

December
2021

RedCoats



VOLUNTEER MILESTONES

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

- | | |
|---|--|
| 4500
Mary Ann Moos | 500
Emma Arrington
Susan Elam |
| 3500
Sherry Dangremond* | Laurie Graff
Laura Grimke |
| 3250
Dennis Quigley | Renee Lesko
Katie Luechauer* |
| 2750
Don Levenson
Tim McMahon | Leo Martin*
Ann Moravec
Surekha Pai
Sheryl Whalen |
| 2250
Patty Dendinger | 250
Kim Backus
Eugene Baker
Sandy Burba
Vickie Byrne
Ken Catherwood
Laurie Malone
Ken Mountcastle
Philis Muth
Patrice Novak
Ronnie Pflug
Suzanne Quintero
Janice Radak
Willie Richardson
Mary Rohr-Tuininga
Jill Wilhelm
Tom Wolf |
| 1750
Vaughn Bentley
Pat Irvine
Debra Martin*
Gary Twardzik* | 100
Donna Bloom
Ralph Bloom
Nancy Bratko
Nicki Gambitta
Don Ginley
Paul Kershey
Susan Konieczny
Tina King
Kelly Licina
Lindsey Trout |
| 1500
Denise Minefee
Marilyn Sadowski
AJ Stokes* | |
| 1250
Jo Ann Solnick
Georgette Vidmar | |
| 1000
Mary Hooser
Leo Martin*
Vera Matusek
Bill Muhlbach
Patti Ward | |
| 750
Warren Beck
Doug Pearson*
Sal Karanouh-Schuler
Trudy Salim
Jane Skalak
Mark Skalak
Leslie Smith
Delores Tabb
Cheryl Whitlow | |

*Denotes Head Usher

➤ From the desk of Meg, Volunteer Manager

'Tis the Season... of JOY!

December brings many holidays to celebrate! Whatever your holiday tradition - whether you lit your Hanukiah for Hanukkah, put up a tree or nativity scene for Christmas, set out your wooden shoes for St. Nikolas, or lit your seven candles (Mishumaa Sabaa) of Kwanzaa – I hope it brings you joy!



I find joy in the holidays in so many ways. I count being part of the Playhouse Square family as one of my greatest joys! Being part of the RedCoats and the Volunteer department is a true pleasure. Working with all of you to provide an outstanding guest experience is very rewarding. Thank you to everyone for all you do for Playhouse Square.

I wish for each one of you – a joy filled season!



RedCoat Referral Contest – Two Weeks Remaining!



Do you know anyone who would love to be a part of the RedCoat family? If so, ask them to complete the RedCoat Interest Form on our website. Be sure they list your name on the referral line!

[RedCoat Interest Form](#)

Hurry time is running out!

There are only a two weeks remaining – the RedCoat Referral Contest ends on December 31st! The three RedCoats with the most referrals will receive some awesome Playhouse Square swag. Thank you to everyone who has referred someone. To date, we have had over 150 referrals.

AED - Important Reminder!

Please remember, if anyone (usher, Head Usher, House Manager, etc.) calls for an AED, immediately provide one! When opening the AED container, it will sound an alarm - that is ok. After you remove it and close the container - it shuts off. The important thing is getting the equipment to the site of the emergency as soon as possible. AED's are located near or in the House Manager offices. In the State and Palace, they are located on both levels.



Annual Reports

Annual hours reports and certificates will be **mailed** to all active RedCoats at the end of January. (STARS will receive theirs in June at the end of the school year.) If you have had a change of address – please be sure that your new address is on file with the Volunteer Office – email redcoats@playhousesquare.org

FRONT OF HOUSE SPOTLIGHT

Casting Call for Head Ushers!

We are seeking candidates who are highly dependable and possess excellent leadership skills to join our Head Usher team. Head Ushers have important supervisory responsibilities and work closely with the House Managers to provide an outstanding guest experience and a positive RedCoat workplace environment.

Qualifications:

- Minimum one year experience, or 100 hours as a volunteer
- 90% attendance or better
- Able to work upstairs and downstairs; good knowledge of all the theaters
- Dependable, self-motivated, team player, excellent communication and problem solving skills
- Able to remain for the entire performance

Responsibilities:

- Check in 15 minutes before regular volunteers for the pre-show Head Usher briefing
- Follow designated policies and procedures as specified by the House Manager
- Be vigilant of potential safety issues
- Supervise pre-show and end of performance volunteer duties
- Team leader for volunteers in assigned area
- Ensure all equipment is returned to designated areas

Candidates will be required to attend and successfully complete one of the Head Usher classes scheduled for Saturday, January 8th or Saturday, January 15th 2022 – 9:00 am – 3:00 pm.

If you wish to be considered for the Head Usher position, or would like more information, please contact RedCoats, at redcoats@playhousesquare.org

RedCoats who received STAR Awards this month

Sue Cudworth*
Sherry Dangremond*
Traci Evans-Ellacott*
Joe Ferritto*
Laura Green*
Barb Heideman
Katherine Malmquist*

Sal Karanoh-Schuler
Paul Kershey
Vivian Riccio
Barb Roberts
Sid Saks*
Michael Uveges

Please Welcome our Newest RedCoats!

Janine Bice
Cindy Bomeli
Jonette Brewer
Sidney Brosky
Vickie Byrd
Regina Byron
Denise Cirino
Dale Davis
Peggy DeRosa
Andrea Eshelman
Steve Eshelman
Jamie Failor
Kathleen Ferguson
MaryEllen Fisher
Kate Freeman
Katy Goetz
Dan Grabowski
Gail Grabowski
Meghan Hays
Kris Kalinic
Steve Krebill
Kevin Legge
Leslie Legge
Elizabeth Licursi
Jeanne Mackay

Sheldon Markel
Craig Martin
Gail Meyer
Kim Meyer
Bryan Munch
Lori Owens
Anna Piquette
Peggy Poeppelman
Terri Ponchak
Jennifer Preising
Sue Provenzale
Justin Rivera
Pamela Roskovic
Iva Russo
Angela Saroukhan
Theresa Saunders
Barbara Snow
Sheryl Sovie
Diane Spadola
Cynthia Tanko
Debra Teitenberg
Wanda Tidmore
Maria Tirpak
Sue Vargo
Shironda Williams

Please Welcome our Newest STARS!

Lydia Bacon
Rosemary Crook
Kamryn Ehrett

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

Gail Brown
Jeff Campbell*
Bob Dague
Frank Faulhaber
Lenore Faulhaber

Fay Gorgone
Gemma Konitsky
Larry Lasky
Kathy Marquard
Toni Piscitello

In Memoriam

Joyce Garcia*
Karen Sweeney
Janice Zalewski

* Denotes Head Usher

UPCOMING WEEKS VOLUNTEER NEEDS AND RUNNING TIMES



Wicked – Extras Needed

KeyBank State Theatre
2 hrs 45 min || Intermission

- [TH 12/16 6:00 pm](#)
- [FR 12/17 6:00 pm](#)
- [SA 12/18 6:00 pm](#)
- [SU 12/19 5:00 pm](#)



A Christmas Carol – Extras Needed

Mimi Ohio Theatre

- [TH 12/16 6:00 pm](#)
- [FR 12/17 6:00 pm](#)
- [SA 12/18 12:00 pm](#)
- [SA 12/18 6:00 pm](#)

Double Hours!

There is a critical need for ushers at performances from **Dec. 20th – Jan. 2nd**

ALL ushers who volunteer at **ANY** show during the last two weeks of the year will receive **DOUBLE HOURS!**

Wicked – CRITICAL NEED

KeyBank State Theatre

- [WE 12/22 12:00 pm](#)
- [WE 12/29 12:00 pm](#)
- [FR 12/31 12:00 pm](#)

A Christmas Carol – CRITICAL NEED

Mimi Ohio Theatre

- [WE 12/22 1:30 pm](#)
- [WE 12/22 6:00 pm](#)
- [TH 12/23 1:30 pm](#)
- [TH 12/23 6:00 pm](#)

HOLIDAY SAFETY TIPS FOR THE PLAYHOUSE SQUARE DISTRICT

WHILE WE ENJOY A VERY SAFE ENVIRONMENT,
PLEASE REMEMBER THESE TIPS:

- Lock your possessions away from view. **PUT YOUR JUNK IN THE TRUNK!**
- Carry minimal items; overloading yourself can make you appear vulnerable.
- Always carry your keys in your hand so that you are ready to open the door.
- Pay close attention to your surroundings and stick to well-lit areas. Walk with a purpose; project an assertive image.
- Avoid walking alone at night. As much as possible, walk or travel with someone, even during the daylight.
- Take advantage of the Downtown Cleveland Alliance Ambassador program. Request an escort via 216-621-6000. (Call thirty minutes prior to departure.)
- Please report any suspicious activity observed in the Playhouse Square District to Central Security Dispatch at 216-640-8777.
- If someone demands your property and displays or implies in any way that they have a weapon, don't resist. Hand your bag or wallet over to them.

Important numbers to save in your phone

Playhouse Square Central Security Dispatch: 216-640-8777
Downtown Cleveland Alliance Ambassadors: 216-621-6000
Cleveland Police Non-Emergency Phone Line: 216-621-1234

In case of emergency or if you see a crime in progress, always call 911.

Show Run Times

Many RedCoats have requested that run times be published in the weekly updates. Please know that we do our best to publish this information when we are informed of the run time, intermissions, or other information regarding a performance.

January GET

There are several opportunities to complete GET in January. If you have not yet attended a GET session, please sign up!

- [SA 1/8 9:45 am](#)
- [SU 1/9 2:45 pm](#)
- [WE 1/12 5:15 pm](#)
- [MO 1/17 5:15 pm](#)
- [TH 1/20 5:15 pm](#)

Holiday Cookies

Please visit the Volunteer Room during your shifts this month for a holiday cookie treat.

We wish you all a wonderful holiday season as you celebrate one or several of the many holidays observed during this time!



Holiday Hours and Emails

Due to the holidays the Volunteer Office will be closed:

- Friday and Saturday, December 24th & 25th
- Friday and Saturday, December 31st & January 1st

Please expect delayed responses to your email and phone communications during this time.