



HIGHLANDS NEWS

Highlands Swim and Tennis Club P.O. Box 9 McLean, VA 22101 703-821-9894

Summer 2017

Highlands Swim- Remains a Division 1 Team!

The Highlands Whomping Turtles Swim Team has been a Division 1 team for 6 years in a row and continues to grow stronger each year. The hard work from all of our swimmers was evident last summer as we have returned to Division 1 for the 2017 season! In Division 1 this year, we will swim Chesterbrook, McLean, Tuckahoe, Overlee, and Wakefield Chapel. We have a terrific season planned! The Highlands Team Reps this season are Kelli O'Shaughnessy and Tracie Watts, and we will do our best to make the season a great one. We are looking forward to welcoming everyone back and meeting new members at the Highlands Swim Open House on Saturday, May 20th from 11:00am to 1:00pm.

Join the swim team...it's a lot of fun, great families and there are meets for all levels of swimmers. B Meets are for all swimmers on Monday nights, and A Meets on Saturday mornings are competitive scored NVSL meets. Don't forget the weekly pancake breakfasts after morning practices on Fridays, bagel Mondays, Friday night pep rallies and all of our other social events!

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New this Year at Highlands!

Improvements focused on facilities and enhancing our community

Highlands has had a very busy off-season, focusing on two primary themes both identified in the survey as well as originated from items needed to maintain the stellar facilities that we have come to appreciate, and on which members new and old continue to rave about. The first theme that came through loud and clear was the desire to enhance member experience as you interact with the club in various ways. Member experience encapsulates the equipment that you use every day, the ease of use of the club, and the services that you receive from the club.

The second theme is a focus on maintenance of the facilities, including member safety

Improvements continued on page 5

Dive Team Prepares for Exciting 2017 Season

This will be Evan Granrud's first season as coach of the Whomping Turtles and he is very excited for the season to begin. Currently, Evan is attending the University of South Carolina pursuing a degree in biomedical engineering. Evan has been a member of the George Mason and Dominion Dive Clubs competing in AAU Zones. Locally, Evan has been diving for 12 years, competing in the NVSL including 5 times in the All-Stars. Evan was a diver at Lake Braddock High School representing them in States in both his sophomore and junior years. Evan has been the head coach at Orange Hunt and Parliament Pools, as well as teaching winter dive classes at Wakefield Recreation Center. What he wants his "dive kids" to learn is most importantly is that DIVE IS FUN!

Assistant coaches Bobby Trono, Carolyn Brown-Kaiser, Samantha Simon

Dive Team News continued on page 3

Highlands Tennis 2017 is Excited to Feature New Management!

Highlands Tennis 2017 has a very exciting announcement as the start of the season approaches. We are thrilled to announce ProsToYou Tennis as the new tennis service provider. ProsToYou Tennis lead by Marco Impeduglia and Lisa Brody will be offering our community new and improved tennis programs starting this Spring!

We will continue to field competitive junior and adult teams in 2017, and will offer spring, summer, and fall junior and adult clinics. Additionally, we will offer a full range of tennis camps (full day and half day camps) from June 26 through August 25 (10 summer camp weeks!). Finally, ProsToYou will also offer private instruction throughout the tennis seasons to allow you to work on your game on your own schedule! And even more exciting news is that Marco and Lisa are organizing a Highlands Night at this year's Citi Open Tennis Tournament from July 29-August 6. More information to come! Please

Tennis News continued on page 6

2017 Highlands Swim and Tennis Club Board of Directors and Managers

President:

Tony Poole
ahpoole@gmail.com

Vice President/General Counsel:

David Charles
dcharles@reesbroome.com

Legal Advisor to the Board:

Phil Battles
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Treasurer:

Coleman White
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Recording Secretary:

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Member Communications:

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Facilities Management/Grounds:

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Jack Heath
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Advisor to the Board-Facilities & Safety

Bobby Oudemans
robertoudemans@gmail.com

Food Operations:

David Guas
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Social Events:

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anneoudemans@verizon.net

Tennis Team Rep:

Andy Jewel
andrewjewel9@gmail.com

Swim Team Rep:

Kelli O'Shaughnessy
kellio@whompingturtles.org

Dive Team Rep:

Tim Kaiser
tkaiser@phada.org

Tennis Professional:

Marc Impeduglia
marco@prostoyou.com

Membership Records:

Mary Tenney
mary.tenney@gmail.com

Snack Bar Manager

Nancy Griffiths
hstc.turtleshell@gmail.com

Pool Opens May 20th

After a very successful 2016 season, we are pleased that Guardian Aquatics will once again be providing their management services to Highlands. We will be opening Saturday, May 20th, the weekend before Memorial Day weekend, and closing Sunday, September 10th, the weekend after FCPS starts, weather permitting. **For the opening weekend only, hours of operation will be 10 am – 9 pm on Saturday and Sunday.** The pool will then be closed Monday through Friday, May 22 – May 26, opening again for the season on Saturday May 27. During the early season weekdays, daily hours will be as usual: 3:30 pm – 9pm. **Early Bird swim will begin June 26th at 6:30am and be held Monday thru Friday from 6:30am-8:00am through August 25th.** The start date of Early Bird swim, as always, is the weekday after the FCPS school year is over. **Group swim lessons will begin Monday, June 12th, at 5:00pm and run consecutively for seven one-week sessions ending Friday, July 28th.**

When we must alter our printed hours of operation, such as unforecasted Swim Team and Dive Team events and competitions, we will post these changes at the main entrance and on the manager's voice mail on 703-821-9894 ext 4. When FCPS is on summer vacation we will be open, weather permitting, from 10:00am to 9:00pm daily except Sunday's during Adult Swim, when the pool is open for families at 11:30am.

See the online and printed calendar for a complete list of times and events

Highlands Phone Numbers

Front Desk (Direct Line)	703-821-9893
Snack Bar	703-821-3167
Tennis Director	571-246-1926
Main Phone Number	703-821-9894
Membership Info	703-821-9894, Ext 1
Hours and Directions	703-821-9894, Ext 2
Swim Team Hotline	703-821-9894, Ext 3
Pool Manager	703-821-9894, Ext 4
Tennis Team Hotline	703-821-9894, Ext 5
Snack Bar	703-821-9894, Ext 6
Special Events Hotline	703-821-9894, Ext 8
Highlands Website	www.highlandsswim.org

Please see other sections of this Newsletter for details of specific planned activities and schedules.

Lifeguards Needed!

See <http://highlandsswim.org/hiring.html> for important directions!

To apply, you can download an application forms located on the website and email it to mmitrovic@guardianaquatics.com.

Working at Highlands is a fun and admirable way to spend your time (that is, your child's time) this summer, as well as fantastic experience ensuing the safe running of our pool.

Please note that employment preference is given to members' families.

Communications at Highlands!

At Highlands, we communicate to members in many ways, but primarily through weekly emails, the Club website, and Facebook, as well as through signage at the Club.

Facebook: We have a Facebook page at Highlands! So take a look, Like us, check out what's new, and keep up on what's current. Search for us by name, click from our website at www.highlandsswim.org, or visit us directly at

www.facebook.com/HighlandsSwimAndTennisClub.

Websites: Our website is updated for major events – check it out regularly at www.highlandsswim.org, in particular the team and Club calendars. The Swim & Dive teams' website is chock full of information, at www.whompingturtles.org.

Annual General Meeting

This year's **AGM** is scheduled for July 23rd at 5pm in the tennis center. An email notice will go out to permanent members announcing the meeting and confirming the date and time. Notices will also be posted at the club.

Dive Team News continued from page 1

and Bennett Verderame are also looking forward to seeing all the divers at the open-house.

Dive Team Registration

If your diver is looking for a great way to spend a couple of months making new friends, having fun, staying cool and keeping in shape, Highlands Dive Team is for you!

There is a new registration system this year. Register online at www.whompingturtles.org **starting April 14** under the Dive Team tabs. The Highlands Dive Team is open to Divers between the ages of 5 and 18.

Dive Team Parent Volunteers Needed

We need Judges, Referees and Table workers: Just like the Swim Team, **the Dive Team cannot function without parent volunteers**—at both meets and team activities. The Dive Team needs additional judges, table workers and referees. If at all a

possible, please plan on attending certification clinics identified below.

Table Workers/Officials Clinic: Sunday, June 11 9:45 AM at Sideburn Run

Referee Clinics (for experienced judges): Thursday, June 15 6:30 pm at Truro or Sunday, June 25 4:00 pm at Hamlet

Judges' Clinics: Sunday, June 11, 9:45 AM at Sideburn Run, Sunday, June 18 2:00 pm Oakton, or Wednesday, June 28 6:30 PM at Wakefield Chapel.

Please register early online and consider how you can volunteer. We need you! For more information, please don't hesitate to contact Neil Wills by email at HighlandsDive@gmail.com or by phone at 202-302-1356.

IMPORTANT DIVE TEAM DATES

May 20 **Swim & Dive Open House Registration & Swim Suit Sales:**
11:00 – 1:00 pm at Highlands

May 30 Pre-Season Afternoon Dive Team Practices Begin

June 3 Coaches meeting @ Overlee Pool, at 4pm

June 26 Regular Season Dive Team Practices Begin

June 27 Away "A" Meet @ Orange Hunt

July 5 Home "A" Meet v. Donaldson Run

July 6 Home "B" Meet v. Tuckahoe

July 11 Away "A" Meet @ Sleepy Hollow

July 13 Home "B" Meet v. Hamlet

July 16 Wally Martin 3-Meter Meet @ Oak Marr

July 18 Home "A" Meet v. North Springfield

July 20 Away "B" @ Chesterbrook

July 23 Cracker Jack Invitational Meet @ TBD

July 25 Home "A" Meet v. Stratford

July 27 Awards Banquet @ Highlands

July 30 Division Individual Championship Meet @ TBD

Aug 6 All Star Championship @ TBD

Practice Times

Pre-Season Afternoon Practices from May 29 through June 23

Session I: 4:30 pm - 5:30 pm

Session II: 5:30 pm - 6:30 pm

*There will be no dive practice on June 19 due to a Home swim meet.

Regular Season Practices begin June 26

Session I: 9:30 am - 10:30 am (M-F)

Session II: 10:30 am - 11:30 am (M-F); (M,W,F) Afternoon

Session: 4:45 pm to 6:00pm

Raft Night Rules – Formalized for Safety!

To ensure the safety of all our members while maintaining the fun associated with Raft Night, the following new rules have been adopted. These rules will be strictly enforced - violations will be grounds for immediate removal from the pool for the Raft Night.

Time: *Sunday Evening from 6:00 PM to 8:45 PM with 20 minute breaks starting on the 40th minute of every hour and ending on the hour.*

1. Raft night will be confined to the middle section of the middle pool. The aprons will be reserved for younger families and gentler play.
2. No "3D" rafts, circular or square rafts over 5 feet in diameter or rafts with a structure that unduly impede a lifeguard's visibility of the pool or the raft's occupants are permitted in the pool.
3. No more than two swimmers will be permitted on a single raft.
4. Participants cannot mount rafts from the side of the pool. Rafts must be mounted from the water.
5. No standing on or jumping on/off rafts will be permitted.
6. Once in the pool, rafts must be kept at least 3 feet from the walls.
7. No "super soakers" or other water guns are permitted at raft night.
8. No throwing of any projectiles (balls, torpedoes, plastic rings, etc.) that could cause injury or are deemed unsafe by the pool staff will be permitted.
9. The final decision regarding whether or not to permit a raft/pool toy or allow specific behavior is the discretion of the manager on duty and his or her staff. If a raft, pool toy or swimmer's behavior is deemed unsafe by any member of the pool staff, the item or swimmer will be immediately removed from the pool for the safety of other members.

Other Changes

- The basketball hoop will be restricted to the main / competition pool during raft night to enable lifeguards to focus on rafting members.
- The slide will be shut down during raft night to enable lifeguards to focus on rafting members.

Highlands Swim welcomes new Head Coach Kelly Rose McCullough. Kelly Rose began coaching at the age of 16 for her local YMCA swim team in Spencer, Iowa. After graduating from the University of Northern Iowa in 2011 with a degree in Business Administration Management and Accounting, Coach Kelly Rose went to work for the Sioux Falls Snowfox Swim Team. During her four years with Snowfox, she served as the Head Age Group Coach and Administrative Assistant to the Board of Directors. She also was the Head All-Stars Coach and the Head Zones Coach for Team South Dakota and was the General Chair of the Nominating Committee for the South Dakota LSC. Coach Kelly Rose is now currently coaching for the FISH Swim Team where she is the Head Coach of the Mini FISH program and assists with all other groups on the team. Last summer, she was the Assistant Coach at Langley Swim Club within NVSL.

Bethany Grocock is Head Coach of the Mini Whomper Developmental Swim Program. Bethany has been part of the Highlands Swim Team for 10 years. She fell in love with swimming, which lead her to start year-round swimming for Sea Devil Swimming. She swam on the McLean High School Varsity team for four years, making Districts and Regionals. This will be her 5th year coaching for the Whomping Turtles. She has also coached year-round for the Norman Swim School. She also volunteers for the Stingrays Swim Club, teaching special needs children how to swim. In 2017, Bethany became a nationally certified American Swimming Coaches Association (ASCA) Summer League Coach.

The Highlands Swim Team is open to swimmers who are members of Highlands Swim & Tennis Club. Swimmers between the ages of 5 and 18 are invited to join the swim team. ***Swimmers must be able to swim a recognizable freestyle (face in the water, breathing side to side) unassisted one length of the pool (25 meters), be comfortable in the water, and keep up in practice.***

The Mini Whompers Developmental Swim Program is designed to provide a sound foundation in the proper technique of all four competitive strokes for swimmers 5 to 8 years old. The Mini Whompers program will also focus on correct breathing patterns and endurance and will provide an introduction to NVSL competitive swimming. ***Swimmers in the Mini Whompers Developmental Program must be able to swim the length of the pool unassisted.*** Mini Whompers may advance to the swim team when they are able to meet the swim team eligibility requirements. The maximum number of swimmers in the program will be 50. Additional information about the Mini Whompers program can be found on our new team website www.whompingturtles.org -> **Mini Whompers** tab on the top of the homepage.

All 8 & under swimmers who were not on the swim team last year, must be assessed. Assessments will be held on the first three days of practice- May 30, 31 and June 1 4:30-5pm in the upper pool. During the assessment, swimmers will be referred to the Swim Team, Mini Whomper Developmental Program, Group or Private club swim lessons.

Registration: Online registration for swim team opens on April 14. In order to register for the Swim Team or Mini Whompers, your family must have already paid their 2017 Highlands Club Dues. Please make sure those dues are

submitted to Mary Tenney before you begin online registration. Members should visit the team's website at www.whompingturtles.org. Click on the green **2017 Swim Team Registration** button to the right of the scrolling pictures. With the new site this year, all families will need to create a new account for 2017. Enter the primary parent's name, email address and birthday; complete billing information, parents/guardian information, and emergency contacts. Once the waivers and releases have been electronically signed, you may proceed to Add New Members (Swimmers); do this step for each of your swimmers. Verify all information is correct, **especially swimmer's birthday**. Then proceed to Checkout. After successfully completing registration, the team administrator will need to activate your new account. The primary parent will receive an email granting access to your family's personal member account to the team website. **Please ensure you verify your SMS and email in the system in order to receive Swim Team communications through the team's TeamUnify system.** All communication will come through this new system this year! Any questions concerning online registration should be addressed to Kelli O'Shaughnessy (kellio@whompingturtles.org) or Tracie Watts (traciew@whompingturtles.org).

Swim Team Practices: Practice for swim team members of all ages will begin on Tuesday, May 30. Practice times will be slightly different for the first 3 days while our coaches complete Swim Team Assessments. The 2017 practice schedule can be found at www.whompingturtles.org -> **Practice Info** tab, as well as under the **Team Calendar** where you can choose the relevant age group practice via the "Pick a Calendar" drop down.

Team Swim Suits: The Highlands team suit will remain the same as last year, Speedo's "Got You" which displays our team colors, black and green. We encourage all swimmers to have a team suit, but for those who care to wear a different suit, we ask that it be black. A representative from Sport Fair will be at the Swim Team Open House with team suits in all sizes for purchase. If you need to purchase another suit during the season, please visit Gary at Sport Fair, 5010 Lee Highway, Arlington (703) 524-9500 and remember to mention Highlands Swim Team in order to receive the team discount.

Volunteers: We need every family to volunteer in some capacity as our team has grown to nearly 300 swimmers! Your participation during the season is critical. It takes at least 40 parents on deck for each meet to run smoothly. There are many ways to be involved. For a detailed description of many of the volunteer positions, go to www.whompingturtles.org -> **Swim Team Information** tab -> **Types of Volunteers**. For the 2017 season, parents will sign their swimmers up for meets through our website (the **Events** section, under the scrolling pictures on the homepage). Each meet will have a **Job Signup** button. If your swimmer is swimming a meet, you should sign up for a volunteer position. Once you register your swimmer for the 2017 season and have an account to our webpage, take a look at how many volunteers we need for our Time Trials on June 17th!

The NVSL University clinic session is **Saturday, June 3, 8-11am** at Fairfax County Gov't Center. These clinics include: **New Referee** (8am), **Referee/Starter** (8am), **New Starter** (8am), **Stroke & Turn** (10:30am), **Chief Timer** (9am), **Hytek** (8am), **Table Admin** (8:15am). Other Stroke and Turn clinics available before the season begins include: Saturday, June 10 at 8am @ Lee Graham Pool, Saturday, June 18 at 9:30am @ Hunt Valley Pool, and Wednesday, June 21 at 7:00pm @ Hunt Valley & Sully Station. **It is of vital importance that Highlands has more certified officials this year.** Please consider becoming certified for our team.

IMPORTANT SWIM TEAM DATES

Sat. May 20	Open House	@Highlands, 11:00-1:00pm
Tues. May 30	Preliminary Practice	
thru June 1	Begins	
	13 & Overs	3:30-4:30pm
	Assessments 8 & Under	4:30-5:00pm
	8 & Unders	5:00-6:00pm
	9-12 years	6:00-7:00pm
Fri. June 2	Regular Practice begins	
thru June 23		
	13 & Overs	3:30-4:30pm
	8 & Unders	4:30-5:30pm
	9-12 years	5:30-6:30pm
Sat. June 3	NVSL University –	8am-11am
	FFX Cty Gov't Center	
Sat. June 17	Time Trials	@Highlands, 8:30am
Mon. June 19	First B Meet	@Highland, 5:00pm
Thurs. June 22	Team Picture Day	4:30pm
Sat. June 24	First A Meet	@Highlands, 8:00am
Mon. June 26	Morning Practice begins	
	13 & Overs	8:15-9:30am
	9-12 years	9:30-10:30am
	8 & Unders	10:30-11:30am
	Mini Whompers	10:30-11:15am
	Afternoon Practice	5:30-6:30pm
Wed. July 12	Relay Carnival	@ Overlee 6:30pm
Wed. July 19	Relay All Stars	@ Greenbriar 4:00pm
Sat. July 29	Divisionals	8:30am
	Awards Dinner for ALL Highlands Swim Team 6-9pm	
Sat. Aug. 5	NVSL All Stars	@ Sully Station 9:00am

Come Saturday, May 20th to get a Complete Schedule and Additional Information on the 2017 season!

Please contact the Highlands Swim Team Reps with questions:

Kelli O'Shaughnessy at kellio@whompingturtles.org or 703.943.0061

Tracie Watts at traciew@whompingturtles.org or 571.334.5516

Meet Schedules, the 2017 Practice Schedule, and other important information are on our NEW swim team website: www.whompingturtles.org

Improvements continued from page 1

and a focus on long-term sustainment of the significant investments we all have made. While stewardship is incumbent on all of us each day, continued and regular off-season maintenance will minimize long-term costs while leaving our club in solid overall shape.

To improve member experience, spanning most aspects of our club, members can look forward to the following improvements, which are awaiting your arrival this summer!

- **New lights on the tennis courts:** A primary request from the survey, the new lights will clearly enhance your play!
- **New tennis program:** By now you should have received the many emails alerting you to the benefits of our new tennis management partner, Pro\$ToYou.
- **Improved Ladies' changing room:** We are very excited with the additional lights to bring a bit of extra cheer, new counters and sinks that will prevent pooling of water, additional hooks for your convenience, newly painted walls to brighten the room, and other upgrades
- **Upgrades to the Men's changing room:** Similar but less extensive improvements have been made
- **Increased cleanliness of changing rooms:** Through improving the cleaning company and oversight
- **New and additional deck chairs and chaise lounges:** To assure a more comfortable lounging by the pool
- **Sound deadening for the Turtle Shell:** It has been reported that you can now hear a pin drop, let alone your neighbors' soft conversation
- **Air conditioning in the Turtle Shell:** Provided for those extra hot days
- **Improved WiFi:** No longer dependent on satellite reception
- **Various food service efficiencies**

While all of these experience improvements may sound fantastic, we also need to be sure that our community continues operating in a safe and efficient manner. The following will pay dividends now and into the future:

- Improved fire suppression in the Turtle Shell

visit www.Highlandsswim.org for more information on our tennis offerings.

Meet the Highlands Tennis Staff:

Marco, a USPTA certified Tennis instructor, takes great pride in sharing his passion for the sport with players of all ages in the Mid-Atlantic communities through ProsToYou Tennis, a company which he runs and operates. On a mission to promote physical activity and sportsmanship values within the community, ProsToYou Tennis provides professional grade tennis facilities, as well as a wide range of affordable and high quality programs aimed at practitioners of all levels. Following a Bachelor's of Science with a focus in Kinesiology & Sports Marketing / Management, Marco set out to deepen his studies and earn a Master's degree in Sports Industry Management at Georgetown University. His professional experiences within the Tennis industry have been diverse, focusing on both the actual coaching and the business side. An extensive employment history allowed Marco to gain precious insights on the managerial and business areas of the industry. Previous experiences include working as an executive director at the Youth Impact Program and Program Manager at Junior Tennis Champions Center in College Park, Maryland. As a coach, Marco is passionate about interacting directly with tennis students and players: He has been a coach at institutions the likes of Flint Hill School (Oakton, VA), Holy Child School (Potomac, MD) and Chevy Chase Club (Chevy Chase, MD). For more information on Highlands Tennis, please contact Marco at Marco@ProsToYou.com.

Lisa has been specializing in teaching tennis to young children since 1992. A college player with a degree from NYU Stern Business School, she left a career on Wall St when her children were born and began working with the original TennisKids program in Manhattan Beach, CA. She was one of the company's initial franchisees, expanding its operations to include over fifteen locations and serving well over 1000 children in suburban New Jersey. She later formed Viva Tennis, one of the largest and most popular youth tennis programs in the state. In 2010 she was highlighted by the USTA as a "National Tennis Mom." She strongly believes in a teaching environment based on positive reinforcement. Her goal, as a teacher of all ages, is to help students understand and develop a lifetime love of the game while having fun and staying healthy. 'Miss Lisa' and her husband have three wonderful children; all of who are exceptional tennis players and incredible young people. They all started playing tennis at a very early age and their accomplishments include NCAA All-American titles, captains of their tennis teams and top national and international rankings as well as playing in the US Open Juniors. For the past two years, Lisa has been the head varsity tennis coach at Holy Child School (Potomac, MD).

Perris is currently a touring tennis professional player. He has been playing tennis at a high-performance level for over 10 years. Perris was one of the top Mid-Atlantic junior players for more than 15 years. He practices with top 100 professional players from all over the world including some players who compete in the Grand Slams. Perris is also a certified tennis instructor for over 5 years. He teaches players from all ages and skill levels. Perris has been with ProsToYou Tennis for 3 years.

Garrett began his tennis career while attending high school in Ohio. He played for his last two years before going out for the college team in years to follow. He played all four years for the Hood College Blazers. He achieved his bachelor's degree in sociology with a minor in social work. His passion has always been to teach, so he went back to graduate school and got a Master's degree in Elementary Education. He has been teaching physical education to grades Pre-K through 8th in Baltimore City Schools for the past 5 years. He coaches summer sports lessons privately and has worked for the YMCA in the past as a Sports coordinator. His philosophy on teaching and coaching is to promote sportsmanship and equal play. Having played 6 sports throughout his life, Garrett most values the importance of having fun and being successful over being victorious. He is going to be a Lead coach this summer through ProsToYou tennis summer camps.

REMINDER: Follow posted directions and drive with caution in the parking areas. Park as tightly as possible in the lot and in the designated areas along Bryan Branch Rd. Please do NOT park on the fire lane access side of Bryan Branch Road. Thanks!

Deck Reservations

Many members have enjoyed using the two decks and the upper grassy plain at Highlands for private parties, and this tradition continues unabated in the 2017 season!

There are two decks available: a middle pool-level deck between the two large pools and an upper deck above the upper pool. To reserve either of these decks, contact the front desk in advance and please be prepared to pay the required fee when you make your reservation. The fee for a 2-hour reservation is based on the number of expected people attending:

0 – 25 people: \$50

26 – 50 people: \$75

More than 50 people: Requires board approval

Exclusive use is granted only for the upper platform of the middle deck or for the upper deck. For more than 50 people, please make the reservation with the front desk and they will contact the board for their approval. As always, members are responsible for their guests and actions.

Please pay with a check made out to *Highlands Swim and Tennis Club*. Remember that only a club member can make reservations, and that non-members attending must also have a guest pass via a member. No glass is allowed, and members are responsible for cleaning up afterwards (a fee may be imposed, if necessary).

Enjoy!!!



HIGHLANDS 2017 SOCIAL CALENDAR



All Highlands members are invited to attend these exciting social events! Mark your calendars and join the fun!

WELCOME BACK ICE CREAM SUNDAE CAFE

MONDAY, MAY 29, 12:00PM

Summer has arrived! Gather at the pool to kick off the season right! Back by popular demand the Sundae Cafe will be open from noon until the ice cream runs out. Come out and see what you can create while you reconnect and celebrate the beginning of summer! (Free)

ADULT SOCIAL

SATURDAY, JUNE 24TH

Save the date! This will be the first of the adult socials that we have planned for the summer. More details will be revealed as the date approaches! Registration in advance is required.

SUNDAY MORNING COFFEE

MAY-SEPTEMBER, 8:30-11:30 AM

Enjoy a calm and peaceful morning poolside with our Sunday Morning **Adults Only** Coffee & Donut Time. Bring the paper or a book, swim some laps, or just relax! (Free)

END OF SEASON ICE CREAM CAFE

MONDAY, SEPTEMBER 4TH, 12:00 PM

Come to the pool for one last hurrah! We'll serve ice cream and all the fixings until we run out. Enjoy a dip in the pool and have a Sundae while you say your goodbyes until next season! (Free)

ADULT SOCIAL

SEPTEMBER 16TH

Please save the date! Be on the lookout for the exact time, the menu, and other details. The pool season is over, but Highlands is lovely in September! Registration in advance is required.

We always need help for the family social events – please look for sign-up emails to help put on fantastic events at our favorite summer hangout!

Please look for more socials for families, adults, and children to be posted for the 2017 season!

Tennis Times at Highlands: Mid-April to Mid-October

As we approach the beginning of Spring, we are also readying the tennis courts for your enjoyment, particularly after a tough winter like this year. Unlike the swimming pools, which are only open when lifeguards are on duty, the tennis courts have a far longer season. Indeed, in years past, people have played tennis periodically throughout the winter months when temperatures permitted and as long as there was no snow on the courts. That is one of the key reasons we long ago decided not to take down the nets each year.

Even in years with better winter weather, it is important for our tennis community to remember that Highlands can't (and doesn't) provide full-time staff to maintain the courts throughout the year. Additionally, getting the courts ready after the Winter often requires crack repair, wind-screen replacement, light-bulb and light-fixture fixing, etc. Some of this work can't be completed until well into April or even early May, as the weather needs to warm and cracks that developed over the course of the winter need to dry out.

In summary, while Highlands' tennis courts may be available for use by the Membership throughout the year, weather and court-conditions permitting, the Club Tennis season should be considered to be from April 15th through October 15th. If you use the courts outside of this period, please understand that conditions may be less than optimal.

Raft Night – Sundays Starting June 25th at 6pm!

A standard staple of the post-school Highlands scene is raft night. Every Sunday evening starting at 6pm, running to 8:45pm, Highlands' lower pool is transformed into a safe and fun raft extravaganza! Put it on your calendar and join in the fun. Relax by the pool and order dinner at the Turtle Shell Cafe – it's a great way to end the weekend and enjoy a last bit of decompression before your week starts!

Send Us Your Email Address

It is time once again to check your email junk folders, your spam filter rules, and generally clear the way for Highlands' emails! If we have your email address, this year you will once again receive our HTML emails.

Although we do target our communications to all members, such as by including flyers at the front desk, **some communications remain in electronic form only**, such as surveys and last minute notifications about the club happenings, changes in schedules, and other important information. This enables us to keep costs down while increasing the amount and timeliness of our communications to you.

Please send an email from your preferred email account to Andy Ross at ross.hstc@hotmail.com along with any additional email addresses to which you would like to receive club communications, and we'll ensure that you are included in the database.

- Increased number of security cameras around our grounds
- New lattice on the middle and upper deck, replacing broken and worn fencing
- New pump motor for the pump house
- New fencing between our upper and middle pools
- Asphalt and parking lot repair

Phenomenal Member Survey Response!

Thanks to All Who Helped Identify and Prioritize Improvements

Thank you to all who responded to our Winter member survey. Key to the success of Highlands is simply the phenomenal response rate, which shows how truly involved and invested our members are in our Highlands community! Our last member survey also elicited a high response rate, however this year was truly amazing.

With responses spanning all tenure of members and all groups (Permanent, Summer Privileges, Mid-Summer Guests) in a distribution that was representative of the size of each member group, we received **448 survey responses!** This level of feedback was not only valuable and comprehensive, but also highly reflective of the priorities of our membership. We chose to include all groups as our community thrives due to the contributions of all groups. Interestingly, there was little variance in the ideas and recommendations that came from each group. Clearly all of our participants have similar praises, in addition ideas for improvements. In fact, 12 of the top 15 most frequently occurring improvement requests were addressed this off-season.

More specifically, there were a few surprises, however of primary importance is your experience at Highlands. As noted in the above article, our focus this off-season reflected the results of the survey. Clearly the care and feeding of the club is an annual off-season necessity, but your experience within our bucolic setting at Highlands is paramount.

We also heard much about how people used various aspects of our club's communications channels. While none were completely surprising, the degree of preference came through more strongly than expected.

Some interesting points include the following:

- By a 25% margin, members used newsletter and website calendars more than any other section. Our members refer regularly to our planning tools to take advantage of all that Highlands offers, which we will keep in mind as plans and events change from their original conception.
- Newsletter and calendar hard copies are more valued than a purely electronic distribution. However, electronic distribution is slowly catching up, with 60% preferring to receive a mailing (we do use all manner of devices to stay informed). Of course, we encourage the use of electronic calendars on the websites. The most up-to-date source of information is frequently email, so please provide one or more email addresses that you will check regularly.

Lastly, and perhaps most importantly, is all of the positive comments that we received. We can always improve, and we continuously strive to address members' most pressing comments, guidance, and prioritization. Even more overwhelming than the constructive recommendations were the positive comments received. Here are a few verbatim comments:

- Love all the changes! The pool has become more of a social venue thanks to the Turtle Shell, the tables, good mix of menu items (healthy and not so healthy, + kid-friendly). I like being able to use internet while at the pool too. Would much rather work there after a few laps! Really happy about the heat to the pools.
- The significant improvements to the snack bar, seating areas, and pool deck are great and really improve the overall atmosphere of the pool. We really enjoy all of the changes!
- The update to the facility are beautifully done and make the facility very enjoyable.
- Huge plus to have snack bar on the upper level and the quality of the food is very good. Also nice to have that gathering space in the Turtle shell.
- It is a more comfortable place. I like the fact that it is easier on families. For example, the upgraded snack bar means our family can plan to eat there and save cooking.

Thanks again for your responses and personal investment in our Highlands community! We're looking forward to a fantastic season!