

CHANDLER CENTER FOR THE ARTS

STARBURST

NEWSLETTER FOR OUR VOLUNTEERS

SPRING 2020



Dear Friends,

“Anything is possible when you have the right people there to support you.”

– Misty Copeland

FRIEND, noun: One who is attached to another by affection; one who entertains for another sentiments of esteem, respect and affection, which lead him to desire his company, and to seek to promote his happiness and prosperity; opposed to foe or enemy.

– Webster’s Dictionary

I do not know the history of why our volunteers are collectively referred to as the ‘Friends of Chandler Center for the Arts.’ Perhaps our longtime “seasoned” volunteers could educate me! I am certain much thought went into the naming of our volunteer team.

When I think of my personal circles of friends, I recognize there are highs and lows, fun times and difficult ones, moments when they encourage and support me, and occasions when I do the same for them. Through all our different life events we are there together, always learning from one another.

Whether you are a new Friend or a seasoned Friend, I would like you to consider: *What kind of Friend am I? How might I be a better one?*

If you are a new Friend, you could take time to read through the Usher Handbook so you are better prepared to help during events. You can ask questions of seasoned volunteers or staff, to learn from their experience and knowledge. If you are a seasoned Friend, you can offer assistance to new volunteers in an encouraging and helpful manner, recognizing you were once a new volunteer. You can attend a refresher training at least once each year to keep up with procedural changes you may not otherwise be aware of, and you could read through the Usher Handbook to be sure you are sharing accurate information with new volunteers.

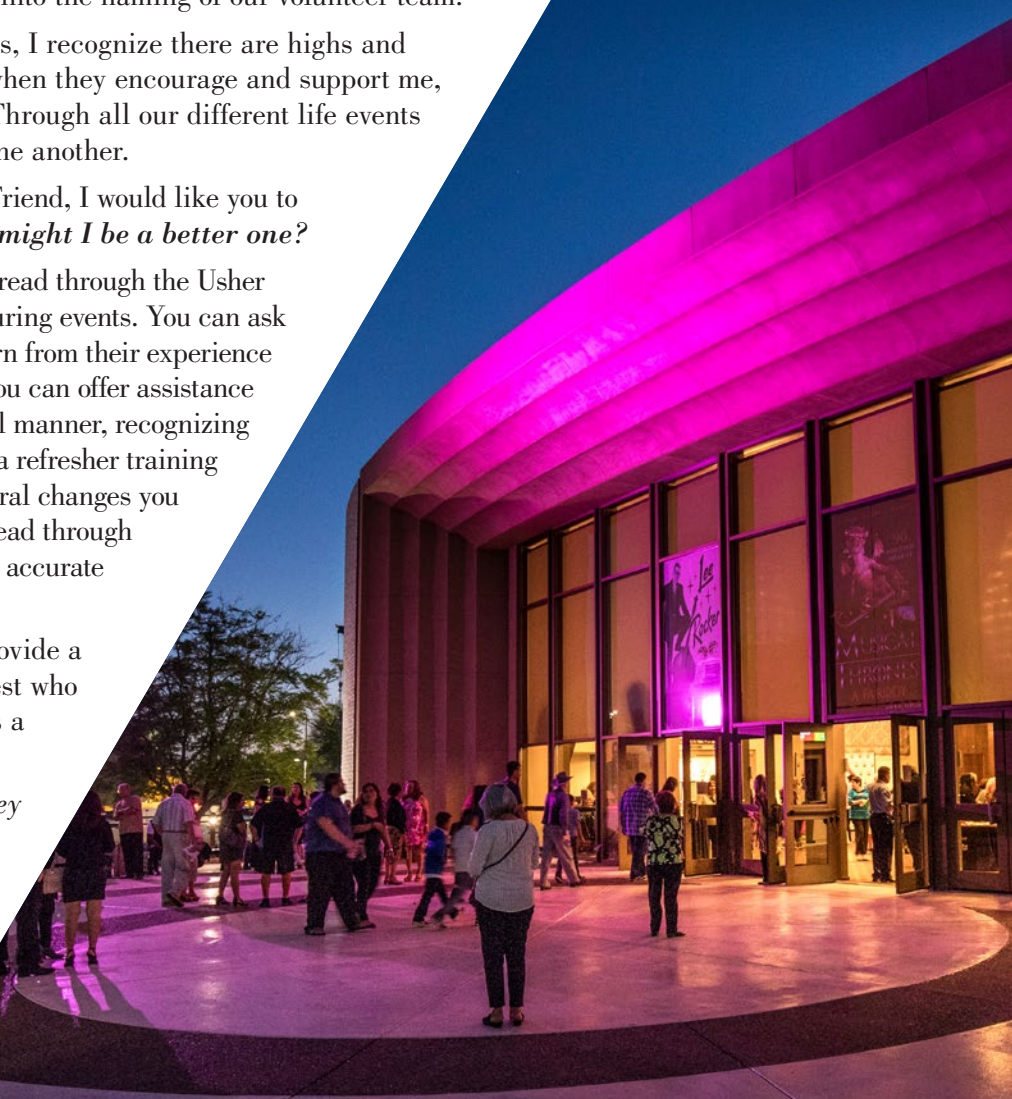
Our purpose as Friends of the Center is to provide a safe and welcoming environment to every guest who walks through our doors. Working together as a team of Friends will help us achieve this.

“The great thing about new friends is that they bring new energy to your soul.”

- Shanna Rodriguez

So wear your smile, offer a hand and make some new Friends!

Sharon LaRue
House Manager



FRIENDS' SUGGESTIONS: UPDATE

Thank you for the suggestions you have contributed to the Steering Committee. We hear you! We will continue to update this section each quarter as we receive new comments. Here are the new suggestions or questions we have received and a status update for each one:

- ***At briefing, announce what the last song will be before intermission so volunteers have time to return to their assigned station.*** We do not always have a set list or have this information available, but do share it with you when we are able. As a reminder, there should always be at least one volunteer monitoring each area at any time. For sold-out events, this would be the evacuation ushers.
- ***Place the Portal F evacuation seat far enough away from the stage stairs to allow the evacuation usher to sit level.*** FOH staff will check this prior to events, when arranging the seats down front.
- ***Remind evacuation ushers in the Bogle they need to monitor both the upper and lower sections on their side of the house.*** When possible, the House Manager will assign two evacuation ushers for both halves of the event - one to cover the upper section and one to cover the lower section. This is not always possible when we do not have enough volunteers who have had evacuation training.
- ***For recruiting student volunteers, consider advertising in ASU's State Press.*** Management and FOH staff are currently working on a plan for how and where to recruit new volunteers, including students.
- ***Use a timer at the front desk to time intermission so the staff is reminded to ring the bell so patrons know it is time to go back in the house.*** We already do this at every event. However, often staff need to handle patron concerns, questions, or even emergencies during this time so are not always able to get to the chimes.
- ***Consider adding cup holders to house seating for patrons.*** We will share this with Management so they can consider this option for future renovations.
- ***When staff leaves the FOH desk, who is watching it? There are concerns because volunteers leave their purses in the FOH area.*** At least one FOH staff member is assigned to the desk and lobby for any event. On the occasion the FOH staff member has to attend to other matters they will ask another CCA staff member or the front door volunteer to monitor the desk until they return.
- ***Following intermission, allow volunteers on the second evacuation assignment an extra 10 minutes to get to their post so they can visit concessions for a drink/snack.*** HM often suggests to the evacuation ushers that they coordinate with their evacuation partner the timing of their shifts. Perhaps one usher can get the drink/snacks for both of you. You may take your beverage in the house, but we do ask that you eat your snack in the lobby and not while you are on duty.

- **Remind FOH staff to dress appropriately (i.e. no jeans or tennis shoes).** Staff are required to abide by the city employees' dress code, which is different than the volunteer dress code. The Patron Services Coordinator will remind FOH staff of the dress when they are not in compliance.
- **When volunteers arrive early, be grateful they are volunteering.** We are very grateful for all our volunteers and we try to let everyone know how much we appreciate them being here! However, there are times when FOH staff may be busy with duties in preparation for a show and may not be able to provide an acknowledgment when ushers arrive more than 15 minutes early. Some of these duties include updating the usher map & briefing sheet with any changes or last-minute usher cancellations, preparing the lobby & house, posting signage and other tasks. The Usher Handbook states on page 5 in the Volunteer Policies: "Please arrive not more than 15 minutes before the Briefing time." If FOH are busy and you arrive early, please know we are working diligently to provide a good experience for our patrons and our volunteers.
- **Some seasoned volunteers feel alienated and unhappy with the CCA staff's treatment of them.** Staff would like to respond to this comment appropriately, so we request that specific details and examples be provided.

Please keep sharing your ideas. The yellow suggestion forms are available at the Front of House desk - **JUST ASK!**



REMEMBERING OUR FRIENDS

In the past six months, we lost two former volunteers who were longtime Friends of Chandler Center. If you were fortunate to work with either of them, you will probably want to share your memories with one another. We think of them fondly and are thankful for their faithful support of the Center.

Michaele Camp passed in November 2019. She was a volunteer from November 2010 to February 2017, and gave 726 lifetime hours to CCA.

Mariann Shields passed in January 2020. She was a volunteer from November 2006 to December 2016, and gave 885 lifetime hours to CCA. Mariann and her husband Craig are members of our Legacy Society giving circle.

FRIENDS' FOCUS

Thank you



Beverly Bolton

Beverly was born and raised in Massachusetts then moved with her family to Florida, where she finished high school. When her dad retired

early, they moved to Arizona. She loves Arizona! Beverly continued her education in Arizona graduating from ASU with a Bachelor's Degree in Sociology. She spent her career working in a large commercial bank, which she continues to do today. She loves her work and its challenges, and strives to be at the top of her game.

Her hobbies include many things aviation related. She maintained a private pilot license for many years, including an instrument rating and she was certified to fly "tail-draggers." She is a member of a historical aviation society called OX5 and loves antique airplanes. She also collects antique dolls and loves to travel.

As a child, she played the violin and credits this for the development of her love of musical theater. She has volunteered at Chandler Center for the Arts for more than 10 years, enjoying the atmosphere, chatting with patrons and fellow volunteers, and, of course, the variety of performances. In general, Beverly loves the energy surrounding the theater.

She wishes for all, including herself, a long happy, healthy life. Her motto: live without limits.



Linda Batte

Linda was born in Lynn, Massachusetts. She later lived in Cincinnati, Ohio, and then moved to the Phoenix area some 55 years ago. No grandchildren for Linda, but she loves

both her two grand-cats and grand-dog that currently live with her.

Her diverse working career included retail, banking, executive assistant positions in the medical field, church administration and working in various positions in the school system - including driving a 40-foot school bus! Her most rewarding job was the several years she worked in home health care where she was awarded National Home Health Aide of the Year in 2009.

Linda bought a home in Chandler 10 years ago and has been painting and decorating it since, claiming it is almost the way she likes it. She is a scrapbook enthusiast, and also enjoys sewing and crafts. Currently she is solving her computer illiteracy by taking computer classes. She enjoys friendships and getting together for movies, meals and fun. She has traveled to Hawaii and to Europe, visiting five countries in six weeks. Someday, she is looking forward to road trips in the U.S. to enjoy the country we live in.

Serving meals to the less fortunate and helping at the food bank are continual reminders to her of how blessed she is. Linda also volunteers at the Chandler Regional Medical Center. She has been a volunteer at Chandler Center for the Arts since 2017, and currently has almost 300 volunteer hours. She has a love for live performances and enjoys the camaraderie with the other volunteers.

Since being retired it has been so gratifying to her that she can help out where needed. It really makes a difference! She encourages us all to volunteer at something, sometime, if able.



Mary Kay Stainback

One of our newest and most outgoing volunteers, Mary Kay has a smile and friendly personality that immediately draws you to her. Mary Kay is a small-town Wisconsin girl with six siblings – three brothers and three sisters. All the sisters have Mary as part of their name – Mary Lee, Marynell and Mary Jo! Her brothers' first and middle names are all names of Catholic saints. Her

parents were Italian Catholics and as she explains: "It was just a family thing!"

When she was 26, Mary Kay moved to Boston. After spending two years in the big city, she realized she had traded the friendliness of the Midwest for a harsh New England atmosphere. She then moved to Georgia (listen for her Southern drawl) where her sister Marynell lived. She lived in Georgia for 26 years and loved it, especially since that's where she met her husband. They were staunch Georgia Bulldog football fans, attending the home games as well as traveling to all SEC Conference and Bowl games. She has four grandkids and two stepsons who still live in Georgia. The death of her husband in 2006, along with the death of her sister's husband in 2015, were the catalysts for her move to Chandler in 2016. She and her sister Mary Lee lived just down the street from each other in Sun Lakes, until circumstances changed recently. Now Mary Lee lives in a very nice casita in Mary Kay's yard.

Over her lifetime, Mary Kay has worked for a variety of companies including a toy company in Wisconsin and Boston, and a coffee company and elevator company in Georgia. Her data management position at the elevator company's Atlanta corporate offices made it possible for her to transfer to Arizona where she now partners with a local branch located near the Phoenix airport.

Mary Kay's first exposure to the Chandler Center for the Arts was in May 2019 when a co-worker gave her a ticket to attend his daughter's dance recital. She still remembers where her seat at the recital was located...CL Row D. She also recalls it was our out-going Molly Solares who showed her to that seat. Impressed by the beautiful facility, Mary Kay decided to look into volunteering at the Center and we are so glad she did! She thoroughly enjoys interacting with the patrons and other volunteers. She is very happy to be here. Once she retires, she looks forward to being able to volunteer more often.

When not working or volunteering, Mary Kay loves making handmade greeting cards and enjoys reading mystery/crime novels. A future goal is to travel to Italy and now Greece - a plan that originally came about because she thought her family was Italian. After a group DNA test with her siblings, they discovered they are also of Greek heritage.

Mary Kay's motto is something her father use to say: "A body in motion stays in motion." Being active at the Center is certainly a good way to follow that advice.

*We could not
do this
without
you!*

STAFF SPOTLIGHT



Cynde Cerf

You, no doubt, have seen Cynde at events, working the marketing table and greeting patrons with a smile. She has been heading up the marketing and communications team at Chandler Center for the Arts since March 2018. Before her time with the CCA, she worked in marketing and communications for the Community Services Department. While providing her assistance part-time on grant-related work for the CCA, her skills were deemed more necessary to the success of the Center and she was moved over full-time.

Cynde was born in New Jersey and moved to California at age seven when her father was transferred there by the U.S. Air Force. She began her undergraduate studies in architecture at Cal Poly Pomona, then changed her major to journalism & political science. After graduating, she followed her boyfriend to Arizona. Initially with her eye on law school, she once again changed her education goals, attending ASU and obtaining her Master's degree in Mass Communications with an emphasis on Public Relations.

Cynde's career path has been quite interesting! She worked at St. Mary's Food Bank as their Director of Community Relations. While there, she worked closely with John Van Hengel, the founder of the food bank movement. After he passed away, she worked with other food banking professionals to set up an international food bank organization, based in Chicago. After eight years at the food bank, she then became the Director of Communications & Marketing at Planned Parenthood Arizona. During her eight years there, she was able to do a lot of work to maintain women's health access. After having her son, she decided to look for a workplace closer to home so she could swap the long commute into Downtown Phoenix with more time with him.

When Royce was three years old, she started working with the City of Chandler as their Information Specialist in Cultural Affairs. When she first started with the City, her office was located in the library, which was a dream for the bibliophile. Some of her favorite projects since being at the City (outside of rebranding the CCA!): organizing TedX events and working with volunteers at the library, trivia night at The Ostrich bar and an extensive marketing plan for the opening of the new museum, and doing research and writing a large grant to help redevelop some of the City's parks.

Cynde loves to volunteer. She has given her time to Free Arts of Arizona, Phoenix Conservatory of Music and Academy Drum and Bugle Corps. She is currently on the board for Desert Star Family Planning Institute where they focus on providing training for OBGyn medical residents. Her other interests include attending spring training baseball games, museums, movies and live music concerts with Royce. She loves reading and painting, and thinks house repair projects are fun! At one time she participated in competitive artistic roller-skating and was the 1990 California state artistic roller-skating champion for her age group!

A personal goal is to travel more, specifically to visit each continent at least once! She has visited a number of countries in Europe, including Switzerland, where her father's family resides. She has also traveled to Australia, Tahiti and Thailand. Scotland, Japan and the Galapagos Islands are on her bucket list!

One of the things Cynde loves most about her job is that everyone works as a team. She appreciates that staff are friendly and passionate about their work. She enjoys working the marketing table at events, meeting volunteers and patrons, and seeing the results of the hard-working marketing and communications team. One of the biggest challenges in her job is staying ahead of the competition at venues. Cynde's team continues to work on bringing more of the community to CCA, sharing what makes us distinct.

Cynde loves our volunteers! She understands how important volunteers are and how they are an essential part of giving patrons a great experience. Stop by and introduce yourself the next time you see her at an event; she would love to meet you!



**CHANDLER
CENTER
FOR THE ARTS**

ChandlerCenter.org | 480.782.2680



Happy Birthday!

APRIL

Janet McNaught **4/3**
Ruth Lim **4/6**
Keith Frankel **4/7**
Vania Hu **4/7**
Mark Mayer **4/16**
Crystal Reyna **4/16**
Dominic Romero **4/17**
Daniel Murphy **4/19**
Dale DeLaurier **4/23**
Linda Batte **4/27**

MAY

Meredith Meling **5/1**
Vee Flemmer **5/1**
Cynthia Cordes **5/2**
Ellen Peck **5/3**
Ruth Andersen **5/3**
Mary Lou Kearns **5/5**
Denise Ingel **5/9**
Rose Unruh **5/10**

(MAY, CONT'D)

Robin Fitch **5/19**
Sylvia Winborn **5/20**
Dian Sand **5/24**
Linda Ems **5/27**
Mary Kay Stainback **5/28**
Cecilia White **5/28**

JUNE

Sandra Mason **6/7**
Nancy Phail **6/7**
Tish Herman **6/11**
Beverly Bolton **6/14**
Lauria Bascom **6/17**
Esther Spear **6/19**
Kim Nevarez **6/20**
Shino Kawamura **6/22**
Judy McMullen **6/26**

IMPORTANT FRIENDS' DATES

Spring & Summer 2020

Quarterly Meeting & Potluck

Tuesday, March 10th · 5:00-7:00 p.m.

We will be voting on 2 new Steering Committee members at this meeting. Nominees are: Steve Selover and Kathleen Voves. You may also make nominations from the floor.

Tuesday, June 9th, 5:00-7:00pm

Orientation & Refresher Training

Saturday, May 16th, 9:00-11:30 a.m.

Please plan to attend this training if you have not attended a refresher training in the past 12 months.

Evacuation Training

Tuesday, June 16th, 4:00-6:00pm

Please plan to attend this training if you have not attended evacuation training in the past 12 months.

MOLLY'S MUSINGS

Usher Tips & Hints

HANDWASHING



Viruses, which cause respiratory infections like colds and 'flu', are spread by close contact (within about 6 feet) via droplets from coughs and sneezes. A 'cold' (runny nose) is contagious for up to 3 days; 'flu'(cough, fever, runny nose) for 5-7 days; COVID-19 (fever, cough, shortness of breath) for 2-14 days. Viruses can live on objects for up to 2 days.

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When scanning tickets, never lick your fingers to separate paper tickets. Ask the patron to operate their phone to view the electronic ticket - not you.

Wash your hands with soap and water for at least 20 seconds or use an alcohol-based (at least 60%) hand-sanitizer - often!

If you are not feeling well - look after yourself - stay home, stay warm, stay hydrated, and don't spread the bugs to others!