



THANK YOU FOR BEING A REDCOAT AT PLAYHOUSE SQUARE!

★ May 28, 2020

Weekly Update

Playhouse Square Closure Update

Dear RedCoat Family,

I first want to thank you all so much for the last three and a half years that I have been with you, and for the 30+ years that you as a group have been with Playhouse Square. Your work is invaluable and incredibly meaningful. I greatly look forward to being back in the theaters with you all as soon as possible.

You may have read the news already that Playhouse Square will not have performances through the summer, and as a result, is reducing its workforce for the time being. We are sad to be in this position, but know it is the best thing to do for the long-term health and success of Playhouse Square.

As of Saturday, May 30, the Volunteer Department staff will no longer have access to email, phone, or other modes of communication. All volunteer activities and communications will be put on hold until an expected update in mid-August. Please see below for answers to frequently asked questions. We look forward to reaching out to you again at the end of the summer with further updates.

Going Inactive and Uniform Return

If you have decided to become inactive and not return as a RedCoat (for instance, if you're moving from the area), please follow the instructions below:

- Email Michelle Ryan Stewart at Michelle.Stewart@PlayhouseSquare.org. Give her the following information:
 - RedCoat Name, Usher ID, and reason for leaving
 - Mail your blazer/vest and photo id to the address below, all other items are yours to keep
 Volunteer Department
 1501 Euclid Ave Suite 200
 Cleveland, Ohio 44115

COVID-19 Volunteer Hours

We are unable to process any volunteer hours while we are away, but you are still welcome to accumulate them! We encourage you to track the hours of giving you do on a spreadsheet and we will do our best to add them upon our return. Look for an update in August on how to submit hours you have tracked over the summer.

Sample Spreadsheet:

| Name | Date | Description | Hours |
|----------------|----------------|---------------------------------------|---------|
| Glorioso, Gina | Week of June 1 | Making Masks | 6 hours |
| Glorioso, Gina | Week of June 8 | Running errands for elderly neighbors | 2 hours |

STARS

New Applicants

- We will not be taking new applicants for the STARS 2020-21 season. Interested potential STARS should look for an update on the website next summer in July 2021 regarding applications for the 2021-22 season.

Current STARS

- We do not have information about the return for this year, the 2020-21 season. We plan to reach out to you in mid-August when we have more information about the possibility of returning.
- If you are leaving the area and plan to go inactive, please follow the instructions under “Going Inactive and Uniform Return”. STARS who plan to remain in the area but not volunteer this year can wait for the August update for instructions on going inactive and uniform return.

Hours Verification

- If you need volunteer hours verified, please email Meg Colwell at meg.colwell@playhousesquare.org.
- As a reminder, we are able to approve your hours, but cannot offer qualitative performance reviews.

RedCoat Recruitment and Orientation

All volunteer activities including recruitment and Orientations have been put on hold. We hope to have information this fall on when we will be able to start accepting new volunteers again.

Urgent Matters

If you have questions or urgent matters before August, please reach out to Michelle Ryan Stewart at Michelle.Stewart@PlayhouseSquare.org or 216.640.8410.

Once again, thank you so much for being a part of our Playhouse Square family. You are incredibly important to me personally, and our organization as a whole. I am looking forward to working with you in the future when we Playhouse Square opens again.

Gina Glorioso Rendall
Volunteer Manager, Playhouse Square