenged by physical disabilities or memory support/dementia. By partnering with spouses and family members in the full- or parttime care of their loved one, families utilize services for as few—or as many—days as required.

#### **HEALTH CARE**

When medical needs advance to requiring 24-hour skilled nursing care, it's reassuring to know that compassionate care from our expert team of health care professionals is just a step away. Residents experience the highest quality of life in a setting that preserves their dignity and respect while infusing fun and engagement opportunities, always rooted in resident choice.

#### **SHORT-TERM REHAB**

After an unexpected illness, injury or a planned surgery, we're here to help you get well and get back to your life. Our 24-hour, residentcentered short-term rehab services focus on an individualized approach to one's recovery from a procedure or hospitalization.

#### **OUTPATIENT THERAPY**

Specializing in therapy for seniors, we're equipped to handle a variety of physical, mental and medical rehabilitative needs in our Outpatient Therapy Health Suite. Our skilled therapists provide treatment programs for a variety of diagnoses, including falls, pain management, joint replacements, balance issues, memory enrichment training, and low vision.

Born and raised in Spring City, Dawn Shaner never imagined calling any place else "home." Retiring in 1997 from Spring Ford Area School District as a reading specialist, Dawn spent decades bettering her community, from the Spring City Library Board to the Women's Auxiliary. But by 2014, she was ready to shed the burdens of maintaining the multigenerational family home she lived in for more than 60 years. In planning for her own future, Dawn shared, "I don't want to burden my family with my care needs. I joined the Future Resident List and made the move."

↑ s a multi-award-winning, best-selling author, AChristian writers' conference director and teacher, Gayle Roper is always bound for a new destination to create and develop her own talent and that of others. After her husband Chuck passed in 2010, she knew it was time to be the author of her own future—to move on from their Coatesville home of 43 years where they raised their two sons, Chip and Jeff. "As a parent, I didn't want my children to have to worry and make my health care choices. Moving to Tel Hai was a gift to my kids, and a gift to myself," shared Gayle.

↑ fter 51 years in their Limerick home which also served as Charlie's private veterinary practice—the Koenigs were ready to "rightsize" their lives. Switching from a large home where they grew the business and raised their two children, the Koenigs sold the practice and built a new sustainable home in 2007. Prior to Charlie's full retirement in 2015, the Koenigs began the process of exploring continuing care options found in a Life Plan Community like Tel Hai, and joined the Future Resident List. "We didn't want our children to have to make our future care choices. We wanted to plan ahead," shared Charlie. "We wanted a community of people who care, and that's what we have at Tel Hai."



**Dawn Shaner** STONECROFT APARTMENTS JOINED TEL HAI IN 2015



**Gayle Roper WOODS EDGE COTTAGES** JOINED TEL HAI IN 2012



Dr. Charlie and Sandy Koenig STONECROFT APARTMENTS JOINED TEL HAI IN 2017

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## PLANNING FOR | Financial Security

### It's a common question: "Will I outlive my financial resources?"

hinking about your financial future can be stressful. But with research, planning and thoughtful conversations, it doesn't have to be. We all want the security of a financial safety net.

At Tel Hai, residents find peace of mind in financial security with our fee-for-service model, which offers estate preservation refund options coupled with predictable monthly fees. It's knowing they are in a home and community they can afford, and can continue to afford should future care be required.

With your current home, you can be saddled with a variety of unknowns, from increases in property taxes to costly repairs. Not to mention annual insurance rates, utilities, maintenance expenses, lawn care and snow removal.

You can predictably plan for just how affordable your future could be at a Life Plan Community like Tel Hai. A clear, planned and calculable financial future is attainable.

#### A FEE-FOR-SERVICE MODEL

Tel Hai is a fee-for-service structured community, which provides flexibility regarding your future care options. A fee-for-service contract includes all the benefits of residential living and amenities, but features a lower monthly fee and lower entry fee compared to other continuing care contracts. You're only paying for the long-term care services you actually use if and when you need them.

#### A PREDICTABLE MONTHLY FEE

There is comfort in knowing that at Tel Hai, you'll have a predictable and affordable monthly fee. For each household, a monthly service fee is paid for a wide range of amenities and services such as building maintenance, lawn/grounds care, life enrichment activities, social programming, fitness facilities, exercise classes, etc. The fee also includes "Flexible Dining Dollars," which is a built-in benefit that can be used at any on-campus Culinary Services venue.

#### AN AFFORDABLE ENTRANCE FEE

We offer a wide range of affordable entrance fees with beautifully appointed accommodations with the square footage to match. Paid as a one-time entrance fee when you move to the community, you're provided priority access to the continuum of care, if or when your health needs change. The entrance fee is based on the accommodation and refund plan selected.

- The Standard Refund Option includes a lower entrance fee and offers you the advantages of securing your future living arrangements.
- The Estate Preservation 40% **Refund Option** offers the advantage of securing your future living arrangements while preserving 40% of your entrance fee as an estate refund.
- The Estate Preservation 75% **Refund Option** offers the advantage of securing your future living arrangements while preserving 75% of your entrance fee as an estate refund.

Learn more about our financial options online at www.telhai.org.

## HEAR IT FROM | The Planners

Toan and Ron Rumer had already rightsized in preparation for their retirement future. After selling their family home in Doylestown, the Rumers hit the road for 3 years, exploring every state in the continental United States in their 31-foot RV. But when they were ready to put down roots yet again, their planning and research led them to embrace the rural, peaceful and carefree lifestyle at Tel Hai. From meaningful volunteer opportunities to the safety of a closeknit community, the Rumers are now spending their time investing in the lives of their children, grandchildren and neighbors.

ror Joan Atkins, her deep-rooted r connection to the community of West Chester was strengthened by decades of serving in administration at West Chester School District, her children's band competitions, church, Boy Scouts, and playing golf at a local course. Three years after her beloved husband Neal passed away in 2014, she was ready to shed the burden of isolation. "I was tired of being alone and looking at four walls," shared Joan, a social butterfly. "Now I'm eating dinner with friends every night, renewing old friendships, making new ones and playing golf at Honeybrook Golf Club, which I can see from Tel Hai!" Today, Joan enjoys the companionship of apartment living and lives her life on her terms, doing what she loves.





They did it and so can you—give yourself the gift of planning and take the first step toward a secure financial future.



# Computer Connections



## **Get to Know Tracy**

**JOINED TEL HAI June 2006** 

**FAMILY** Husband Randy, Son Zachary and Daughter-in-Law Audrian, Daughter Taylor and Son-in-Law Branden

**HOBBIES** relaxing in our pool over the summer, well-spent time with my family, and riding bike

**EXCITED ABOUT** Becoming a first-time grandmother this year

**JOB REWARD** I love meeting new people and developing relationships with future residents and their families. I love helping people navigate their senior living experience. Current residents often share that it's the best decision they've ever made—what an honor.

**BEST ADVICE** Do not wait until you need to move somewhere for advanced care. Plan ahead and get started now by exploring all your options. You're in the driver's seat. You be the one to redefine your retirement.

WHEN YOU VISIT It's all about getting to know each other better. No pressure, no obligations, and no sales pitch. It's an informal discussion on exploring our community, the lifestyle and all the benefits of a Life Plan Community.

#### VIRTUAL TUESDAY TOURS WITH TRACY

Join Residential Living Counselor Tracy Weaver each month beginning in April for "Tuesday Tours with Tracy." Tracy will walk through different accommodations each month and will highlight the vast array of floor plans offered at Tel Hai! You'll "virtually tour" a variety of campus accommodations with a 360° panoramic view that will bring you inside Tel Hai while on your couch. You don't want to miss it!

uesday,	Tuesday,	Tuesday,	
April 13,	May 18,	June 15,	
2 pm	2 pm	2 pm	

Tuesday, August 24, 2 pm

## **VIRTUAL TASTE OF TEL HAI LUNCHEONS**

Join Tracy in an online Zoom webinar as she shares about Tel Hai at a virtual "Taste of Tel Hai" event. Learn more about the Tel Hai lifestyle and decide if it could be perfect for you!

In this presentation, we'll explore Residential Living and the continuum of care Tel Hai offers. You will get a great overview of our Life Plan Community. Best yet, you'll receive a gift certificate to enjoy a real "Taste of Tel Hai" in any of our dining venues when eat-in options reopen.

Wednesday,		
April 14,		
1∩ am		

Thursday, May 13, 2 pm

Tuesday, June 22, 10 am

Wednesday, July 21, 2 pm

**July 13**,

2 pm

Monday, August 30, 2 pm

zoom

**ABOUT ZOOM:** RSVP required for Zoom events. After registering, you will receive a confirmation email containing information about joining the webinar. Visit www.telhai.org/tasteoftelhai to RSVP online or call Marketing at (484) 796-4262.



## Donate to The Resale Shop



↑ re you ready to rightsize your belongings in preparation for a future move? It's time to sort through the basement, attic and closets. Let us help you on your journey to dejunk and downsize.

The Resale Shop graciously accepts donations from future residents and the greater public who have unused items they no longer find value in or need. Items accepted include furniture, lamps, household items, small appliances (in good working condition), collectibles, tools, cabinets, linens/ quilts, antiques, framed prints, art and much more!

The shop is located in the Hertzler Apartment Building, and all sales support the Care Assurance Fund that provides financial assistance to residents who outlive their ability to pay for the care they require.

The Resale Shop is open by appointment only\* for both sales and donations. To make an appointment, contact Alicia Guthrie at aguthrie@telhai.org or (610) 273-9333, ext. 2036.

www.telhai.org/resale

**10** Tel Hai *Life* Spring 2021 11 All visitors must wear and supply their own mask while on campus.

Subject to change. COVID-19 Precautions: CDC infection prevention methods utilized.

# Destinations



Israel: Walk Through the Bible a biblical study and adventure tour

10-DAY TRIP: October 2021

OPEN TO THE PUBLIC

Ready to explore the world and strengthen your faith? Join Chaplain Dave for a 10-day "Israel: Walk Through the Bible Tour" from October 10-20, 2021. In conjunction with **Educational Opportunities Tours and** The Jerusalem Center for Biblical Studies, Rev. Willis Britt will provide an exceptional biblical and geographical perspective to the Holy Land. Trip highlights include visiting Nazareth, the Sea of Galilee, the Dead Sea, Jericho, Bethlehem, Mount of Olives, Mt. Zion, Temple Mount and the Garden Tomb.

Registration is now open! Trip cost includes guided sightseeing, onsite lectures, round-trip international airfare, fuel surcharges, government taxes, administration fees, entrance fees, gratuities and program fees, buffet breakfast and dinner daily, deluxe motorcoaches, and first-class hotels.

www.telhai.org/israel

Alpine Odyssey Tour featuring the Oberammergau "Passion Play"

9-DAY TRIP: AUGUST 2022

OPEN TO THE PUBLIC

Ready for the experience of a lifetime? Join Chaplain Dave for a 9-day "Alpine Odyssey Tour-Oberammergau Passion Play" in Germany and Austria from August 8-16, 2022. In conjunction with Educational Opportunities Tours, trip highlights include visiting Munich, Innsbruck, Salzburg, Oberammergau and the Passion Play, Rattenberg, and Neuschwanstein. Explore the quaint villages, beautiful landscapes, castles and communities of the scenic Stubai Valley, Bavaria and Tyrol regions.

Registration is now open! Trip cost includes guided sightseeing, Passion Play ticket, round-trip international airfare, fuel surcharges, government taxes, administration fees, entrance fees\*, gratuities and program fees, buffet breakfast and dinner\*, deluxe motorcoaches, and first-class hotels.

www.telhai.org/oberammergau

LOOKING FOR OUR SPRING AND SUMMER "COME TO LIFE: CALENDAR OF EVENTS?" We're working hard to finalize our schedule of dynamic events, including educational lectures, entertaining concerts and enrichment opportunities.

For the most up-to-date event schedule and programming additions, please visit www.telhai.org/events.



Are you ready to explore and reignite your passion for travel, learning and culture? Join Chaplain Dave Hicks as he leads residents and friends of our community to new destinations! For additional information, final pricing and registration instructions for either trip, please contact Dave directly at dhicks@telhai.org or (610) 273-9333, ext. 2443. Home: it's your refuge, your retreat, your nest.

But are you ready for a new nest? It's time to fly the coop!



## Time for a New Nest

Our "Day in the Country" is back! Take the first step in exploring your retirement future by experiencing Tel Hai's full range of expansive accommodations, amenities and services.

Discover that living at Tel Hai is more affordable and flexible than ever. As a Life Plan Community, we offer a secure, worry-free lifestyle with priority access to the continuum of care.

Leave the burdens of home ownership behind and view our well-appointed nests, including residential living apartments and cottages. Also, don't miss the opportunity to learn about health services including personal care, our new memory support neighborhood, health care and adult day services.

COVID-19 Precautions: The well-being of all individuals visiting, working and living at our community is our first priority. We follow guidelines set forth by the CDC, including aggressive sanitation practices, social distancing, proper hand hygiene and mask-wearing. All visitors must wear and supply their own mask while on campus.

OPEN HOUSE Saturday, May 1, 11 am - 3 pm

Event registration begins at StoneCroft Commons, located at 4000 Tree Line Drive, Honey Brook. Follow Beaver Dam Road to the West Entrance of Tel Hai, then turn onto Tree Line Drive and follow signs to StoneCroft. Parking is available adjacent to the entrance.

RSVP required by April 26 due to limited capacity. Contact Marketing at (484) 796-4262, email info@telhai.org or register online and visit event page for updates at www.telhai.org/DIC



Tel Hai Retirement Community | 1200 Tel Hai Circle | P.O. Box 190 Honey Brook, PA 19344 | telhai.org









# Join Us on Campus at the "Hill of Life"

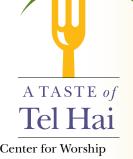


xplore Tel Hai's full range of expansive amenities; accommodations including apartments, cottages, and townhomes; and health services including personal care, our NEW memory care neighborhood, health care and adult day services! Event registration begins at StoneCroft Commons, located at 4000 Tree Line Drive, Honey Brook.

**COVID-19 PRECAUTIONS:** CDC infection prevention methods utilized. All visitors must wear and supply their own mask while on campus.

RSVP REQUIRED BY APRIL 26. Limited capacity. Call Marketing at (484) 796-4262 today or register online at www.telhai.org/DIC

Time to get out and join us for a LIVE, in-person "Taste of Tel Hai" Luncheon! In addition to a delicious lunch, you'll learn about the Tel Hai lifestyle and explore all the residential living options at our community. Each luncheon begins at



11:00 AM in the StoneCroft Center for Worship and Performing Arts, located at 4000 Tree Line Drive, Honey Brook, PA.

Wednesday, May 12 RSVP by May 3 Tuesday, June 8 RSVP by May 28 Tuesday, July 20 RSVP by July 12 Tuesday, August 31 RSVP by August 23

**COVID-19 PRECAUTIONS:** CDC infection prevention methods utilized. All visitors must wear and supply their own mask while on campus.

SEATING IS LIMITED FOR EACH EVENT, SO PLEASE BE SURE TO REGISTER EARLY! Call Marketing at (484) 796-4262 today or register online at www.telhai.org/tasteoftelhai















