

# RESORT REPORTER

Sunday, July 31, 2022

SPONSORED CONTENT

Disneyland.com

## WHAT'S INSIDE

Cool Disney Jobs  
Environment  
Community  
Spot The Differences  
Disney Cast Life  
Calendar



## FEATURE

# DISNEY ASPIRE WELCOMES CSUF AND FULLERTON COLLEGE



CAST MEMBER ALUMNI OF CALIFORNIA STATE UNIVERSITY, FULLERTON AND FULLERTON COLLEGE CELEBRATE THE ADDITIONS TO DISNEY ASPIRE WITH MICKEY MOUSE.

The Walt Disney Company is proud to announce that Disney Aspire, the company's education investment and career development program that offers 100% tuition paid upfront for hourly employees, has welcomed two new additions to its growing network of educational providers: California State University, Fullerton (CSUF) and Fullerton College.

There are more than 29,500 hourly employees eligible to participate in Disney Aspire in the state of California, thousands of whom are already enrolled. As a result of these new additions, it's anticipated that cast members will also be able to attend select courses in person as well as online.

"Returning to school as a working adult is no easy feat, and we've heard from our employees time and time again how important it is that, when they make that decision, they want it to be at a place they already know and love," said Chris Trout, vice president of Learning and De-

velopment at The Walt Disney Company. "I can't think of a better way to provide them that opportunity than through Cal State Fullerton and Fullerton College."

Combined, CSUF and Fullerton College will bring almost 70 new degree and program offerings to Disney Aspire.

CSUF is the largest campus within the California State University system and is a catalyst for social mobility as the No. 1 university in California in graduating women and students of color. "We're beyond proud to be a neighbor to Disneyland Resort, and even more excited to embark on this new adventure together," said Fram Virjee, president of CSUF. "This is just the first step in working together to help build a better tomorrow for Orange County and our community."

Suzi Brown, vice president of Communications at the Disneyland Resort and proud alumna of CSUF, shares how much being a Titan has meant to her. "I truly feel as if I wouldn't be where I am today if it wasn't for my time at CSUF. Being a Titan is just part of who I am — it

has made me a more confident professional, unafraid to take risks and seek out opportunities. I encourage any eligible employee or cast member in California to explore what these two incredible institutions may be able to offer you and your future."

Fullerton College is one of the oldest community colleges in the state of California, and one of the most successful in the nation. It is also the top feeder school of transfer students into CSUF. "For more than a century, we've been preparing our students for success," said Dr. Monte Perez, interim president of Fullerton College. "We can't wait to open up the door to even more of our neighbors and help them to make the most of their futures through this new collaboration with Disney."

Since Disney Aspire launched, the program has contributed to The Walt Disney Company's strong pipeline of internal talent. More than 13,000 employees are currently enrolled, more than half of whom identify as students of color.

This announcement follows the introduction of the program's first in-network HBCU (historically Black college or university), North Carolina Agricultural and Technical State University, and first culinary-dedicated institution, Johnson & Wales University, earlier this year.

In partnership with Guild, Disney Aspire removes barriers to education and contributes to the company's strong pipeline of talent by:

- Covering 100% of tuition upfront, as well as reimbursements for required books and fees
- Offering an enhanced program and degree catalog that aligns with predicted future of work trends
- Providing individual student success coaching from start to finish through Guild
- Enabling students to prepare for career mobility through the Disney Aspire Alumni Association and other extensive post-graduate support.

For more information, visit [Aspire.Disney.com](https://aspire.disney.com).

## COMMUNITY

# A Summer of VoluntEARing at the Disneyland Resort

Disneyland Resort Cast Members Donate 500 Backpacks of School Supplies to Boys & Girls Club

By Amanda Arreguin

This summer, Disney VoluntEARS — cast members from across the Disneyland Resort — have been working hard to spread the magic throughout the local community. To help students prepare for the upcoming school year, Disney VoluntEARS filled more than 500 backpacks, themed to favorite Disney characters, with school supplies such as notebooks, folders, pens and pencils to donate to the Boys & Girls Club of Greater Anaheim-Cypress.

"It is very special to see cast members have fun and engage in a meaningful way to make a positive impact in our community," said Eric Benitez, who helps manage the Disney VoluntEARS program at the Disneyland Resort.

The students at the Boys & Girls Club were then surprised when Disney VoluntEARS came to the Manzanita Clubhouse to deliver the backpacks.

"It's so nice for our families [to receive these donations]; it just takes a little bit of pressure off our families," said Erica Gary, chief operating officer of the Boys & Girls Club. "It's one less thing they have to purchase and worry about. They know their kids are set for a successful school year ... and it means so much to our members to have Disney come out and show special interest and care for them."

Disney VoluntEARS also recently visited the Orange County Food Bank, where they packed food boxes with canned goods and nonperishables. The return to the Orange County Food Bank was emotional for cast members, as it is a favorite among Disney VoluntEARS. The boxes packed by Disney VoluntEARS will feed over 1,680 Orange County community members.



DISNEY AMBASSADOR NATALY GUZMAN JOINS DISNEY VOLUNTEARS TO DISTRIBUTE BACKPACKS TO KIDS AT BOYS & GIRLS CLUB OF GREATER ANAHEIM-CYPRESS AHEAD OF THE START OF THE SCHOOL YEAR.

## COOL DISNEY JOBS

## CUSTODIAL CAST MEMBER HELPS KEEP AVENGERS CAMPUS LOOKING “SUPER”

## KAREN RIOS

Role: Custodial Lead at Avengers Campus in Disney California Adventure park  
Years with the company: 7  
Hometown: Montebello, CA

With a distinct and joyous laugh, Disney California Adventure Custodial Lead Karen Rios shares how she feels like a “super hero in disguise” when she performs her role each day. As part of the “Department of Damage Control” in Avengers Campus, Karen takes pride in making sure that everything is in top shape for the super heroes, super villains and the guests!

**Q: Tell us about your role here at the Disneyland Resort.**

A. I’ve been with the resort for just under seven years now as a lead and trainer. My department’s main goal is to ensure the guests not only a clean park, but a safe park. It adds to their experience of coming to what was Walt’s dream — and that, to me, is just magic.

**Q: What are some of your favorite aspects of your role?**



A. My favorite parts of my role are meeting new cast members and talking through their Disney journey and seeing them grow. Every day I get to come to work and just have fun, especially with our younger guests. Seeing the parks through their eyes is a great experience.

**Q: You mentioned you love training new hires. What are some key pieces of advice that you like to impart to them?**

A. I like to encourage them to be comfortable and confident within themselves because there are so many different situations and new experiences each day,

which is an adventure. Being able to deliver on Walt’s wish that his parks would always be kept clean is something that we take great pride in.

**Q: What do you love the most about working in Avengers Campus?**

A. In Avengers Campus, my team is a part of the “Department of Damage Control,” taking care of everything from Guardians of the Galaxy — Mission: BREAKOUT! to WEB SLINGERS: A Spider-Man Adventure and making sure that it all looks proper and tidy. I can be going about my daily routine and run into Captain Marvel or see Black Panther having a conversation with one of our local recruits. I experience magic every day as a cast member, and I somewhat consider myself a super hero in disguise!

**Q: What does making magic mean to you?**

A. Making magic means to me that I am a storyteller. I am a dreamer. I am an adventurer. I am a super hero. My crew and I get to have an adventure each and every day with the guests. It’s wonderful to be able to come to work and play! See more of Karen’s heroic leadership in action online in the Disney Cast Life section of the Disney Parks Blog.

## ENVIRONMENT

## Proactively Planting: Horticulture Team Shares Water Conservation Efforts

By Danielle Bautista

Disneyland Resort uses less water today than it did a decade ago despite significant growth and expansion, thanks in part to the horticulture team who mix boundless creativity with real-time data to conserve this precious resource. One of their many accomplishments include cutting water consumption in June by 13% compared to last year.

## STEM – Literally!

The Horticulture team has embraced new scientific, technological, engineering and mathematical tools to optimize watering of the plants that beautify the resort, provide cooling shade, and serve as “props” that transport guests into new lands. Craig Landis, Horticulture specialist, uses evapotranspiration rates and on-site weather system updates to inform how much water the plants need each day. “Our central control system, to me, really is the backbone of irrigation,” said Craig. Tracking this information keeps the plants looking healthy while using the smallest amount of water possible.

## Drip, Drip, Drip

Trees are also beginning to benefit from drip irrigation and moisture sensors as the Horticulture team implements a system to track their soil moisture. Drip irrigation is used across the Disneyland Resort with over 310,000 linear feet of tubing in planters, using up to 50% less water as compared to spray irrigation. With over 50 moisture sensors



MEMBERS OF THE HORTICULTURE TEAM GATHER IN FRONT OF STORYBOOK LAND CANAL BOATS, WHERE ARTIFICIAL TURF WAS RECENTLY INSTALLED TO BORDER THE ICONIC FLORAL LETTERS OF THE ATTRACTION’S NAME.

for trees around the resort, this helps the Horticulture team prevent under-watering and overwatering. These sensor systems help to not only conserve water, but they help take thorough care of the trees and support their long and healthy lives at the resort.

## California Native

Did you know that the lands throughout Disneyland Resort utilize California native plants? That goes for lands such

as *Star Wars*: Galaxy’s Edge, Frontierland and even Adventureland. The Horticulture team and Walt Disney Imagineering work together to choose drought-tolerant plants that thrive in California’s Mediterranean climate while blending perfectly into the theme of a land.

“We don’t have many plants native to the South here, but Rivers of America features a recreation of the Mississippi River,” said Cheryl Baumann, Horticulture manager. “Our team incorporates

plants that can tell the same visual story, appropriate for the Southern California landscape, while fitting into the creative vision of the attraction.”

Disneyland Resort will continue replacing many of the grassy lawns with artificial turf, planting water-savvy plants, shrubs and trees, and using the latest and greatest technologies to leave a positive environmental legacy for future generations through water conservation.



WATER-SAVVY PLANTS FILL A PLANTER NEAR THE ENTRANCE TO TOMORROWLAND. THE PLANTS, WHILE FITTING INTO THE THEME OF THE LAND, REPLACE GRASS THAT PREVIOUSLY REQUIRED MUCH MORE WATER.

### ALL ABOUT EVAPOTRANSPIRATION

A combination of two separate processes — evaporation and transpiration — evapotranspiration is the amount of water that is naturally lost, which can be impacted by humidity, soil type, root depth, climate, wind, square footage and other factors. Tracking this gives the Horticulture team a more accurate read as to how much water is lost in a daily period and how much water each plant may need to make up for the moisture loss. Evapotranspiration rates can change daily, meaning that on some days, certain areas will only need a few minutes of watering and on others, they may need a bit more.



DRIP IRRIGATION LINES MANY OF THE PLANTERS TO WATER SHRUBS AND BUSHES.

### HOW CAN YOU CONSERVE WATER AT HOME?

- Switch to water-savvy plants like succulents.
- Use plants and trees native to your region.
- Be sure to leave generous space between tree trunks and grass — improper watering patterns can cause trees to rot and even uproot in windy conditions.
- Instead of watering the whole plant, focus on the base at the soil to reduce evaporation loss.
- Invest in a proper irrigation system — replacing sprinkler heads can save gallons of water.
- Opt for warm season grass such as St. Augustine, Bermuda or buffalo.

# SEE IF YOU CAN SPOT THE FIVE DIFFERENCES IN THESE TWO PICTURES

## Celebrating with PRIDE

Teams across the Disneyland Resort — and The Walt Disney Company — celebrated Pride Month with special experiences, food and beverage offerings, wonderful floral displays, colorful wall murals and by joining in the fun at local community Pride parades.

Members of the PRIDE Business Employee Resource Group, Jesse Perez and Steve Valkenburg, snap a photo with Disney Ambassadors Mark Everett King Jr. and Nataly Guzman at the Orange County Pride Parade in Downtown Santa Ana.



**ANSWERS:**

- 1. One extra spectator on left-hand side.
- 2. More balloons.
- 3. Missing balloons on the corner of the parade car.
- 4. Missing spectator towards the back.
- 5. Nataly's shirt is pink instead of white.

## COMMUNITY

# AIME-ing For the Future

## Disneyland Resort Cast Members Mentor Anaheim Students

By Dani Decena

Disney mentors assembled with a special group of students this summer to aim toward a brighter future. Students throughout the Anaheim Union High School District had an opportunity to connect with a network of 20 organizations across Anaheim and Orange County through a program called AIME (Anaheim's Innovative Mentoring Experience). Through this collaborative effort, the students practiced professional skills within a real working environment and built lasting relationships with industry leaders.

As part of its ongoing workforce development initiative, Disneyland Resort has been a key supporter of the program since 2019, providing funding and mentorship, including a behind-the-scenes look at how business is conducted with a bit of Disney magic.

Ten students participated in a six-week program that culminated in a final project, in which they developed a hypothetical after-hours event at Disney California Adventure park.

Jimmy Che, rising senior from Savanna High School, was interested in exploring the inner workings of the Disneyland Resort. After seeing it firsthand, he was surprised to learn of its complexities. He was paired with Director of Workforce Management Arland Van Horn as his mentor. During their mentoring experience, Jimmy learned how critical proper staffing is to an operation and how

workforce management collaborates with other departments to address labor needs. Jimmy felt empowered from these new insights to pursue this type of work as a potential career.

"There's a lot of work behind the stage to make sure this large machine is oiled up and running," Jimmy said. "It's interesting learning about the functions of the department in the workplace."

As a mentor with a background in education, Arland enjoyed being able to support students like Jimmy in a meaningful and tangible way.

"I believe that being engaged with the community as a leader at the Disneyland Resort is so important," Arland said. "I still have mentors that I trust to help me grow and expand my way of thinking and leading within the organization. Whether you're mentoring someone else, or being mentored, it's so valuable for growth and development."

Sarah Li, rising senior from Oxford Academy, had a particular interest in computer science, but was open to learning something new. She was paired with Character Operations Manager Caroline Wilcox, who brought an energetic perspective that helped Sarah to understand different career opportunities.

Sarah reflected on her tremendous growth through the program as it has shown her the breadth of possibilities and to not feel pressured to choose a certain path.

"I've definitely grown a lot more confident in this program," she said.



DUTY MANAGER MARY COBB CHALLENGES JIMMY, SARAH, AND OTHER AIME STUDENTS TO LOOK AT DISNEYLAND PARK THROUGH A CAST MEMBER LENS.

"Normally I don't talk to as many adults that are in working positions other than my teachers, and it's been interesting to talk to these leaders to see where they started, and how they got to where they are now... It has been nice to hear that I don't have to figure it all out right now."

Caroline encouraged Sarah to focus on her strengths that will help her make those important decisions later on.

"What I see in Sarah is curiosity," Caroline said. "She's looking forward to learning what else is out there. With the group, she's not afraid to be one of the first people to raise her hand and that

confidence in her is great to see."

While the experience was mostly virtual, the students had the opportunity to shadow duty managers at the Disneyland Resort to see how the operation runs from a cast member perspective. For both Jimmy and Sarah, this was one of their favorite aspects of the program, as they applied what they learned to their final project.

"The future is pretty bright," Arland said. "If these students are representative of future leaders in business and the community, then we've got some pretty good ones coming."



AIME STUDENTS CELEBRATE THEIR GRADUATION FROM THE PROGRAM WITH THEIR DISNEY MENTORS (LEFT TO RIGHT): SARAH LI, CAROLINE WILCOX, JIMMY CHE AND ARLAND VAN HORN.



AIME STUDENT MENTEES POSE FOR A GROUP PHOTO IN FRONT OF "IT'S A SMALL WORLD" AFTER A SUCCESSFUL LEARNING EXPERIENCE INSIDE DISNEYLAND PARK.

**DISNEY CAST LIFE**

# Disneyland Resort Cast Members Celebrate 67 Years of Making Magic

By Megan Tate

The legacy of the Disneyland Resort is possible because of the amazing people who keep the magic alive — the more than 30,000 cast members across two theme parks, three hotels, the Downtown Disney District and beyond. To celebrate the 67th anniversary of this historic legacy, these cast members experienced a return of beloved events such as canoe and duck races, a spin on favorite attractions and special photo opportunities!

No matter where they were working, cast members could easily find ways to have fun during the week as summer-themed photo opportunities made a “splash” in backstage areas, encouraging everyone to “seas” their moment!

The anniversary week would not be complete without a super celebration fit for the heroes of the Disneyland Resort — our cast members! An after-hours party in Avengers Campus gave cast the opportunity to walk among heroes, save Spider-Man from a Spider-Bot takeover on WEB SLINGERS: A Spider-Man Adventure and rescue the Guardians of the Galaxy on Guardians of the Galaxy – Mission: BREAKOUT!

Welcoming the return of a beloved summer tradition, the annual Canoe Races, cast members put their paddles to the pond (or, in this case, river) as they raced around the Rivers of America. In this favorite cast activity, cast members build teams from all lines of business to practice, compete and eventually race to the finish to deter-

mine which team will be the Canoe Races champions. Friends and family of the racers lined up around the Rivers of America to cheer on their favorite teams.

The fun did not stop there! Morning festivities shifted from paddles to pirates and paranormal expeditions at Pirates of the Caribbean and Haunted Mansion.

On a usual day at Disneyland park, guests sail around the world at “it’s a small world,” but once a year, cast members flock to the water before the park opens to watch their decorated ducks race around the world in the annual Duck Races. The creativity was highlighted by awarding the best-decorated duck in numerous categories: “Favorite Attraction,” “Most Creative” and more!

After racing rubber ducks, cast members continued the fun into Fantasyland, visiting some of the most beloved Disneyland Resort opening day attractions.

It would not be a Disneyland Resort anniversary without the annual “WelcomeEARS” tradition. On the morning of July 17, as the gates of Disneyland park opened to celebrate 67 years of magic and memories, cast members lined Main Street, U.S.A. to wave with Mickey-gloved hands and welcome guests to the Happiest Place on Earth.

After 67 years, the Disneyland Resort continues to inspire guests and make dreams come true each and every day, and it is all thanks to the cast members who make the magic happen.



CAST MEMBERS TAKE TO FANTASYLAND FOR SOME FUN BEFORE THE PARKS OPEN FOR THE DAY.



DISNEY UNIVERSITY CAST MEMBERS SOAK UP THE SUMMER AND ENJOY A “SWIM” WITH THEIR NEW FRIENDS AT THIS FUN BACKSTAGE PHOTO OPPORTUNITY!



CAST MEMBERS RACE AROUND THE RIVERS OF AMERICA IN THE BELOVED TRADITION OF CAST MEMBER CANOE RACES.

SEPT 9, 10, 11 • 2022 • ANAHEIM CONVENTION CENTER

# D23 EXPO

THE ULTIMATE DISNEY FAN EVENT

PRESENTED BY VISA

## Disney 100

THE CELEBRATION STARTS HERE

Disney PIXAR MARVEL STAR WARS NATIONAL GEOGRAPHIC

D23Expo.com



**CALENDAR**

**Now–September 1  
LAST CHANCE!**

Experience “Main Street Electrical Parade” and “Disneyland Forever” fireworks spectacular now through Sept. 1, 2022 at Disneyland park.

**August 27**

**CHOC Adventure in the Park**  
Join Children’s Hospital of Orange County (CHOC) for a fundraising event inside Disney California Adventure park. For more info, visit [www.chocwalk.org](http://www.chocwalk.org).

**September 9–11**

**D23 Expo** at the Anaheim Convention Center.

**Now–September 15**

**California Resident Ticket Offer**  
California Residents: Enjoy a 3-day ticket for as low as \$83 per day now through Sept. 15, 2022.

**September 2–October 31  
Halloween Time at the Disneyland Resort**

Spellbinding thrills return for the Halloween season with themed attractions, entertainment and more.



At the  of the   
*magic.*  
 TOGETHER at  
 Disney

# Disneyland

## In-Person Specialty Job Fair

AUGUST 3 | 9 A.M. – 3 P.M.

CASTING CENTER - TEAM DISNEY ANAHEIM  
 700 WEST BALL ROAD, ANAHEIM, CA 92802

**Be part of the magic!** Whether providing pampering relaxation in the Spa or maintaining the magic in a Facilities Services role, you could be part of a team that brings one-of-a-kind experiences to life for guests of all ages. We are magic makers, dreamers and doers. And we are ready for **YOU** to join our team at The Happiest Place on Earth!

**Now hiring for full-time and part-time roles at our parks and hotels:**

- Pruner
- Electrician
- Outside Machinist
- Sound Mechanic
- Cosmetology
- Massage Therapist
- Spa Esthetician
- Nail Technician
- Hair Stylist



WEEKLY  
PAY



TUITION  
ASSISTANCE



CHILD CARE  
SUPPORT



HEALTHCARE  
COVERAGE

BENEFITS VARY BASED ON ROLE AND ARE SUBJECT TO CHANGE AT ANY TIME.



Apply in advance to reduce your wait!  
[Disneyland.jobs/jobfair](https://disneyland.jobs/jobfair)