

UPCOMING WEEKS VOLUNTEER NEEDS AND RUNNING TIMES



Dino-Light – Ohio Theatre

- [SA 4/30 9:30 am](#)
- [SA 4/30 12:30 pm](#)
- [SU 5/1 12:30 pm](#)



Doodle Pop - WIST

- [SA 4/30 9:30 am](#)
- [SA 4/30 12:30 pm](#)



To Kill a Mockingbird

Connor Palace Theatre || 170 min w/INT
April 26 – May 15

- [SA 4/30 6:00 pm](#)
- [WE 5/4 6:00 pm](#)
- [TH 5/5 6:00 pm](#)
- [SA 5/7 6:00 pm](#) – Urgent Need
- [SU 5/8 11:30 am](#)
- [FR 5/13 6:00 pm](#)
- [SA 5/14 12:00 pm](#)
- [SA 5/14 6:00 pm](#) – Urgent Need

REDCOAT COMMITMENT AND SCHEDULE

RedCoats are asked to commit to volunteering twice (**2 times**) each month.

The schedule is updated on a weekly basis covering a 6-week period – for example May 1 – June 15. There may be times when your team is scheduled to work 3 times during that 6-week schedule. Often that is because two weeks fall in one month and the third is in the next month.

There may be times when your team is scheduled more than twice a month. We are doing our best to schedule every team equitably, but there are some crews that may be scheduled more often due to the number of performances on the calendar.

If you have volunteered twice in the month, and are unable to volunteer for the third (or fourth) time your team is scheduled, please let us know and we will release you from the performance. This will not affect your attendance percentage.

We appreciate your patience as we try to get the RedCoat numbers back to the 2020 levels.

SUGGESTIONS?

From the December 29th weekly update, “2022 gives us the opportunity to continue pursuing our objective of creating a premier guest experience for everyone who comes through our doors. You are our partners in achieving this goal!”

Since then, we have included Guest Feedback, and the new “In the Spotlight Column” in the monthly newsletters, along with a few gentle reminders in the weekly updates. We’ve updated our orientation and training processes for new RedCoats, and hosted a Head Usher Refresher event.

Now we are asking you, our partners in this goal, for your suggestions. What can we do to improve the overall RedCoat image? What tips or tricks would you like to share? How can the Volunteer Department support your efforts?

Email us at redcoats@playhousesquare.org. Please put “SUGGESTIONS” in the subject line.

Thank You!



WHEELCHAIRS



RedCoats have asked us to clarify our wheelchair policy:

- RedCoats should **not** assist guests in or out of the car, theater seat, or in the restroom.
- Curbside in front of the theater is the only drop off point.
- RedCoats should **not** go to the garage or other locations to assist guests
- Wheelchairs may **not** leave the premises.
- Companions may push PSQ wheelchairs
- You may push a guest's private wheelchair, if asked
- Guests may remain in private wheelchairs during performances

Most guests are attending with able bodied companions. We are asking the companions to push the wheelchairs and take the chairs to the back of the theater before the performance starts. This allows the companion to access the wheelchairs at intermission and at the end of the show. Use your best judgement - if the companion also has mobility issues, more assistance can be given.

SHOES

House Managers & Head Ushers have been seeing some "interesting" shoe selections (see right) on our RedCoats. Many are cute, comfortable, trendy, and even a little sassy; however they are not uniform shoes. Save them for your picnics, nights out, girls' night, pool time, and gardening.

RedCoat shoes should be solid black including the sole. For your safety, they need to be fully enclosed – both back & front (protect those toes!). Backless, Crocs, peep toe, Sandals, kitten heels, navy blue, patterned, and black shoes with white soles do not meet our requirements. Please check your footwear and expect a House Manager or Head Usher to say something if your shoes do not meet our uniform standards.



REDCOAT REFERRAL CONTEST



Our RedCoat Volunteer numbers are *still critically low*.

From March 1st – May 31st, the three RedCoats with the most referrals will receive some awesome Playhouse Square swag – including loge tickets!

Tell your family – Tell your friends – Tell your neighbors Be sure they list your name on the referral line!

USHER ROOM CLEAN OUT

Starting next week, we are going to be doing a clean out of the Usher room.

All items in the lockers will be removed and disposed of. If you are storing items and still want them, you have until next week to claim them.



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WEEKDAY MATINEES



Extra help is needed for both Dino-Light and Doodle Pop.

Please commit to working back-to-back performances. Thanks!

Dino-Light – Ohio Theatre

- [TH 4/28 8:30 am](#)
- [TH 4/28 10:30 am](#)
- [FR 4/29 8:30 am](#)
- [FR 4/29 10:30 am](#)

Doodle Pop - WIST

- [TH 4/28 8:30 am](#)
- [TH 4/28 10:30 am](#)
- [FR 4/29 8:30 am](#)
- [FR 4/29 10:30 am](#)



SNAP Illusionists

KeyBank State Theatre || TBD

- [SA 4/30 2:00 pm](#) – **Urgent Need**



The Gentle Villainy of Richard III, Troubler of the Poor World's Peace

Outcalt Theatre || 95min no intermission
April 21 – May 1

- [SA 4/30 6:00 pm](#)