From the desk of Gina, Volunteer Manager

Thank you to all of you for another great month! We had some tough spots in February, especially considering Paw Patrol, and we really appreciate you all rallying to help us cover everything.

I want to address a growing concern about how attendance percentages are calculated and I hope to clear up some of the confusion.

Currently our database system does a simple calculation. When your team is scheduled, if you are not present for any reason (medical, vacation, cancellation, or no-show) your attendance percentage decreases. These are generally easy to make up by signing up as an extra for any other show or special event to replace the one that is missed. In this system, going on a Medical Leave of Absence is not any different than if you had called and cancelled every single week during that time.

We are evaluating the current policy and when we switch to the new database system they have assured me that we can change the calculations. Please bear with us for the time being while we wait for our new system in the next couple of months.

Not Accepting Extras

Thank you all for your enthusiasm in working the Billy Crystal show on 3/29. Unfortunately we have already reached the capacity of RedCoats that we can take for this performance. Any RedCoats that show up as Extras on that night will not receive hours for this performance as noted in the February Newsletter.

Not Receiving RedCoat Email Updates?

Each Wednesday, you should receive an email from us that looks like the picture on the right.

Clicking on the logo or where it says, “here” will take you to either the monthly newsletter or weekly update.

If you are not receiving these emails:
- You may have opted out of receiving other emails from Playhouse Square in the past
- When we switched to the new system, this would automatically prevent you from receiving our emails
- If you are not receiving these emails, please contact Gina at gina.glorioso-rendall@playhousesquare.org Once we correct your email in our system, you should start receiving emails by the next Monthly Newsletter.
The Curious Incident

The next Broadway series show takes a fascinating look into the mind of a 15 year old boy with an exceptional brain and different outlook on life.

This show is imaginative and uses the stage and sets in new, exciting ways. Check out these videos about The Curious Incident to see how unique of a production it is:

Official Trailer: https://www.youtube.com/watch?v=O704Id5WQnk

Creating Christopher’s World: https://www.youtube.com/watch?v=6gMH285LvBM

Seeking RedCoats for Office Help!

Are you interested in helping out Playhouse Square in other capacities? We are looking for some additional RedCoats to help out in the office with a few things. Some of our needs are:

- Assembling folders for potential volunteers
- Helping process emails and phone calls on Wednesday afternoons
- Making name badges
- Helping out on Saturdays for Interview/Orientation and Training
- Calling potential RedCoats to schedule them for interviews
  - This opportunity can actually be done from the comfort of your own home!

Let us know if you are interested, most tasks would be once a month and vary in the time needed.

Discount Ticket Information for RedCoats

RedCoats – did you know there are several ways for you to receive discount tickets? In addition to special discounts in the Newsletter (like recent ones from CPH), here are two ways to always get discounts on tickets.

No Fees at the State Ticket Window
By showing your RedCoat badge at the window in the State Ticket Lobby, you never have to pay fees for a ticket purchase! (Please do not go during your shift)

CEO Group Discount
RedCoats have a special group code to receive discounts when buying tickets on the internet. Just go to the website:

http://www.playhousesquare.org/events-tickets/corporate-exclusive-ticketing-program

or search, “CEO Discount” on the Playhouse Square website to find the log-in. Click where it says, “log-in NOW with your group promotion code”, and use the password REDCOAT

There are select shows and performances and the discounted amount may be different from show to show, so look both at the CEO Discount and at the regular price (minus the fees if you buy at the window) to determine the best option for you!

Congratulations to RedCoats who received STAR awards this month

Shareon Curry
Maureen Donoughe
Grace Horvath

Please Welcome our Newest RedCoats!

Patricia Abraham
Stefanie Albert
Marilyn Bagley
Nan Baker
Debbie Booth
Jeff Booth
Calvin Brant
Tom Cepek
Jim Daniloff
Gayle Gatze
Nancy Grabski
Kellie Gregg
Jeri Johansen
Ellen Jones

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

Sue Keane
Pat Mac Lean
Jill Negray
Willa Mae Wilburn

In Memoriam

Dottie Cirino* SA M
Bob Eames FR E
Dan Ziegler TH E

* Denotes Head Usher

In Memoriam

Dottie Cirino* SA M
Bob Eames FR E
Dan Ziegler TH E

* Denotes Head Usher
**UPCOMING WEEKS**

**VOLUNTEER NEEDS AND RUNNING TIMES**

**FLANAGAN’S WAKE**
March 8 – April 29
Kennedy’s Theatre

**Wait Until Dark**
March 8 – March 12
Hanna Theatre

**Romeo and Juliet**
March 8 – 12 | 2 hr 20 min w/ I
Outcalt Theatre
Extra Needed
- FR E 3/10 – 6pm
- SA E 3/11 – 6pm

**How I Learned to Drive**
March 8 - 26
Allen Theatre
Extra Needed
- WE E 3/8 – 6pm
- SA E 3/11 – 6pm
- WE E 3/22 – 6pm

**DiNO-LIGHT**
March 8-10
Ohio Theatre

**Cleveland R&B Festival**
March 10
State Theatre
Extra Needed
- FR E 3/10 – 6:30pm

**Shaping Sound**
March 11
Connor Palace
Extra Needed – Ticket Drawing
- SA E 3/11 – 6pm

**Patti Smith**
March 12
State Theatre
Extra Needed
- SU E 3/12 – 6:30pm

**Mamma Mia**
March 14 - 19
Connor Palace
Extra Needed
- TU E 3/14 – 6pm
- WE E 3/15 – 6pm

**She Stoops to Conquer**
March 15-25
Helen Lab Theatre

**TAJ EXPRESS**
March 15
State Theatre
Extra Needed - Ticket Drawing
- WE E 3/15 – 6pm

**The Curious Incident**
March 21 – April 9
Connor Palace
Extra Needed
- WE 3/22 – 6pm
- TH E 3/23 – 6pm
- SA E 3/25 – 6pm – great need
- SU M 3/26 – 11:30am

**Shaolin Warriors**
March 22
State Theatre
Extra Needed
- WE 3/22 – 6pm

**The Wiz**
March 24 - 26
Ohio Theatre

**Kathy Griffin**
March 25
State Theatre
Extra Needed
- SA E 3/25 – 6pm – great need

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**RedCoat Parking**
A few friendly reminders about parking:

**Evening and Weekend RedCoats**
Should park at the U.S. Bank Garage on East 14th Street and use YELLOW vouchers.

RedCoats who have given us Disability Placard numbers may use WHITE tickets (that are signed for) and Park in the Playhouse Square Garage located at 15th and Chester.

**All Weekday Matinee RedCoats**
Should park in the Playhouse Square Garage located at 15th and Chester and use WHITE vouchers.

**In Either Garage:**
Please park on the fourth floor and above and do not park in handicap spaces even if you have a disability placard. This is the arrangement we have reached with the garage management. Violations of this could cause them to reconsider the arrangement.

Pull a ticket upon entering and be given a voucher by the House Manager to get out (put your ticket in first and then follow it with the voucher)

When an attendant is present: give a voucher to an attendant upon entering and not need anything to get out.

Please keep an extra voucher for these reasons.

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**Free Admission – Bob Hope Exhibit**
RedCoats receive FREE ADMISSION to the Bob Hope Exhibit at the Cleveland History Center.

Show your RedCoat photo ID at the door to receive free admission. Regular admission price is $10, and there will be a discounted price of $7.00 available for any guests that accompany you. For more information about the History Center and Bob Hope Exhibit click [here](#).

Exhibit open to the public now until June 30, 2017.

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**Click here for the current Volunteer Schedule**