

### UPCOMING WEEKS VOLUNTEER NEEDS AND RUNNING TIMES

#### Love Never Dies

January 17-28

KeyBank State | 2 hrs 25 min w/ l

- [TH E 1/25 6pm](#)

#### Last Call Cleveland Goes Hollywood

January 17-20

Outcalt | 2 hrs 15 min w/ l

#### Dixie's Tupperware Party

January 18-20

Hanna Theatre | 90 min no l

#### Groupo Corpo – Dance Cleveland

January 20-21

Ohio Theatre | 1 hr 44 min w/ l

- [SA E 1/20 6pm](#)

#### Marie and Rosetta

January 20 – February 11

Allen Theatre

#### Mr. Popper's Penguins

January 23 - 28

Ohio Theatre

- [SA M 1/27 12:30pm](#)

#### CJO - The Gershwins in Hollywood

January 27 - **No More Extras**

Hanna Theatre | 2 hrs w/ l

#### Dancing with the Stars LIVE!

January 30 - **No More Extras**

KeyBank State

#### Kathleen Madigan

February 1

Ohio Theatre



### Jump Back Ball RedCoats

Do you want to be a part of the biggest party of the year? We are now accepting requests to work Jump Back Ball. We need around 20-30 RedCoats to help at this event with photo booths, wine pulls, directing guests, and organizing lines to and from stations. Shifts start as early as 5pm and go as late as midnight.

Please click on the link to sign up for [Jump Back Ball, Saturday, February 24](#). We will be collecting responses for this event and will notify you by February 10<sup>th</sup> whether you will be working and what shift you have. Please note in your email if you are unable to work either the early or late shift.

### Garage Parking

We've received feedback from our garages that some RedCoats are not parking in the correct place. Please look over the notes below to ensure you are parking correctly. We are so thankful that we have found garages willing to arrange parking for everyone, but please remember that we are guests of theirs and if RedCoat parking becomes problematic for them we could lose this privilege.

#### US BANK GARAGE:

- If an attendant is present, please ask which level to park on
- If no one is present, please park in any non-reserved space
- Do not park in the US Bank Garage on weekdays before 4pm

#### PLAYHOUSE SQUARE GARAGE:

- Do not park in any reserved spots
- Park on levels 3 and above
- If you have a placard for accessible parking – you may park in the PHS Garage on levels 3 and above, but not in accessible spots. We've arranged for those with placards to park in this garage to make the walk closer than the US Bank Garage, however, we need to keep the accessible spots open for guests who are unable to make it in from further areas.

Thank you for your cooperation on this matter.



### Mobile Ticket Reminder

As a reminder, when assisting a guest with a mobile ticket, you should never hold their phone. Always have the guest hold out the phone for you when scanning or seating.



## *Do Not Reply!*

Do not reply to the weekly email that is sent to you on Wednesdays with either the Weekly Update or Monthly Newsletter link in it. This is not an active email address that we can access. It is managed through our mass-marketing program and is only accessed by them very

occasionally. This past week I was informed that they found many emails from RedCoats in this address. We do not have access to these emails or an ability to reply to them.

Instead, contact us either by emailing us directly at [redcoats@playhousesquare.org](mailto:redcoats@playhousesquare.org) or by following one of the links within the newsletter or update. Any emails received by us should receive a response within about 48 hours or less. If you do not receive a response then please check the email and send it again, we likely did not receive it.

## *Storing Wheelchairs and Walkers*

There are sections in each theater designated to store private wheelchairs and walkers that guests bring with them. When a guest arrives and moves to a regular seat, their wheelchair or walker should be tagged with one of our Private Wheelchair signs and their name and seat location written on it. The wheelchair or walker is then moved to the designated area to keep it safe during the performance.

If you are helping a guest with a private wheelchair or walker and are unsure where either the signs or storage location is in that theater, please ask your Head Usher or House Manager.

Moving wheelchairs and walkers helps us keep guests safe by making our aisles clear in case of evacuation.



## *Evacuation of Love Never Dies*

Most of you have likely heard about the recent evacuation of the KeyBank State Theatre during Love Never Dies. We are thankful that it was a false alarm and that everyone responded quickly. The RedCoats did an excellent job moving the skills they learned in Guest Evacuation Training into the real world situation. I've included a note below from House Manager, Barb Mazzone, regarding the matter:

Dear Volunteers,

When I lead GET, I hope that instructions are clear and everyone will know what to do if/when the time comes. I know all the directions can be overwhelming.

That being said, I want to say how proud I am of all of you who helped evacuate the KeyBank State Theatre during the Wednesday January 10th performance of Love Never Dies. It went like clockwork. You all responded as you had been taught. You remained calm and were helpful to the guests. I'm not sure how it could have been any better - other than not having to evacuate at all.

The other House Managers (Aaron and Adrienne) and I heard many compliments from the guests about what a good job you did. Please consider this letter as my STAR Award for you. Thank you for proving once again that our RedCoats are the best!  
- Barb Mazzone, HM

## UPCOMING WEEKS VOLUNTEER NEEDS AND RUNNING TIMES

### **My Favorite Murder LIVE!**

February 2  
Connor Palace

### **Men are from Mars**

February 2-3  
Hanna Theatre

### **Shen Yun**

February 3-4  
KeyBank State

### **STOMP**

February 6-11  
Connor Palace

### **Paw Patrol – LIVE!**

February 9-11 – **Extras Needed!**  
KeyBank State

- [FR E 2/9 4:30pm](#)
- [SA M 2/10 8:30am](#)
- [SA M 2/10 12:30pm](#)
- [SA E 2/10 4:30pm](#)
- [SU M 2/11 8:30am](#)
- [SU M 2/11 12:30pm](#)

### **Love in Cleveland - CJO**

February 9  
Ohio Theatre

### **Riverdance**

February 13-18  
KeyBank State

### **Misery**

February 16 – March 11  
Hanna Theatre

### **The Invisible Hand**

February 17 – March 11  
Outcalt Theatre

### **Festival of Laughs**

February 18  
Connor Palace

### **The Price is Right LIVE!**

February 21  
KeyBank State

[Click here to Extra/Cancel](#)