

Month
2018

RedCoats



★ VOLUNTEER MILESTONES

Congratulations to the following Redcoats for reaching a volunteer-hour milestone!

Due to a database error, our awards are not currently updating past mid-November. We are hoping to have this problem rectified in the next week and milestones will be posted in the February Newsletter. Pins will be distributed during Miss Saigon.

*Denotes Head Usher

➤ *From the desk of Gina, Volunteer Manager*

Happy New Year to you all! We hope that 2019 brings joy and blessings into each of your lives.

In 2018 you worked 175,000 hours at Playhouse Square! Your contribution to the work we do is so valuable and we thank you for the time that each of you puts in while you are here.

As we continue with our 2018-19 Broadway Season, we are excited to have Miss Saigon arriving soon, followed by some newer favorites!

Please read below about a Volunteer Appreciation Night we have coming in February! We hope to see you all there!



Security Announcements

Security Information Session

Playhouse Square recently held a Security Information Session for all staff members with speakers from the Downtown Cleveland Alliance, the Cleveland Police Department, and Homeland Security. They covered a variety of topics from best safety practices to resources that are available. We strongly encourage everyone to watch it, the hour-long session is broken into 5 videos,

[Click this link to watch](#)

New Information for Handbook

As part of Playhouse Square's ongoing initiatives to ensure the safety of our guests, volunteers, and employees, we are passing on the following reminder. This information will be added in the next printing of the Volunteer Handbook as well.

Hitting, pushing, or otherwise striking another person or possessing a dangerous weapon while on Playhouse Square premises is grounds for immediate dismissal from your volunteer position at Playhouse Square. *Please note this includes, but is not limited to, individuals who possess a Concealed Carry License.*

Downtown Cleveland Alliance Escorts

One final safety note – we always recommend that RedCoats either walk to their cars in groups, or request the assistance of one of the Downtown Cleveland Alliance escorts who are available before and after shows to walk you to your cars. Please call 216.621.6000 for an escort 15 minutes before you're ready to head out.



Obama Staffing

We understand how excited everyone is to have Michelle Obama coming to speak at Playhouse Square in March!

We have heard from so many of you about your desire to work at this event and the reasons why it would be important to you.

While we would like to be able to open this event to everyone, we only have 100 spots available and the interest from RedCoats is far higher than that. Because of this, we have decided to restrict those working only to

Head Ushers with 100% attendance.

Head Ushers are able to submit to work this when it comes on the schedule in a week or so. You can check your attendance percentage [HERE](#). (This was last updated on

Volunteer Appreciation Night

Mark your calendars! On Tuesday, February 19th we will be holding a Volunteer Appreciation Night!

Look for further details in future updates. We are planning a short (30 minute) training session and then we will be watching The Greatest Showman on the big screen in the Connor Palace!



Please click below to sign up – open to all RedCoats and STARS!

[Volunteer Appreciation Night TU E 2/19 at 6pm](#)



Check-back Dates

You may have begun to see a new feature on your Volunteer Schedule. We are beginning to use Check-Back Dates when we have performances with too many volunteers. In the past, we have always

stated “No More Extras” when performances were full, creating wait lists when it was possible.

We are now trying out a new process. When a show is full and cannot take more extras, we will write – “Check-back” and a date (most likely two days before the performance). **If you are interested in working that performance, please email us on the designated date to see if room has become available.** We will take the requests that come in that day first-come, first-served, so ensure you are confirmed for the performance before coming.

As a reminder – we cannot take extra requests before a show is on the schedule. Please check to ensure the date is available before sending your request.

RedCoat Photo Board

Check out the Volunteer Room to see the new photo board! We will be adding photos over the next couple weeks. If you have any you would like to submit, please email them to gina.glorioso-rendall@playhousesquare.org

RedCoats who received STAR Awards this month

Yvonne Carter*
Rebecca Crowley
Joe DeStefanis*
Maureen Donoughe*
Christine Harper
Jane Haller
Mike Hoffman
Alyson King
Joe Konieczny
Mitch Lauer*
Bobbi Mastro
Imani Simms
Ann Zhuang

Please Welcome our Newest RedCoats!

Lee Butorayac
Dale Zabukovec

Thank You to our Retiring RedCoats with 10+ years of service!

Sr. Theresa Bontempo
Ginny Connelly
John Connelly
Carol Lesiak

In Memoriam

Robert Owens*

* Denotes Head Usher

UPCOMING WEEKS VOLUNTEER NEEDS AND RUNNING TIMES

Flanagan's Wake

January 4 – April 27
Kennedy's | 2 hrs w/ l

- [FR E 1/18 7pm](#)
- [SA E 1/19 7pm](#)

Daniel Tiger's Neighborhood

January 10
KeyBank State | 1 hr 25 min w/ l

- [TH E 1/10 5pm](#)

An Iliad

January 12 – February 3
Outcall Theatre | 100 min no l

- [SA E 1/26 6pm](#)
- [WE E 1/30 6pm](#)

Elvis Birthday Tribute

January 13
KeyBank State | 3 hrs 10 min w/ l

Cinderella

January 15 - 20
Connor Palace | 2 hrs 13 min w/ l

CJO – Cole Porter on Broadway

January 19
Hanna Theatre

Tri-C MLK Event

January 20
KeyBank State

The Rainbow Fish

January 22 - 27
Ohio Theatre | 60 min no l

- [SU M 1/27 10am](#)

Sebastian Maniscalco

January 26 – 27
Connor Palace
• [SA E 1/26 8pm](#) – Double Hours!

Miss Saigon

January 29 – February 17
KeyBank State | 2 hrs 34 min w/ l

- [SUE 2/3 5pm](#)
- [SA E 2/16 6pm](#)

Weep For Joy

February 1-3
Hanna Theatre

UPCOMING WEEKS VOLUNTEER NEEDS AND RUNNING TIMES

Beijing Dance Theater

February 2-3
Ohio Theatre

Sherwood: The Adventures of Robin Hood

February 2-24
Allen Theatre

- [SA E 2/2 6pm](#)
- [TU E 2/5 5:30pm](#)
- [TH E 2/7 6pm](#)

Moon Shot

February 6-7
Ohio Theatre

Adam Sandler

February 7
Connor Palace

CIFF: Get Shorty

February 8
Ohio Theatre

- [FR E 2/8 5:30pm](#)

Joshua Seth - Mentalist

February 9
Ohio Theatre

Me...Jane: The Dreams & Adventures of Young Jane Goodall

February 13-14
Ohio Theatre

Lalah Hathaway

February 14
Connor Palace

Witness for the Prosecution

February 15 – March 10
Hanna Theatre

CJO – Cupid in the CLE!

February 15
Ohio Theatre

Volunteer Appreciation Night!

February 19
Connor Palace
• [TU E 2/19 6pm](#)



Inspiring Performance Wall

Our post-it note "Inspiring Performance Wall" is up in the Volunteer Room and ready to go! Please feel free to write a note of joy or appreciation to your fellow RedCoats or team members.

There are "RedCoat post it notes" down there for you to use, and you may see some colorful notes from staff as well!



RedCoat Backstage Tour

Thank you so much to all of the RedCoats who came out for the Backstage Tour! We had such a great time, and were so happy for the chance to show you the parts of Playhouse Square that you don't always see!

Many thanks to the Tour Guides who came to guide and share their knowledge.

Brian Adelson	Heather Liccardi
Sharon Collins	Jeannine Marko
Sherry Dangremond	Barb Mazzone
Joe Ferritto	Steven Pastor
Antoinette Geanneses	Tom Rathburn
Joan Hall	Michael Routa
Luise Hanold	Chuck Scanlon
Jim Jirosek	Chris Sheetz
Lillian Jirosek	Tim Stradtman
	David Wickham

If you couldn't make it last night, or did and want more information, remember that the free, public tours are this Saturday, January 12th beginning at 10am! For further upcoming dates, follow the link below:

[Tour Dates](#)

[Click Here for the Current
Volunteer Schedule](#)

I would like to
be an EXTRA

I need to
CANCEL