

# RESORT REPORTER

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## WHAT'S INSIDE

Community  
Disney Cast Life  
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## FEATURE

# A BOUNDLESS FUTURE FOR DISNEYLAND RESORT



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CONCEPT ART FOR THE NEW "WONDROUS JOURNEYS" COMING TO DISNEYLAND PARK AS PART OF DISNEY 100 YEARS OF WONDER.

## All the New Attractions, Shows and Announcements from D23 Expo

Disney fans flocked to the Anaheim Convention Center earlier this month for the return of D23 Expo, a weekend full of huge announcements, panel events, fan meetups, cosplay contests, specialty merchandise and more. One of the many highlights from the weekend was Disney Parks, Experiences and Products Chairman Josh D'Amaro sharing a dazzling look into the future for Disney theme parks and beyond with an enthusiastic audience of fans.

### New Stories Coming to Disneyland Resort

Guests visiting Disney California Adventure park will head into the Multiverse alongside fan-favorite Super Heroes, as details on a **never-before-seen third attraction** with a brand-new

## TOP 10 ANNOUNCEMENTS FROM D23 EXPO

- Disneyland Resort will be the heart of Disney 100 Years of Wonder, bringing two new nighttime spectaculars — "World of Color – One" and "Wondrous Journeys"
- Never-before-seen third attraction coming to Avengers Campus
- The Incredible Hulk, appearing now for a limited time in Avengers Campus
- San Fransokyo from "Big Hero 6" coming to Disney California Adventure Park
- Mickey & Minnie's Runaway Railway coming to a reimagined Mickey's Toontown
- The Mandalorian and Grogu coming to *Star Wars: Galaxy's Edge*
- Pixar Place Hotel will welcome guests to a world of Pixar pals
- Porto's Bakery & Cafe coming to Downtown Disney District
- Return of "Magic Happens" parade
- runDisney races return

story was announced for Avengers Campus. Joining in battle with the Avengers means facing foes from anywhere and everywhen, including a new threat, King Thanos, a Multiverse variant designed specifically for Avengers Campus.

More than 35 different characters have already made appearances in Avengers Campus in Disney California Adventure park since it opened last year. Meeting and interacting with these larger-than-life characters is part of what makes Avengers Campus so epic. For a limited time, you may have the opportunity to have your own heroic encounter with **The Incredible Hulk**, who will appear in his Quantum Suit inside Avengers Campus.

Just around the corner from Avengers Campus, Pacific Wharf will be reimagined as **San Fransokyo** from the Oscar-

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CAPTAINS OF THE 2022 CONSTRUCTION TEAM, FROM LEFT TO RIGHT: VICTORIA SHINGLETON, KYLE LANDIS AND JOEZY PEREZ.

DESIGNED BY SCNG CUSTOM CONTENT

## COMMUNITY

### CANda Panda Make a Difference?

#### Disneyland Resort Cast Members Team Up to Fight Hunger

By Dani Decena

What do a giant red panda, baby food and an engineer have in common? They are some of the key players in the fight against hunger as part of Canstruction Orange County, benefiting Community Action Partnership Orange County (CAP OC)'s food bank program. Overnight, seemingly by magic, Mei, the red panda from Disney and Pixar's "Turning Red" appeared at South Coast Plaza in Costa Mesa, ready to greet shoppers with her signature surprise pose.

Thanks to a team of dedicated engineers, architects and Disney VolunTEARS who came together for one night to assemble the structure, dubbed "CANda Panda Make a Difference?", thousands of cans of baby food, olives, bags of rice and more were on display to raise awareness. The food items will be donated to the OC Food Bank at the end of September.

CAP OC started the annual event 15 years ago, bringing together local architectural and engineering firms in the fight to end hunger. Disneyland Resort has contributed a new design nearly every year and has even been awarded the "Best Original Design" and "Most Cans" awards. This year is especially meaningful for the architecture, facilities and engineering cast members as it is the

+ STORY CONTINUED ON P.3

## DISNEY CAST LIFE

## HOTELS OF THE DISNEYLAND RESORT CELEBRATE INTERNATIONAL HOUSEKEEPING AND ENVIRONMENTAL SERVICES WEEK

By Krystal Rhaburn

In honor of International Housekeeping and Environmental Services Week from Sept. 11–17, cast members from Disney's Grand Californian Hotel & Spa, Disney's Paradise Pier Hotel and Disneyland Hotel spiced things up with an annual salsa-making competition and enjoyed an end-of-summer celebration that included mariachis, a photo booth and buffet provided by Disney's Grand Californian Hotel & Spa's Chef Marcel and banquet team.

Housekeeping teams have hosted a salsa-making contest for more than 15 years, in which the top three edible entries from each hotel move on to the finals. General managers, culinary team leaders and guest experience managers served as judges, tasting and deliberating over the nine salsas, assessing prominent ingredients, texture, smell, heat and flavor, and voting for their top pick. Congratulations to Felipe Manzo who earned first place, Ines Vega who took home second and Maria Macias who placed third this year!

"This year was extra special since we didn't get to celebrate last year because of the pandemic," said Hugo Penate, executive housekeeper of Disney's Grand Californian Hotel & Spa. "We have new hires that just joined the team, and this week gave them great motivation after experiencing firsthand how this role is a good fit for them, showing how we care for our cast members. We're very proud of our team."

Housekeepers at the Hotels of the Disneyland Resort create magic through organizing and cleaning hotel rooms, hallways and common areas. They also create characters out of hotel towels and leave chocolates on pillows during evening turndown service. When staying at the Hotels of the Disneyland Resort, be sure to give a special thanks to our wonderful housekeepers for all that they do! And if you're looking to sprinkle a little pixie dust in a housekeeping role yourself, head over to [disneyland.jobs](https://disneyland.jobs) to explore available roles.



"I get a chance to work all over, which I enjoy very much because I have an overview of the work as a housekeeper," said Eva Ngo with Disney's Paradise Pier Hotel. "My favorite Disney hero is the Incredibles because of my team ... although we are few, we are incredible in the way we make things possible. As a team, everyone belongs."



FROM LEFT TO RIGHT: SALSA WINNERS INES, MARIA AND FELIPE WITH HUGO PENATE (BACK), EVENT HOST AND EXECUTIVE HOUSEKEEPER, DISNEY'S GRAND CALIFORNIAN HOTEL & SPA

## DISNEY CAST LIFE

## How This Disney Aspire Grad Psyched His Way into His Dream Career

By Krystal Rhaburn

Although educational pursuits do not always directly coincide with professional careers, it can be quite a dream come true when they do. Earlier this year, Donovan Marcotte transitioned from his role at the Disneyland Resort into a corporate role with The Walt Disney Company as a learning and development coordinator – a career development he attributes to his experiences and knowledge gained through the Disney Aspire program.

Marcotte joined the Disneyland Resort as a character performer in 2012 and advanced into various leadership roles. He obtained a bachelor's degree in industry and organizational psychology from UMass Global through Disney Aspire, which pays full tuition up front and reimburses fees for eligible hourly cast.

"I decided to enroll in Disney Aspire in 2018 and study psychology, as it was something that always really interested me," Marcotte said. "The program was all about applying psychological theories and concepts into the workplace in terms of how to increase productivity and how to understand and lead teams."

Marcotte's interest in psychology led him to pursue a dual master's degree in marriage & family therapy and professional clinical counseling, also through Disney Aspire. He is grateful to constantly witness the direct impact of his educational journey on his career.

"I was told that my psychology background made me stand out in the application process for my current role, as it was unique compared to other applicants with backgrounds in education or organizational leadership," said Marcotte.

As a learning and development

coordinator, Donovan aspires to use the skills he is gaining in school in his daily responsibilities in a truly impactful way. That motivation is fueled by his passion for mental health awareness, which he has been able to hone in on through his master's program.

"There's such a need right now for mental health services for everyone," said Marcotte. "My team does a lot of content creation for orientation and leadership training across the company, and I would love to see continued actions of not only acknowledging mental health and mental health education, but really leaning on that to drive the curriculum, how we train people and how we develop people to be leaders."

Some of the specific areas Marcotte is most passionate about include emotional intelligence, negative self-talk and related obstacles that people deal with at work. He looks forward to the opportunity to continue applying practical use of his studies throughout his career.

"Disney Aspire made it possible for me to continue an education that I truly did not think was ever going to be achievable," Marcotte shared. "I'm so excited to see where the program goes from here and its future impact on cast members."

Disney Aspire is the most comprehensive education investment program of its kind, offering 125+ programs at a network of educational institutions nationwide. As part of The Walt Disney Company's commitment to supporting its employees and cast members, Disney Aspire puts #DreamsWithinReach by removing key barriers to enrollment and inspiring career mobility. For more information about Disney Aspire, or to sign up, eligible Disney employees and cast members can visit [aspire.disney.com](https://aspire.disney.com).



DONOVAN MARCOTTE REACHED HIS CAREER DREAMS THANKS TO DISNEY ASPIRE, THE MOST COMPREHENSIVE EDUCATION INVESTMENT PROGRAM OF ITS KIND.

COMMUNITY

# Disneyland Resort and Avanza Share “Y” They Serve the Community Together

By Dani Decena

*Avanza*, meaning “to advance” or “move forward” in Spanish, is exactly what Anaheim Family YMCA and the Disneyland Resort are doing together in order to help high school students succeed in their future educational or professional goals. After receiving a grant from the Disneyland Resort in 2019, the YMCA developed the Avanza program to champion student success through resume building, networking and the enhanced job interview skills.

“When we first started, it was addressing a need of a missing component that kids were not getting in other programming: working on confidence, communication and building soft skills,” said Ann Trovada, YMCA operations director, who was one of the pioneers of the program. “Our goal was to have students start thinking about what the workforce is going to look like, and thinking about their futures.”

Approximately 5,000 students have successfully gone through the program since its inception, and some have even been hired or volunteered at the YMCA afterward with the skills that they acquired. From workshops facilitated by Disneyland Resort cast members, to virtual networking and one-on-one sessions during the pandemic, the Avanza program has made a tangible impact in students’ lives.



TRACY MARTINDALE AT THE ANAHEIM FAMILY YMCA GALA 2021

In 2019, Karissa Casas, who was then a junior at Anaheim High School, was looking for guidance on her college applications as she felt unsure about her abilities. She was also approached by her Associated Student Body advisor to be the Pep Rally commissioner, which involved frequent public speaking in front of the entire school.

Casas shares that through Avanza, she gained more confidence to face these challenges.

“The workshops helped us to present well and enunciate our words, [giving us] the confidence to talk in front of so many people. I remember telling the supervisor, ‘I don’t know if I’m ready,’ and he said, ‘No, you got this!’ He was

very encouraging and motivating.”

Casas also started her own online boutique business during the pandemic, thanks to business skills learned from the Avanza program. Now a sophomore at University of California, Santa Barbara studying sociology, Casas is grateful for Avanza preparing her to enter “the real world.”

Not only does the Anaheim Family YMCA offer career-readiness programs for students, but they are also known for a host of other family programming including camps, athletics and after-school programs. Tracy Martindale, communications events manager at the Disneyland Resort, has been involved with the Anaheim Family YMCA since childhood, taking on various roles including camp counselor and helping to

coordinate the the annual Alden Esping Putting Classic and gala. The dedication for this organization runs deep as Tracy shares a family legacy in which her dad, brother, late husband and daughter have all been active leaders. It is clear how passionate Tracy is about enhancing students’ lives.

“When I heard that the Disneyland Resort and the YMCA came together, I was excited to see my worlds connecting in a great way,” said Martindale, emphasizing a shared interest in serving the community.

Through summer camps, after-school initiatives and the Avanza program, the YMCA continues to make an impact in students’ lives with the Disneyland Resort alongside to support their incredible work.



KARISSA CASAS (LEFT) AND HER AVANZA PROGRAM ADVISOR JOSE CRUZ (RIGHT).

+ FEATURE STORY CONTINUED FROM P.1

winning Disney Animation film “Big Hero 6,” complete with a place to meet Baymax as well as new spots to eat and shop.

At Disneyland park, **Mickey & Minnie’s Runaway Railway** will invite guests into a cartoon world where toon rules apply, and Mickey’s Toontown will step into a new era of inclusive experiences for families of all ages when it opens in early 2023.

Over in *Star Wars: Galaxy’s Edge*, **The Mandalorian and Grogu** will make their first appearance on Batuu at Disneyland park starting in mid-November.

Across the way, progress continues on the reimagining of Disney’s Paradise Pier Hotel to **Pixar Place Hotel**, where guests will feel as though they’ve stepped into a Pixar art gallery featuring new interpretations of favorite Pixar pals. Over at the Downtown Disney District, more than a dozen new and reimagined locations will open, including a Southern Californian favorite, **Porto’s Bakery & Café**. For running fans, **runDisney races** will return to the resort in 2024.

## Tiana’s Bayou Adventure at Disneyland Resort

As previously announced, **Tiana’s Bayou Adventure** will come to Disneyland Resort in late 2024. Several members of the original film cast of Walt Disney Animation Studios’ “Princess and the Frog” will return to lend their voices to the attraction, including Anika Noni Rose as Tiana, Bruno Campos as Naveen, Michael-Leon Wooley as Louis and Jeni-

fer Lewis as Mama Odie.

## Disney 100 Years of Wonder

D’Amaro concluded the presentation with a first look at how Disney Parks, Experiences and Products will mark **Disney 100 Years of Wonder (Disney100)**, the biggest celebration in the history of the company. New décor, specialty food and beverages, character experiences and more will come to parks around the world, with the heart of the celebration rooted at Disneyland Resort.

Two new nighttime spectaculars — “**World of Color – One**” and “**Wondrous Journeys**” — will kick off in late January 2023 at Disneyland Resort.

“World of Color – One” at Disney California Adventure park will celebrate the storytelling legacy started by Walt Disney a century ago. A “World of Color” like you’ve never seen it before, it will have an all-new inspiring story told through some favorite characters. “Wondrous Journeys” at Disneyland park will ignite the wonder in everyone and feature nods to every Walt Disney Animation Studios film to date, taking viewers on a journey filled with artistry, music, storytelling and heart. Special

entertainment moments will also pop up across the resort, including the long-awaited return of the “**Magic Happens**” parade in spring 2023.

“The excitement was incredible; I had goosebumps on my arms and pride in my heart when we revealed what the near future holds at Disneyland Resort to some of our biggest fans at D23 Expo,” said Disneyland Resort President Ken Potrock. “Looking forward, we are already talking about the next new ideas and investments that will build upon this momentum to bring our guests even more of what they love.”



CONCEPT ART FOR THE NEW THIRD ATTRACTION COMING TO AVENGERS CAMPUS IN DISNEY CALIFORNIA ADVENTURE PARK.

+ COMMUNITY STORY CONTINUED FROM P.1

first time back since the pandemic with a brand-new design showcasing more cans and additional materials than ever before.

Getting Mei to stand took physics, innovation and a bit of pixie dust as the team spent months of preparation to get the structure just right. The design concept was selected in April and from there, the team moved from a digital

model to cutting Masonite to maintain structural stability and practicing build sessions to ensure it would hold.

During build night, each can, baby food container (banana, pumpkin and carrot to bring out the vibrant red and orange colors of Mei) and bag of rice was placed lovingly (and carefully) by hand, one-by-one, until the early hours of the morning when Mei finally appeared in her full glory.

Architect Victoria Shingleton became involved in Canstruction when she was an intern five years ago and has grown such a passion for it that she is now the co-captain of this year’s team.

“As architects and engineers, we get to contribute to the environment at the Disneyland Resort, but this is a really unique opportunity to interact with the community and contribute to meet a larger community need,” said Shingleton.

The cast members on this team have a unique opportunity to transfer their talents and abilities from their work environment to a passion project that “feeds” a great cause.

“It’s always neat when you can take your professional life into volunteer activities somehow,” said Kyle Landis, engineer at the Disneyland Resort and co-leader of the Canstruction team. I found a way to contribute in the logistics, the hardware, the transporting ... and seeing how that all ties into the creative aspect. “It’s really special to take friends and family to the mall and show them what we created. And watching folks walk by and recognize one of their favorite characters built 10 feet tall is incredible!”

A valuable team bonding experience, this year’s project was the first for some newer team members like Carly Schwulst, a mechanical engineering intern who has volunteered at local food banks since high school. “I feel like it’s helping us as interns get to know everyone in the company and within our team,” said Schwulst. “I have a very close connection with food banks, and it’s been a part of my life for a while, so just being here is an amazing opportunity. It means a lot for the community.”

No matter what role each person plays, the team has shown how fun it CAN be to make a difference.



AFTER A LONG NIGHT OF “CANSTRUCTING,” THE DISNEYLAND RESORT TEAM CELEBRATES MEI, WHICH WON THE “STRUCTURAL INGENUITY” AWARD THIS YEAR.

## DID YOU KNOW?

### FUN FACTS AND NEWS FROM AROUND THE RESORT

**1. CHOC Adventure in the Park, held this year at Disney California Adventure park, started as the CHOC Walk 30 years ago and has raised nearly \$40 million for Children's Health Orange County (CHOC) over the years.**

**2. D23 Expo is a favorite event for the biggest Disney fans, many of whom are cast members! Cast members visiting from around the world met up during the expo at the Anaheim Convention Center for a special #DisneyCastLife moment with the global Disney Ambassadors.**

**3. Disney's Paradise Pier Hotel will be reimagined into Pixar Place Hotel featuring favorite Pixar characters, art and a Southern California local favorite: Great Maple. This modern American eatery will have a flagship restaurant on the first floor and operate other food and beverage locations throughout Pixar Place Hotel, specializing in upscale comfort food with a twist.**

**4. Each year for Haunted Mansion Holiday, a team of carpenters, storytellers, pastry chefs, bakers and confectionary and technical wizards collaborate to construct the mansion's gingerbread house. The magnificent creation emanates the scent of tasty gingerbread throughout the Grand Hall, tempting Happy Haunts and mortals alike. This year's creation is a "cut above the rest" as mischievous gingerbread cookies of Lock, Shock and Barrel use a guillotine and long spears to slice up holiday cakes and treats for the ghosts and ghouls in the mansion.**

**5. An all-new retail store is now open in New Orleans Square at Disneyland park called Eudora's Chic Boutique Featuring Tiana's Gourmet Secrets. Tiana is collaborating with her talented dressmaker mother, Eudora, to open this fantastic little shop, with accessories to create and serve masterful Orleans-style cuisine and more. Tiana's Bayou Adventure will come to Disneyland park late 2024.**

**6. Plaza de la Familia returns to Paradise Gardens at Disney California Adventure park now through Nov. 2. This limited-time celebration, inspired by the spirit of Día de los Muertos, features live entertainment, festive foods, crafts and interactive experiences. Can't-miss activities include "A Musical Celebration of Coco," a lively street performance honoring Disney and Pixar's "Coco" and the everlasting bonds of family.**



DISNEY CAST LIFE

# Disneyland Resort Child Care Program Gives Peace of Mind to Cast Members

By Kristen Lewis

When Guest Relations Host Michael Sinatra and his wife had their second baby, they were prepared for child care expenses to skyrocket. So when Disneyland Resort rolled out its child care program in 2019, they signed up.

“When the program started, I was very grateful for it, because having two kids, as opposed to one, in day care was definitely a hefty expense,” Sinatra said. “I was really excited to have that support.”

The program is designed to meet the needs of working parents by offering Anaheim-based full-time and part-time Disneyland Resort cast members a choice of more than 70 select locations in the Learning Care Group family of brands. An exclusive, extended-hours pilot program began Sept. 6 at ChildTime

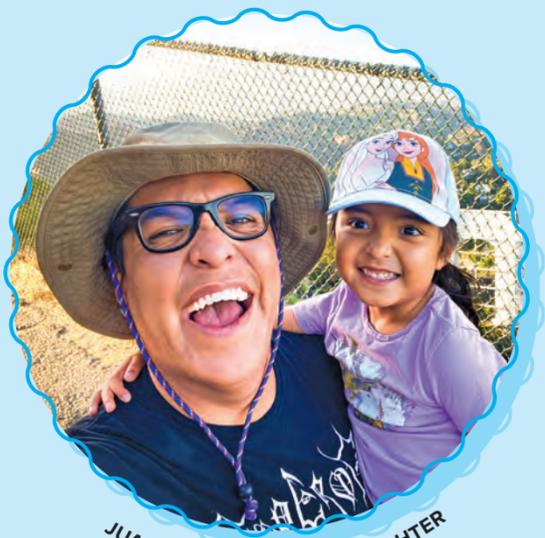
Anaheim, offering childcare on the weekends and during extended evening hours, just for the children of Disneyland Resort cast members. Cast may also apply to receive financial assistance; the program includes assistance to assess individual needs and identify other available child care resources as well.

“The fact that [The Walt Disney Company] does pay so much and really takes care of that financial aspect makes [me] feel very appreciated. ... It’s a peace of mind knowing that your kids are being taken care of and that [The Walt Disney Company] cares about them,” said Sinatra, who added that his children are thriving in the program. “There are all kinds of kids from all kinds of backgrounds, so I’m really happy that my kids can be in that kind of environment. They definitely enjoy it and they have developed socially.”



MICHAEL SINATRA AND HIS FAMILY

## Here’s what two other cast members who have children enrolled in the program have to say about it:



JUAN ALDAVA AND HIS DAUGHTER

**Juan Aldava, Operations associate coordinator**

**When did you get involved with the program?**

**Juan:** Last summer, in July. It was time for [my daughter] to go and explore something like a day care. I feel at ease knowing that [The Walt Disney Company] is looking out for things like this.

**How are you liking the program for your child?**

**Juan:** It’s the best choice we can make. The schools provide and follow a curriculum; so for that reason alone, it’s worth it.

**What are the benefits of the program for cast members?**

**Juan:** It’s so flexible and a huge convenience. There are so many centers, and they cater to different age groups. These teachers are incredible, invested and keep you informed of everything that your kid is doing.

**Brian Nicolai, Custodial**

**How are you liking the program?**

**Brian:** We love it. The schools that Disney partners with are accredited and take great care of my children.

**What has been the experience for your children?**

**Brian:** They love that they get to do tons of fun, interactive things. Recently, someone from the local zoo came and showed them animals. They talked about it all day long.

**What would you say to other cast members who are considering the program?**

**Brian:** Go for it! Apply, get information and don’t be afraid to reach out to the team. Everyone involved with the program is amazing, responsive and courteous.



BRIAN NICOLAI AND HIS FAMILY

DISNEY CAST LIFE

# Cast Members Get an Oogie Boogie Bash SnEEK PEEK

By Kristen Lewis

As the gates to Disney California Adventure park crEEKed closed for guests on a night earlier this month, cast members dressed in their villainous best took over in the bewitching hours for a creepy cast-exclusive preview of Oogie Boogie Bash - A Disney Halloween Party.

The devilishly delightful fun included interactive treat trails, the “Frightfully Fun Parade,” attractions and many other offerings guests will experience select nights through Oct. 31. (Tickets are sold out, but there is still more to enjoy during Halloween Time at the Disneyland Resort.)

Cast members were first to encounter the new villains who’ve descended into the treat trails, including Madam Mim from “The Sword in the Stone,” Ernesto de la Cruz from “Coco” and Mother Gothel from “Tangled.” They also enjoyed new photo opportunities with Bruno from “Encanto,” plus Minnie Mouse, Daisy Duck and Clarabelle Cow dressed as the Sanderson Sisters from “Hocus Pocus.”

Meanwhile, there were only treats and no tricks at the Oogie Boogie Bash Dessert Party, where over 100 cast members were surprised with a preview of this tasty offering. They enjoyed Halloween-themed desserts and drinks while watching the parade from the Sonoma Terrace.



CAST MEMBERS GET A SNEEK PEEK OF OOGIE BOOGIE BASH – A DISNEY HALLOWEEN PARTY EARLIER THIS MONTH.

“I feel very lucky and excited to experience this,” said reservation sales agent Cheryl Harding, who was experiencing Oogie Boogie Bash for the first time alongside her sister, Ticket Sales and Services Agent Karen Shenett. Both said attending cast-exclusive events together is special for them because they get to spend time together and experience

unique events.

“I really like that [the “Frightfully Fun Parade”] is unique and scary in its own way,” said retail stage manager Shelby Otwell. “[It has] unique characters that you don’t get to see all the time, like Dr. Facilier and all the villains at the end.”

The eerie presence of the Headless Horseman riding before the parade sent

screams of delight through the crowd. Cast members cheered on all their favorite floats, including the chilling gravediggers who scraped their shovels across the pavement in time to Haunted Mansion-inspired music.

Sufficiently spellbound by the end of the preview, cast members certainly had a scary good time!



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