

# Disney PROGRAMS GUIDEBOOK



For additional information, visit [Support.DisneyPrograms.com](https://Support.DisneyPrograms.com)



#DisneyPrograms



[DisneyProgramsBlog.com](https://DisneyProgramsBlog.com)

# WELCOME, new participants!

The Disney Programs leadership team welcomes you to *Walt Disney World*® Resort! Your program is a once-in-a-lifetime opportunity, but it takes your efforts and active participation to make the most of your experience.

Our commitment is to provide:

- A safe, supportive and inclusive environment
- Hands-on legendary guest service training to make you successful in your role
- Career-launching development opportunities and tools to build your own network

Your commitment is to:

- Honor, respect and be accountable for your daily responsibilities
- Be an active participant and take pride in your work every day
- Take ownership in your own personal and career development
- Make unforgettable moments with our Guests

With these commitments in mind, make sure you use each and every day as an opportunity to shine!

To help you get settled in your new home, we have created this Program Guidebook. Within these pages, you will find information and resources to help you be successful on your program.

Thank you for joining us, and we hope you have a wonderful and rewarding experience here at the most magical place on earth, *Walt Disney World* Resort!

The logo for Disney Programs features the word "Disney" in its signature script font, followed by the word "PROGRAMS" in a bold, blue, sans-serif font.

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\*All information in this booklet is subject to change.

# DISNEY PROGRAMS OFFICE

Now that you've made it through the arrival process, you probably have other questions about your program. The Disney Programs team is a resource for participants who require support regarding any aspect of their program.

Some of their services include:

- Help with questions, suggestions or concerns about your program
- Social Security card pick-up
- Payroll card questions and support
- Early release/departures
- Miscellaneous questions

**YOU CAN FIND OUR OFFICE AT FLAMINGO CROSSINGS VILLAGE EAST, LOCATED ON THE FIRST FLOOR OF APPRENTICE HALL**

**MAIN PHONE LINE: 407-794-1590**

## DISNEY PROGRAMS SUPPORT SITE

Have questions or concerns for a resource not listed here? Visit [Support.DisneyPrograms.com](https://support.disneyprograms.com) for FAQs on a number of different topics, helpful articles, and much more! You can also submit a ticket for your question or request.

## EMPLOYEE ASSISTANCE PROGRAM

The Employee Assistance Program (EAP) offers a confidential counseling service to assist Disney Cast Members with workplace issues as well as personal and family problems. Disney Programs office offers EAP appointments on site on select days of the week. To make a counseling appointment or for more information, call 407-647-1781.

Operating participants should contact their leader or HR manager in the work location for appropriate resources.

# COMMUNICATION RESOURCES

During your program experience there will be many activities, updates and enhancements to the program, Disney VoluntEAR activities, Cast Member exclusives and more. So, how do you stay in the loop?

The following resources are available to keep you informed:

- **DORMS** – Continue to log into DORMS and review the upcoming activities on the calendar. This is where you will be able to see future learning activities, social activities, trips and other offerings. You will be able to reserve your spot and make payments for any local trips.
- **SOCIAL MEDIA** – Follow us on Twitter, Instagram and YouTube for program updates, news and live coverage of activities! Don't forget to use #DisneyPrograms when posting so we can follow your adventures, too!
- **PROGRAMS NEWSLETTER** – Each week, you will receive an electronic newsletter with the latest news, activities information and Cast-exclusive offers. This information will be visible weekly for you to get a sneak peak of what's ahead via DORMS.
- **THE HUB** – The HUB is The Walt Disney Company intranet, a Cast Member's one-stop shop for real-time company news, Guest information, work resources, Cast Member-only offerings and more.

Additionally, the HUB is where you can view your paycheck and change your mailing and email address. Once you have access, it is critical you keep this information up-to-date to ensure timely delivery of important company documents.\*

In addition to these resources, you're always welcome to contact your local leader or the Disney Programs team.

\*Please note: only Disney Cast Members may access the HUB. For additional information regarding access, please see your leader.

# ATTENDANCE POLICY

The following are work and attendance standards for all Disney College Program, International College Program (Work/Travel and J-1 Academic Program Cast) and Culinary College Program Cast Members.

- All absences in which a Cast Member follows the appropriate call-in process should be notated as a call-in or call-sick.
- Call-ins and call-sicks should be completed at least 30 minutes prior to the start of a shift to allow for proper coverage to support our Guests and operation and should be for a legitimate reason or illness.
- Attendance and clocking discipline progression states three reprimands prior to termination. Termination should occur when the fourth reprimand is due.
- Policy and procedures discipline progression states two reprimands can be issued, and termination occurs when the third reprimand is due.
- Clocking, attendance and disciplinary reprimands are never combined.

## MY TIME REPORTING REFLECTS THE FOLLOWING STANDARDS

- Each absence will be notated as a separate point on the Cast Member's record card.
- Excessive attendance notations may be subject to discipline, not excluding termination outside of the attendance matrix.
- Please contact your manager if you are out sick for more than one consecutive day.
- Participants cannot exceed ten (10) consecutive workdays without working a shift (based on a five-day, 40-hour workweek), not to exceed 14 consecutive days. Participants with absences exceeding ten (10) work days will be separated as a break program/restricted rehire.
- It is participant's responsibility to ensure he or she does not exceed ten (10) consecutive workdays without working a shift.

**ABSENTEEISM STANDARD**

3 points in any 30 days = reprimand  
Call-in, call-sick, no-show, late\*

6 points in any 90 days = reprimand  
Call-in, call-sick, no-show, late\*

9 points in any 180 days = reprimand

12 points in any 365 days = reprimand

\*A tardiness of more than two (2) hours will count as one (1) point. A tardiness of two (2) hours or less will count as one-half (1/2) point.

**ABSENTEEISM DISCIPLINE**

3 consecutive no call / no show  
= termination

Discipline: 3 attendance reprimands prior to termination (termination on issuing of 4th attendance reprimand)

## THE FOLLOWING ATTENDANCE-RELATED VIOLATIONS ARE GROUNDS FOR TERMINATION

- Calling in or calling sick for a scheduled shift and visiting *Walt Disney World Resort* as a Guest or attending a company or Programs-sponsored event on the same day.
- Excessive tardiness or absenteeism, three days of unreported absence, or failure to return to work from a leave or vacation.

**CLOCK IN/ CLOCK OUT STANDARDS**

3 points in any 30 days = reprimand

6 points in any 90 days = reprimand

9 points in any 180 days = reprimand

12 points in any 365 days = reprimand

Failure to clock in OR failure to clock out = ½ point. Failures to clock in AND out for same shift = 1 point.

**CLOCKING DISCIPLINE**

Discipline: 3 clocking reprimands prior to termination (termination on issuing of 4th clocking reprimand)

**PERFORMANCE/JUDGEMENT DISCIPLINE PROGRESSION**

1st violation = reprimand #1

2nd violation = reprimand #2

3rd violation = termination  
(upon issuance of the 3rd reprimand)

# WORKFORCE MANAGEMENT

The Workforce Management team is here to support you behind the scenes and make sure your operations are running smoothly. Please utilize them to assist with your pay, schedule, record card and more!

## CAST MOBILE OR LABOR SERVICE CENTER

You can submit a request 24 hours a day through Cast Mobile or Labor Service Center (line of business specific) from work or home and track the status of each request.

### Use it for:

- Viewing your schedule
- Requesting time off
- Exchanging shifts with other Cast Members (Shift Trade)
- Adding additional availability
- Picking up additional shifts (Shift Pick-Up)
- Calling out or late for your shift

### Additional Details:

- Please submit your requests for time off at least three weeks prior to the date(s) you are requesting.
- You will be eligible to request unpaid time off using Cast Mobile; the number of eligible days is based on the length of your program.
- In most cases, you will receive a response to your request within minutes through Cast Mobile or within three (3) days of submittal through Labor Service Center.
- If you don't receive a response after three (3) days, you are welcome to contact the **Labor Service Center** at (407) 939-5226, option 1, and then option 2 for scheduling.
- Requests for next-day shift changes must be submitted prior to four (4) hours from shift start or noon the prior day (Line of Business specific).



## SHIFT PICK-UP MODULE

- The Shift Pick-Up module is a very important tool for our Cast and company. It helps us make sure that we have enough Cast Members working to provide our Guests exceptional service across *Walt Disney World* Resort property.
- It also provides Cast Members with an opportunity to earn extra money, experience working in different locations, and network with additional Disney leaders.
- The module is located on the Schedules and Time module on the HUB via the Cast Mobile tile.

Depending on your visa classification and/or requirements of your education component, Programs Cast Members may be ineligible or have limited eligibility for shifts posted on the Shift Pick-Up module. Please contact your leader or your scheduling team for more details.

If you have any questions about the Shift Pick Up-module, you can also call the **Labor Service Center** at 407-939-5226 and select option 1 and then 2 for scheduling.

## LABOR SERVICE CENTER(407) WDW-LABOR

Phone Number 407-939-5226 operates from 8 a.m.-4:30 p.m.

- **Time Team** (paycheck issues): Option 1
- **Scheduling** (schedule questions, time-off requests, availability updates): Option 2, select language, and then select option for your line of business
- **Labor Administration** (record card questions): Option 1

Here are some steps you can take to make sure that you are paid correctly and on time:

- View your schedule and authorized time daily on **the HUB >> Schedules and Time >> Cast Mobile**
- View your online pay stub each Monday after 9 a.m.
- Report any issues you see with your pay to your leader immediately
- Call the Time team with any additional pay questions or concerns

# IMMIGRATION COMPLIANCE

## YOUR RESPONSIBILITIES AS A NONIMMIGRANT VISA HOLDER

Please read this information carefully. It is your responsibility to maintain compliance with United States Immigration laws during your stay. Should you have any questions regarding your non-immigrant status or documents (passport, I-94, visa, DS-2019 or I-797) during your program, please contact the *Walt Disney World* Immigration Compliance Office via email, [WDW.IC@disney.com](mailto:WDW.IC@disney.com). When not in use, it is encouraged that you keep your travel documents (passport, I-94, DS-2019, I-797) stored in a locked storage compartment in your apartment.

### PASSPORT

- Your passport should be valid for the entire length of your stay in the United States. (Note: Citizens of certain countries are required to have passports valid for the entire length of the stay in the United States plus six months.)
- If your passport expires during your program or is lost or stolen, you must contact your country's embassy/consulate in the United States and follow their procedures to obtain a new passport. If lost or stolen, a police report may be necessary to obtain a replacement passport. It is recommended that you keep a scan or electronic copy of your travel documents (passport, visa, I-94, DS-2019, I-797) for your records.

### VISA

- You may only work for the company sponsoring your visa.
- Your visa controls how many times you may enter the United States before the printed expiration date. Depending on your country of citizenship and visa classification, your visa will be marked "M" (for multiple entries) or will specify the maximum number of entries permitted with a number.
- You will not be able to leave and re-enter the United States once your maximum number of entries has been reached or if your visa has expired. Visas are not always valid for the entirety of each program.

If your visa is not sponsored by Walt Disney Parks and Resorts, U.S., Inc., you should contact your sponsor for any visa-related questions. For J-1 visa holders, your sponsor's contact information is listed on your DS-2019.

## ELECTRONIC I-94 ADMISSION DOCUMENT

- You were electronically entered into the U.S. Customs and Border Protection records or you were issued a physical I-94 card when you entered the U.S. The I-94 Admission document is critical to your lawful presence in the U.S. It contains both an "admit until" date (Q-1 – will have a date listed and the "admit until" date for a J-1 should be listed as D/S) and your visa classification.
- Entry and departure dates are recorded electronically by U.S. Customs and Border Protection. You will be required to print out this information for your employment upon arrival by visiting the website: <https://i94.cbp.dhs.gov/i94/#/home> using the information listed on the biographical page in your passport.

“When you're  
**CURIOUS**,  
you find lots of  
*interesting*  
things to do.  
And one thing it  
takes to accomplish  
something is  
**COURAGE.**”

*Walt Disney*

## INTERNATIONAL TRAVEL

- Prior to booking international travel, you must request and be granted time off from your managers or scheduling.
- It is your responsibility to ensure that your travel documents are in order before international travel.  
Please make sure that:
  - Your passport is not expired.
  - Your visa is valid for your entire intended travel time. Please note your visa may expire prior to the end of your program.
  - Your visa lists "M" for multiple entries. Remember if you have a "1" listed in the entries field, you have already used this entry and you will not be able to re-enter the United States with this visa.
- If your visa is expired and/or you do not have any available entries left and you need to travel internationally during your program, you will need to make an appointment in advance at an United States Embassy/Consulate abroad to apply for a new visa.
- Be sure that you have proper documentation to enter the country you are planning to visit. Depending on your country of citizenship you may require a visitor visa. Please contact the embassy of the country you are planning to visit for more information.
- J-1 Cultural Exchange Visitors must have their DS-2019 signed authorizing international travel.
  - Walt Disney Parks and Resorts U.S., Inc. sponsored visa - Please set up an appointment with Immigration Compliance to have your DS-2019 signed for international travel. It is recommended that you set up an appointment at least 1–2 weeks prior to international travel by emailing [WDW.IC@Disney.com](mailto:WDW.IC@Disney.com).
  - Visas sponsored by external organizations or universities – You will need to contact your visa sponsor prior to traveling. Contact information is found on your DS-2019. You must allow time to get your DS-2019 to your sponsor and time to receive it back if they are not local.

## RETURNING FROM INTERNATIONAL TRAVEL

- Each time you enter the United States, you must check your electronic I-94 admission at <https://i94.cbp.dhs.gov/i94/#/home> or your I-94 card (if applicable) to ensure that it reflects your proper visa classification and the correct “admit until” date. If you feel that there is an error, you must contact the **Walt Disney World Immigration Compliance** department so your documents can be reviewed and determination can be made if a correction is needed. If everything is correct, no further action is needed.

## TRAVEL AFTER YOUR PROGRAM

- Q-1 Cultural Representatives - Upon satisfactory completion of your program, you must leave the United States on or before the “admit until” date on your I-94 card OR within 30 days beyond the program’s end date, whichever date comes first.
- J-1 Cultural Exchange Visitors - Upon successful completion of your program, you must leave the United States no later than 30 days after the validity end date listed on your DS-2019 document.

If you choose to end your program early or your employment is terminated, you must depart the United States within 24 - 48 hours. U.S. Citizenship and Immigration Services (USCIS), Department of State and U.S. Immigration and Customs Enforcement (ICE) will be notified that your employment has ended.

### **IT IS YOUR RESPONSIBILITY TO LEAVE THE UNITED STATES IN A TIMELY MANNER.**

It is extremely important that you depart the United States within the allotted travel period as overstaying your time may result in the following negative consequences:

- Negative impact on your visa status and future ability to travel to the United States.
- Possible jail time and deportation.
- Puts future Disney Programs at risk for citizens of your country.

# J-1 CULTURAL EXCHANGE VISITORS - MANDATORY MONTHLY REQUIREMENT

The U.S. Department of State requires J-1 Cultural Exchange Visitors to participate in two-way communication with their visa sponsor and to report a cultural activity that highlights United States culture each month. It is your responsibility to fulfill and document this monthly requirement no later than the last day of each month of your program. Failure to do so could result in discipline not excluding termination from your program and a no-rehire status which could prevent future employment with any Disney-owned company.

Cultural activities are reported through [DORMS.Disney.com](https://DORMS.Disney.com). Acceptable cultural activities are 2–3 sentences in length at minimum and describe in detail what you did, who you experienced it with, how it was unique, where it took place and what made it a cultural event for you. As defined by the U.S. Department of State, a diverse range of experiences, including meals or activities with U.S. citizens and Disney Programs sponsored activities, qualify as a cultural activity, and there are multiple ways in which you may fulfill your requirement each month.

Examples include:

- Disney Programs-sponsored activities (an updated list is available through the DORMS calendar)
- Museum or historic sites/landmark visits
- State or National Parks
- Sporting events, concerts, theater performances and movies
- Shopping excursions
- Meals with American citizens

***Theme Park experiences do not qualify. Cultural activities should take place outside of the work environment. One word entries and vague entries are not acceptable.***

While it is YOUR responsibility to enter a monthly cultural activity, email reminders will be sent on:

- 1st of the month reminder to all J-1 Cultural Exchange Visitors
- 15th of the month reminder to all J-1 Cultural Exchange Visitors
- 3rd week of the month email to only those who have not yet entered a cultural activity
- 3rd week of the month, an email is sent to the management teams of all who have not yet entered a cultural activity for the month

### START OF PROGRAM

- If your program begins prior to the 15th of the month, you must report a cultural activity beginning this month.
- If your program begins on or after the 15th of the month, cultural activity reporting begins for you the following month.

### END OF PROGRAM

- If your program ends prior to the 15th of the month, you are not required to enter a cultural activity.
- If your program ends on or after the 15th of the month, you are required to enter a cultural activity.
- If you have technical challenges reporting your cultural activity, visit [Support.DisneyPrograms.com](https://support.disneyprograms.com).

### KEY RESOURCES:

Please contact the *Walt Disney World* Immigration Compliance office at 407-828-2858 or via [WDW.IC@disney.com](mailto:WDW.IC@disney.com) if you have questions, concerns or emergencies. After hours, a duty manager is available for emergency calls at 407-470-9063.

Immigration Compliance – Team Disney  
1375 East Buena Vista Drive, 2N, 202  
Lake Buena Vista, Florida 32830

If you are a J-1 visa holder and are having difficulty resolving an issue, you may contact the U.S. Department of State Exchange Visitor Program toll-free help line at 1-866-283-9090 or by email at [jvisas@state.gov](mailto:jvisas@state.gov).

# LEARNING OVERVIEW

While on your program, you will have the opportunity to participate in a variety of offerings and experiences that are uniquely Disney.

## OFFERINGS:

- Exploring Disney offerings are designed to showcase how Disney does business in a variety of topics and areas. Guest speakers and field experiences may be included, based on topic.
- Career Connection offerings are created specifically to guide participants in their career path development. Offerings range from networking events to invitation-only events based on self-identified interests or majors, and individual career support by the Programs team.
- Personalized Career Support is a one-to-one conversation with a member of the Programs team to review your resume, discuss career goals, and offer mock interview opportunities.
- Independent Study Hall provides dedicated study time each week to complete assignments for your online courses and ensures you have scheduled time off from work. This study time may consist of up to two blocks of time per week.

## EXAM PROCTORING INFORMATION

Available for all Disney Programs participants, free proctoring services are available to those taking online courses during their program. Proctoring services are available by scheduled appointments only.

For details on how to schedule an appointment, please visit [Support.DisneyPrograms.com](http://Support.DisneyPrograms.com) for more information.

To learn more about all of these offerings, available dates and how to register, please visit <http://www.dorms.disney.com/learning>.



# RESOURCES

## DIVERSITY & INCLUSION

One of the things you will learn in your training courses and work experience is the importance The Walt Disney Company places on diversity and inclusion.

- Diversity is a pillar of our growth strategy.
- Our opinions, products and perspective must include a multitude of ideas, sensibilities, and experiences.
- We need to include and attract diverse people and reflect the hyper-diverse world we live in.
- One size does not fit all. Diversity means there is something for everyone. It is performing our work, producing our content and creating experiences with everyone in mind.

## BUSINESS EMPLOYEE RESOURCE GROUPS

**Business Employee Resources Groups (BERGs)**, which are open to all Cast Members, are key partners in our work to cultivate an inclusive culture at Disney Parks, Experiences and Products. BERGs are formed around a shared identity, interest or pursuits. These employee-led groups bring together Cast Members for insights, support, career development, community engagement, and are leveraged as collaborative partners that provide business insights.

For additional information about any of our Business Employee Resources Groups, visit [DTools HR >> Business Employee Resources Groups](#).

## ADVENTHEALTH CENTRA CARE (URGENT CARE)

Centra Care provides complimentary transportation. Call (407) 465-0846.

[centracare.adventhealth.com/urgent-care](http://centracare.adventhealth.com/urgent-care)



# WIRECARD® PAYROLL CARD



During your arrival process, you may hear about a payroll card. Your weekly pay will be directly deposited onto this payroll card.

## WHAT IS A PAYROLL CARD?

A payroll card is a Mastercard-branded, stored-value card issued to you to provide convenient low-cost access to your pay. This debit card may be used to shop anywhere Mastercard is accepted.

## HOW DO I GET PAID?

- Pay will be directly deposited to your payroll card by 10 a.m. EST every Thursday.
- Your final pay will be directly deposited onto your payroll card the Thursday after your program ends.

## HOW DO I KEEP TRACK OF MY MONEY?

- Website: <https://login.wirecard.com/>
- Phone numbers (also referenced on the back of all payroll cards): 1- 800-422-1992 (toll-free) for calls within the US.
- Free text alerts (to receive your balance).

## WHAT IF I LOSE MY CARD?

- Report your card lost/stolen by calling 1-800-422-1992
- The balance from your old card will be transferred to your new card immediately

## CAN I SET UP DIRECT DEPOSIT TO MY HOME BANK ACCOUNT?

- Yes, you can change your direct deposit to your bank account on the HUB >> DTools HR >> Direct Deposit/Pay Card.
- If you have questions regarding how to arrange your direct deposit, please contact Global HR Operations at 321-939-7000.



Are you ready to connect with thousands of other Disney Programs Alumni from across the globe? Within three (3) weeks of the conclusion of your program, we formally welcome you to join the Disney Alumni Association! By following the steps below, you are guaranteeing yourself a connection that will go far beyond your program experience. Here's all you need to do:

## **STEP #1** – Join our official alumni engagement platform

Go to [DisneyAlumni.com](https://DisneyAlumni.com) to register. You may also register by downloading our official Disney Alumni Association app. Here are the simple instructions:

Downloading on iOS:

- Open [DisneyAlumni.com](https://DisneyAlumni.com) in safari on your phone (do not log in yet)
- Select the sharing icon at the bottom of the screen
- Select "Add to the Home Screen" option. The app will now appear on your mobile device

Downloading on Android:

- Open [DisneyAlumni.com](https://DisneyAlumni.com) on your mobile browser
- Click "Sign-In" in the top right hand corner
- A pop-up screen will appear asking if you want to save to home screen
- Select "Add to the Home Screen" option. The app will now appear on your mobile device

## **STEP #2** – Be sure to follow us on social media

Stay connected even after your program ends. Follow us on:

- **Twitter** - @Disney\_Alumni
- **Instagram** - @DisneyAlumni

Don't forget to use #DisneyAlumni when you post about your program experience!

Thanks again for taking part in your program and creating memories that will last a lifetime. We are excited to have you join the Disney Alumni Association!

