Happy Valentine’s Day to all!

I wanted to take a moment and share some of the information that was provided at our Update Meeting in January 2020. We were joined by two members of the Office of Community & Civic Life department with the City of Portland. Jenni Pullen and Sarah Berkemeier from the Community Safety program talked with us about being safe in the downtown area, and the best way to contact 911.

Safety is all about being aware of your environment when being out and about in an urban center. Be aware of what is going on around you in terms of where you are by watching and listening. If you feel uncertain about someone, go into an open business if you can. Cross the street to a well-lit area, scan your surroundings. The best way to be safe is to move yourself away from a perceived danger. Listen to that little voice that tells you that something isn’t quite right.

Avoid using noise cancelling headphones or ear buds if you're walking alone at night. Keep your head up and scan the area you're walking in. Know where your phone is and that it's charged up, and know that you can always call 911. Did you know you could text 911? You will need to be able to provide the basic information that you would give if you were talking to a 911 operator.

A non-emergency number for Portland is 503-823-3333 and is available 24 hours a day for non-emergency police assistance. Program this number into your phone in case you need to use it quickly. The same call takers who respond to 911 calls respond to the non-emergency calls and can help you in reporting suspicious activity, if your car was stolen or vandalized or if you see people behaving suspiciously.

If you are interested in additional safety training, we will be sponsoring a 2 ½ hour personal safety training later in the spring. More details to come in March.
FEbruary usher briefings

1. The runner position will assist in reviewing usher positions, report any problems to the House Manager, and clarify duties to the crew members in their station.
2. Please pay attention to your voucher expiration dates and use them. Don’t hoard them.
3. Save the Date! The Volunteer Recognition Event will be June 22nd. The theme is the Roaring ‘20s. VanPort Jazz will be performing in the Winningstad Theatre, with Dixie Villa as Mistress of Ceremonies.
4. Please let Lori or Megan know if you are missing any service pins.

What is the essence of life? To serve others and do good.

- Aristotle

Volunteer usher training on hold

We have made the decision to hold off on recruiting and training ushers this Spring/Summer. Our volunteer ranks have increased throughout the year, and retention of volunteers is holding steady as well. If we increase our numbers, we are in danger of not having enough shifts for everyone who would like to work.

The same holds true for our greeter positions. We will be having limited greeter training in the summer (however, those dates will be announced only 30 days prior to training as we need to find dates that both the Schnitzer and the Keller are available at the same time, and we have two house managers available to conduct the trainings). Greeter trainings will be limited to 12 participants per session.

We are fortunate that so many community members are eager to join the ranks at Portland’5. It is incumbent upon us to manage the growth of our program, making sure that all volunteers have an equitable chance to participate.

Thank you for your understanding.
A FEW WORDS ON CUSTOMER SERVICE

Let’s take a moment to focus on the importance of customer service within the role of a volunteer at P’5. Our mission is to make sure that our patrons experience the best in the performing arts, delivered in a friendly and safe environment.

It is important to remember that patrons are guests “in our house,” be it Hatfield Hall, the Keller or the Schnitzer. Just as we would welcome guests to our homes, we must be certain to approach our patrons with smiles, a friendly word of welcome and answers to their questions delivered in a courteous manner.

For many patrons, you will be the first “face” of Portland’5 and for some, it may be their first visit to our venues. It is critically important to make patrons feel our welcome as they come in the door, and as they leave after the performance, that they are given a fond farewell, with a wish that they return soon.

Please note as you are working in the theaters, your voices do carry. During load in, talking with your volunteer partner should be done only to convey information regarding the load in or the performance. Be aware of what is happening in your area of responsibility. Scan the audience for any issues or questions.

Know your assignment, where to stand and what to do. If you have questions, talk with your house manager after the performance briefing. Check your evacuation duties for your assigned position. Each shift is an opportunity to learn more about the theater, more about your duties and how each assignment works.

We will be holding REFRESHER USHER TRAININGS throughout the spring and summer of 2020. There will be multiple times offered (days, evening, weekends). New ushers (who started with me after November 2018) will be required to attend a refresher training. Experienced volunteers are welcome to attend as desired. More information on these trainings will be announced in the March newsletter.

Thank you for your care and service to our patrons. You are the reason our visitor numbers continue to climb and why P’5 is setting the bar for the performing arts in the Northwest! Let’s keep it up!
STAR PERFORMERS

To: Donna Grobey and Dora Therien
From: Rosemary Hutchinson
During Dragons Love Tacos, there were two volunteers who had been assigned to positions they were not able to work and Donna and Dora stepped right up to switch their positions to accommodate these volunteers. Great job, ladies!

To: Jean Coberly
From: Rosemary Hutchinson
At the same performance I worked with Jean on the 1st balcony and she was not only very friendly but also the best partner ever! When I was dealing with patrons who had been seated on the wrong balcony, she immediately stepped down to fill my duties as well as her own. This occurred throughout the shift each time my spot was left empty as I helped patrons. Jean is definitely a STAR PERFORMER!

To: Bill Denardo
From: Terry Lou Glafka
During February’s Noontime Showcase, I was particularly impressed with how well he worked with the special needs patrons. He was engaging and attentive to their needs.

FEBRUARY BIRTHDAYS

1 LAURA HARLEY, STACEY HEATH, MICHAEL MARCHAND, CAMILLE STARK
3 DONNA BAUER, ANNA JOHNSON 4 KAT TROUT 6 BARB MCCARTHY
9 JOHN RODRIGUEZ 11 GISELA DAVISSON, SCOTT STEPHENS 12 STEVEN BARRY, SUSAN CHARNLEY
15 JOAN GROSS 16 SHARON FANTZ 17 RACHEL GREENOUGH 18 PAT WEATHERS
19 STEVEN BYRD, KATHLEEN MCAULIFFE 20 PEGGY KERL 21 GRACIE CAMPBELL, DANA SPEER, NANCY TRAUB 22 PENEOPE SIODA 24 BRUCE BARG, JILL BROWN 25 CHRIS BADALIAN 26 BILL DENARDO, NICOLE SAGE, AMALIA SLETMOE, PATT TROBAUGH 27 RITA DALEY, KIM LAWS
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**NOTE:** ALL LISTED EVENTS ARE SUBJECT TO CHANGE WITHOUT NOTICE
March 2020 Synopsis

SCHNITZER

Oregon Symphony *Special: Harry Potter & the Goblet of Fire* February 28 – March 1, check calendar for times
For the first time ever, audiences can rediscover the magic of this film while the Oregon Symphony performs Patrick Doyle’s unforgettable score.

Oregon Symphony *Youth Concerts* March 4, check calendar for times
The Symphony orchestra gives students a memorable experience by combining the expansive emotional impact of classical music with historical and social concepts.

World Affairs Council *Nadia Murad* March 4, 7:00pm
Mussorgsky's depiction of a stroll through an art exhibit is a perennial symphonic favorite. Augustin Hadelich, *Musical America’s* 2018 Instrumentalist of the Year, brings his astonishing technical wizardry to Paganini’s dazzling virtuosic First Violin Concerto.

Literary Arts *Everybody Reads: Tommy Orange* March 5, 7:30pm
Orange’s shattering debut novel follows 12 characters from Native communities grappling with a complex and painful history.

Portland Youth Philharmonic *Portland Youth Philharmonic #3* March 7, 7:30pm
The youth perform selections from Brahms, Huanzhi, and Korngold.

Metropolitan Youth Symphony *MYS #3* March 8, 7:30pm
Regina Carter plays David Schiff’s 4 Sisters jazz violin concerto.

Oregon Symphony *Kids #3: Dance Party!* March 8, 2:00pm
From “Mambo” from West Side Story and Leroy Anderson’s Sandpaper Ballet, we’ve got a line up sure to get you on your feet and dancing in your seat.

Oregon Symphony *Classical #12: Berio’s Sinfonia by Rose Bond* March 14 – 16, check calendar for times
A musico-cultural portrait of New York life in the late 1960s, Sinfonia is a bubbling crucible of sounds, styles, ideas, texts, and moods.
Portland Youth Philharmonic **Student Performances** March 18, 9:45am & 11:30am (2 shows, 1 crew)
The youth perform for local students.

Oregon Symphony **Special: Nas – Illmatic – 25th Anniversary** March 19, 7:30pm
Hip hop icon Nas teams up with the Symphony to celebrate the 25th anniversary of his critically acclaimed debut album.

Oregon Symphony **Pops #5: Prohibition Party** March 21-22, check calendar for times.
Relive the 1920s in all its decadence! You’ll be taken through the dark cabarets and speakeasies of New York, Paris, Berlin, London, and Atlantic City.

**NEWMARK**

Metropolitan Youth Symphony **Community Concert** March 1, 7:30pm
Performances by all four groups: Interlude Orchestra, Sinfonietta Orchestra, Vivaldi Strings, and Concert Orchestra.

Portland'5 Presents **Nat Geo Live: Adventures Among Orangutans** March 2, check calendar for times
Since 1992 husband-and-wife team Cheryl Knott and Tim Laman have been using innovative techniques to gain a closer look at this intelligent, resourceful – and threatened – species.

White Bird **Rennie Harris Funkedified** March 5 – 7, check calendar for times
Hip hop choreographic genius Harris returns with a thrilling program that pays tribute to the funk music and street dance of the 1970s.

Portland Opera **Bajazet** March 20 – 28, check calendar for times
(A collaboration with Portland Baroque Orchestra) Honor, forgiveness, and duty shine brightly in this muscular tale of conflict, love, and conquerors.

OHSU Brain Institute **The Neuroscience of Pleasure** February 19, 7:00pm
Dr. Larry Sherman explores how your brain responds to music, love, and chocolate.
WINNINGSTAD

Oregon Children's Theatre *Journal of Ben Uchida* February 29 – March 22, check calendar for times
In 1942, 12 year old Ben Uchida and his family are forcibly removed from their home in San Francisco and relocated to Mirror Lake Internment Camp along with hundreds of thousands of other Japanese-American families. In this unfamiliar place, Ben’s emotional journey is even more upsetting than his physical one.

Oregon Children's Theatre *The Very Hungry Caterpillar* March 28 – May 17, check calendar for times.
Eric Carle's classic books Brown Bear, Brown Bear, Ten Little Rubber Ducks, The Very Lonely Firefly, and The Very Hungry Caterpillar are captured with the help of a menagerie of beautifully-crafted, larger-than-life puppets.

BRUSHISH

Northwest Academy *High School Musical Ensembles* March 9, check calendar for times

HATFIELD HALL

Portland'5 Centers for the Arts *Noontime Showcase: OBT2* March 9, 12:00pm
Oregon Ballet Theatre 2 (OBT2) is a group of 9 talented students from the School of Oregon Ballet Theatre, who are on the fast track toward becoming professional dancers.