

Disney
MENTAL
HEALTH

RESOURCE GUIDE

**For all Disney employees
and Cast Members**

Resources for you and your loved ones, and tips to help you support your fellow employees and Cast Members throughout the year.



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Introduction

Dear Colleague,

Throughout the month of May, across the globe, we engaged in activities, education, and conversation about the importance of caring for our mental health. Beyond the festivities, the message we hope you take away is this: **your mental health matters**. It is foundational for your total well-being and deserves the same level of care as your physical health throughout the year.

There is not a one-size-fits-all approach to mental health. It can be messy, beautiful, complicated, and all of those things at once. Wherever you are on your mental health journey, Disney wants to support your unique needs.

This Mental Health Resource Guide was designed to connect you and your loved ones with resources to help you maintain resilience, nurture your mental health on a daily basis, and navigate your benefits when more support is needed.

Please keep this guide handy and reference it to care for yourself, your loved ones, and your team members.

Warm regards,



Pascale Thomas
Vice President
Enterprise Benefits and Well-Being

Checking in with yourself

According to the World Health Organization, mental health is “an integral and essential component of health,” and is defined as the “state of well-being in which an individual realizes their abilities, can cope with the normal stresses of life, can work productively, and is able to make a contribution to their community.”

Recognizing the signs

Changes in mood, behavior, sleep, and appetite can all be signs that you or someone you care for is experiencing mental health challenges. Everyone’s experience is different, and not all signs may be present in every individual. However, if you notice these changes in yourself or others, more support may be needed.

Disney has many resources available to support your mental well-being:



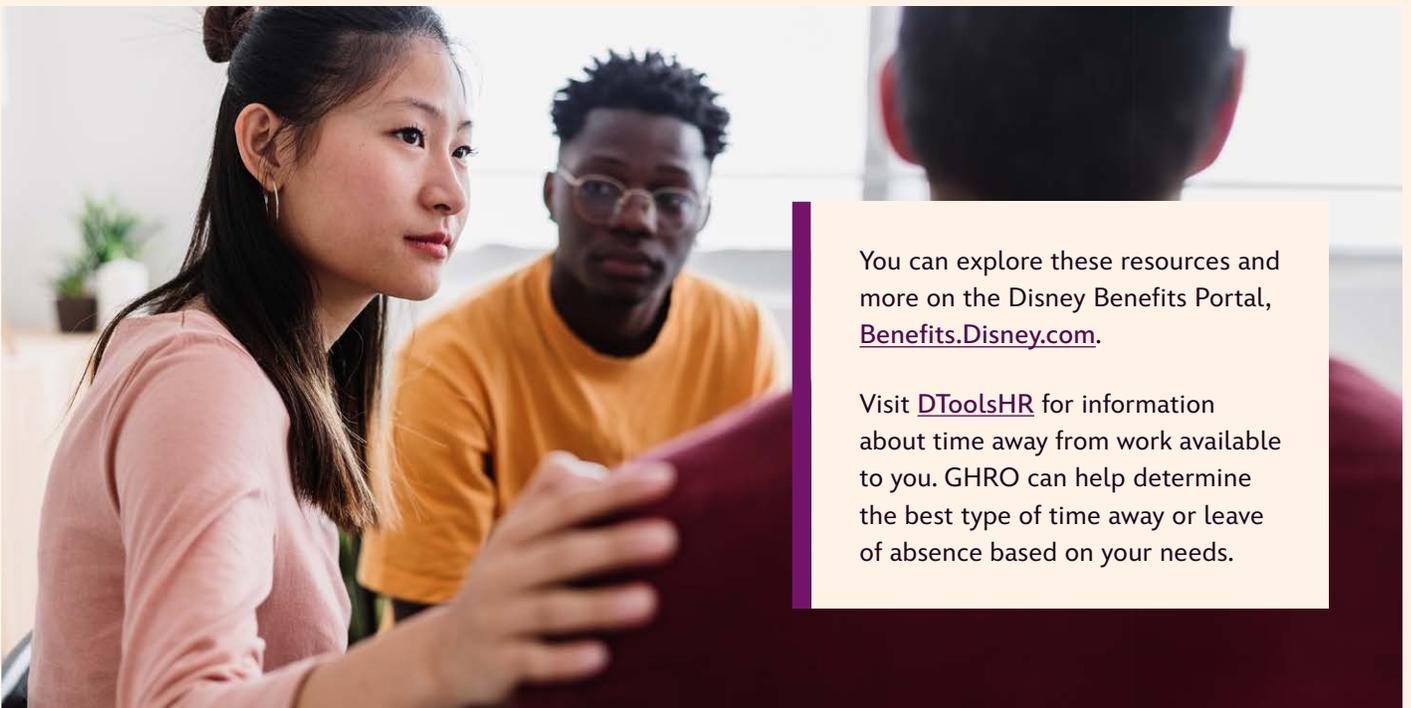
Mindfulness, sleep, and personal resiliency apps can guide you through self-care and stress management.



The Employee Assistance Program (EAP) offers confidential counseling sessions, even if you’re not enrolled in a Disney medical plan.



Behavioral health resources are available for those who are enrolled in a Disney medical plan. Appointments with therapists, psychiatrists, and other behavioral health resources are covered.



You can explore these resources and more on the Disney Benefits Portal, Benefits.Disney.com.

Visit [DToolsHR](#) for information about time away from work available to you. GHRO can help determine the best type of time away or leave of absence based on your needs.

Start by asking yourself, “how's it going?” By taking a moment to check in with yourself and with others, you can identify the need for mental health support. Remember, Disney has resources that can help. Below you will find examples of how to reach out to your manager or HR Business Partner when you need support to get started.

How to talk with a peer or your manager if you need support



Meet José

José recently experienced a death in the family and is struggling to cope. They often feel overwhelmed with grief and unable to focus on completing tasks at work. They think they need some help but they're not sure where to turn.

What José can do:

- José can reach out to their manager and/or HR to tell them about what they're going through.
- José doesn't have to feel obligated to share any details that they're not comfortable sharing.
- José's manager is there to support them and direct them to where resources can be accessed.

How to talk with HR if you need support



Meet Lily

Lily is experiencing a medical issue that is placing a lot of strain on her. She's feeling sad and is finding it hard to focus during the workday. She thinks she needs some time away from work to focus on her recovery.

What Lily can do:

- Lily can connect with an HR Business Partner or manager to explain the situation.
- An HR Business Partner or GHRO can explain the different types of leave available and help Lily decide what is best for her.

Tips

- ✔ Don't be afraid to ask for help. If you are going through a difficult time, you are not alone.
- ✔ Disney has resources to offer support for you and your family, including well-being and time off programs.

- ✔ Disney Benefits offers counseling for any issue, from accessing licensed mental health specialists to unplanned expenses and life changes. HR can guide you to whatever type of support you need.

Engaging in conversations

How to support each other: Talking is the first step

Being part of a team means showing up for each other, in good times and in hard times. Conversations about mental health can feel challenging — sometimes it’s difficult to know what to say or do. But remember, you don’t have to have all the answers. Below you will find suggestions for ways we can connect with and support each other.

How to ask a teammate, “Are you OK?”



Meet Sarah

You’ve noticed some changes in your teammate Sarah. They seem tired and frustrated at work and have stopped engaging with the team, avoiding all social activities.

How you can help:

- Invite Sarah to join you for coffee or a short walk. During your conversation, introduce open-ended questions such as “*How are you feeling today?*”
- Listen attentively and allow them to express their feelings.
- Validate their feelings and ask if there is anything you can do to help.

How to ask a teammate, “Do you need help?”



Meet Alex

Alex is experiencing a family emergency. He has become distracted at work, missing important deadlines, and he is frequently absent from the office.

How you can help:

- Ask Alex if he needs someone to talk to or listen.
- Listen to his experience without interrupting and validate his struggles and emotions.
- Direct him to internal resources such as the EAP with trained counselors available to chat confidentially.

Tips

- ✔ Lead conversations with empathy and respect.
- ✔ Keep information **confidential** and share only on a need-to-know basis (for example, if you’re concerned about their safety or the safety of those around them).
- ✔ No one is expecting you to solve the problem. Instead, focus on **listening** and showing **compassion**.
- ✔ If you feel your teammate may need more mental health support than you’re able to provide, encourage them to contact the EAP for support or contact your HRBP.

Mindfulness, sleep, and personal resiliency apps

Mindfulness and personal resiliency apps can offer tools and techniques to help you take care of yourself — both mind and body. Disney CareConnect, Headspace, and Thrive Global* offer resources to reduce your stress or anxiety and to improve your sleep, nutrition, or fitness routine.

Well-being apps can be helpful when...



I'm having difficulty falling asleep at night. When I lie down for bed, my mind races and I feel like I can't switch it off.

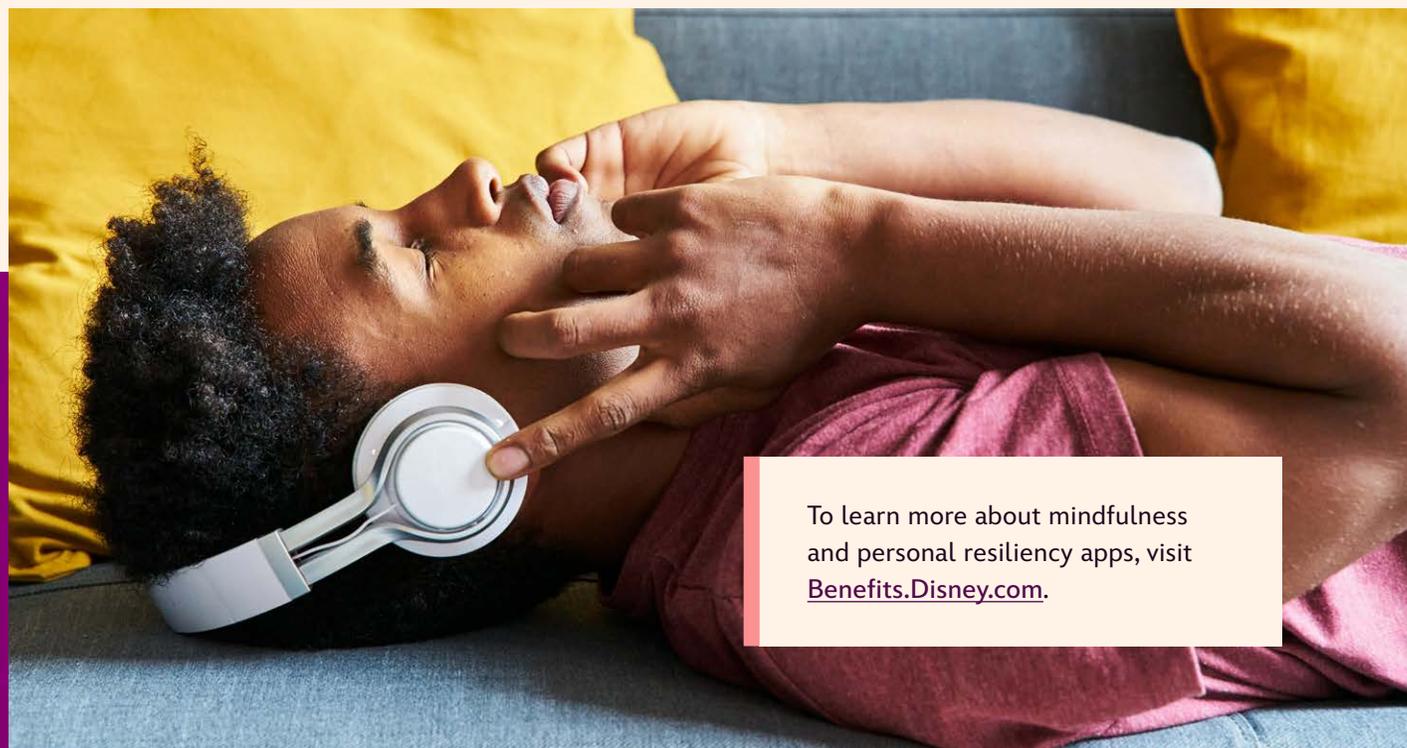
Browse through guided programs that can help calm your mind, release the stress of the day, and get you ready for a deep and restful sleep. Crafted by workplace psychologists and well-being professionals, these tools can help you be proactive in learning how to sleep better, stress less, and lead a more fulfilling life.



I am feeling overwhelmed and stressed with work. I've been struggling with my work-life balance and find it difficult to set time aside for myself.

Explore a wide range of online tools that can teach you how to cope with the stress of work by meditating, staying active, and prioritizing your mental health. You can chat with licensed professionals to learn how to reorganize your life to feel happier and fulfilled.

* Eligibility for Thrive Global is limited.



To learn more about mindfulness and personal resiliency apps, visit Benefits.Disney.com.

Employee Assistance Program

The Disney EAP offers free short-term counseling, referrals, and follow-up services for personal and/or work-related problems. The EAP is available for all employees and Cast Members — as well as your family and household members — even if you're not enrolled in a Disney medical plan. You can receive short-term counseling sessions with a licensed network therapist at no cost to you. If you do not have time for an in-office visit, virtual visits make it easier and more convenient than ever to stay on top of your mental and emotional well-being.



To access the EAP, log on to Disney.Cigna.com or call 1-800-952-6676 (option 1, then option 4).

The EAP can help you when...



I'm drinking more than I usually do, and I'm worried where this may be going. I frequently feel its negative effects the next day and it's starting to get in the way of my daily life.

If you're concerned about substance use issues, there are experts who can help. They'll ask you questions about your experience, confidentially, and direct you to resources like support groups, counseling, or other treatment programs.



I've been feeling low at home and at work. I don't think I'm ready to talk to anyone about it, but I'm looking for resources I can explore on my own.

If you're concerned about how you're feeling but don't feel ready to talk about it, the EAP has a variety of online resources such as seminars, webcasts, and guides on mental and behavioral health to help you work through things.



I've started to feel sad and more tired than usual at work. I don't have the energy or focus to meet deadlines and don't enjoy engaging with my colleagues like I did before. I'd like to talk to someone about it, but I'm not sure who to turn to.

EAP counseling sessions provide a safe space for you to discuss your concerns. Counselors are trained professionals who can offer guidance, support, and practical solutions to help you navigate through difficult times.



I'm worried about my child. They have been quieter and more withdrawn than usual, spending most of their time at home alone in their room. I want to help them, but don't know who to talk to.

If you're worried about the mental health of your child, you can contact the EAP for help. It may be useful for you to talk with a counselor yourself to get advice for how best to support your child.

As a next step, they may recommend counseling services for your child. Through the EAP, you have access to specialists who focus on child behavioral health needs.



I need immediate help and someone to talk to. I feel like I have nowhere else to go and no one else to reach out to.

If you or someone you know is struggling or in crisis, help is available. Call or text **988** or chat with a counselor at [988lifeline.org](https://www.988lifeline.org). You can also reach the Crisis Text Line by texting HOME to **741741**.

This resource is free, and counselors are available to assist you 24/7. Counselors know what a difficult call this can be to make, and they'll ask you a few questions to provide immediate support, including medical attention if needed. As a follow-up, they can connect you with ongoing counseling resources to help you take the next step.

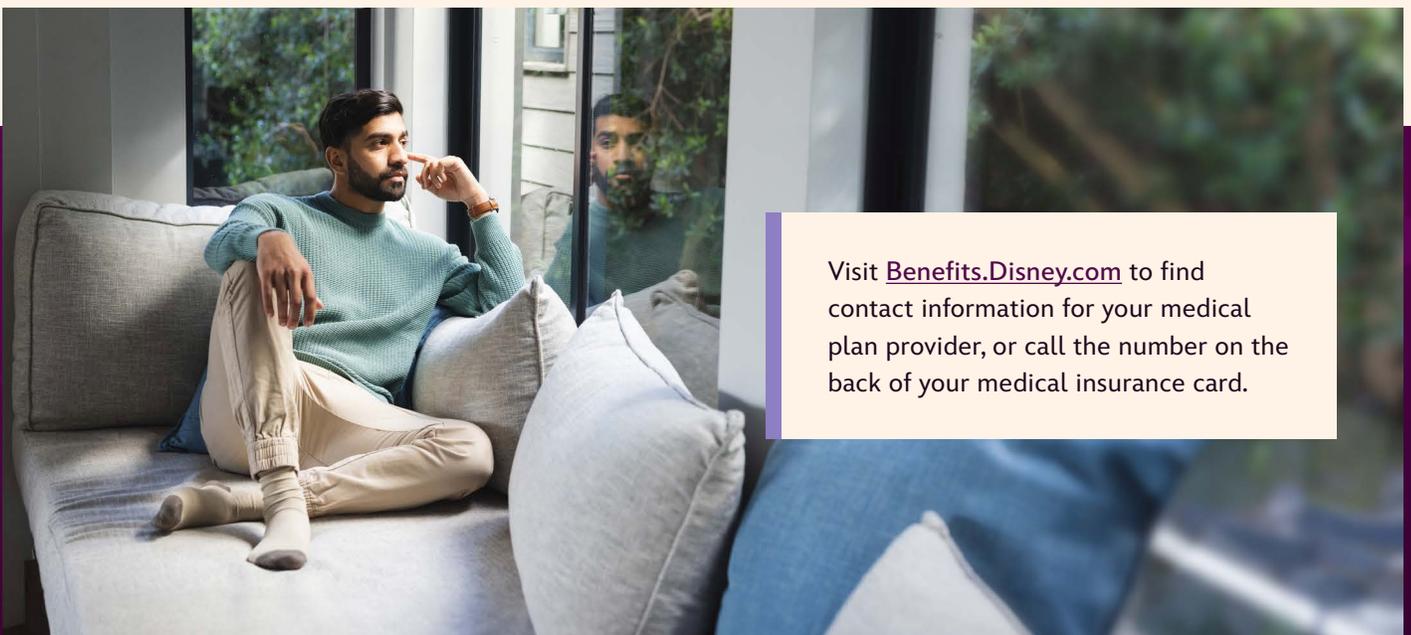
Behavioral health through your medical plan

If you're enrolled in a Disney medical plan, you have access to a range of behavioral health resources through your plan. These programs provide patient-centered care from mental health professionals who can diagnose, treat, and provide ongoing support for issues related to mental health and substance use. If you're not enrolled in a Disney medical plan, please contact your medical provider to ask about their behavioral health resources.

For situations involving complex, ongoing, or urgent mental health needs, it's best to reach out to your medical plan provider directly rather than contacting the EAP. Your health plan can connect you to a variety of additional resources, such as peer support groups and medication-assisted treatment options. Here are some examples of those situations where it's best to contact your medical provider directly.

If you or a covered family member...

- **Is experiencing a serious mental health need**, such as an eating disorder or needing treatment for a diagnosis of autism, for which short-term counseling wouldn't be a good fit. Your health plan can connect you with higher levels of care options, including overnight hospital care.
- **Has been in inpatient care for mental health or substance use and needs ongoing outpatient care** that is more involved than short-term counseling. Your health plan can connect you to comprehensive outpatient care that includes group therapy, medication management, individual therapy, and family programming.
- **Has just been discharged from a hold for mental health safety reasons**, your health plan can connect you to treatment facilities, outpatient providers, and coaching programs.
- **Has a history of alcohol use, is going through withdrawal, or has a diagnosis of a substance use condition**, and short-term counseling doesn't seem to be helping anymore. Your health plan can connect you with behavioral specialty coaching. These specially trained teams are focused on substance use prevention, intervention, and pain management.



Visit Benefits.Disney.com to find contact information for your medical plan provider, or call the number on the back of your medical insurance card.

Other company resources to support your mental health

Whether you're looking to make new connections, explore volunteering opportunities, or you want to take time off from work, we have resources to help.



I have a long-term medical condition that is impacting my ability to focus and meet work deadlines. I want to take time off from work to get better, but I don't know how.

Disney believes that time off from work is important for the health and well-being of all employees.

Visit [DToolsHR](#) for information about PTO, Pay, Leaves, and more.

What to expect:

Connect with an HR specialist to discuss how much time off you need, tips for communicating with your team, and any other questions or concerns you may have.



I'm new at Disney. I've been struggling to make friends and find a community where I fit in. I want to get to know my peers in other departments, but I don't know how to reach out.

Our Business Employee Resource Groups (BERGs) connect you with other Disney employees. You can rely on each other for support, learning opportunities, career development, and community engagement. All are welcome to find a BERG.

What to expect:

BERG leaders will provide information on upcoming on-site or virtual meetings, events, networking, or volunteer opportunities you can be part of.



I'm worried about my elderly parents. They're starting to need more help around the house, and I don't have time to care for them.

When life changes, call [Care](#) at 1-866-574-7229. Their experts will ask you what kind of help you and your family need and connect you with a local caregiver you can trust.

What to expect:

Whether you need self-care, child care, senior care, pet care, or more, Care makes it easy to find the help you need. Senior Care specialists can provide guidance and resources to help navigate a loved one's aging journey or help find experienced adult caregivers, companion care, and other support.



Online resources

Make a commitment to yourself and your loved ones. Learn about all the Disney benefits that support your mental health and are tailored to your unique needs.

Check out all the great resources available to you on Benefits.Disney.com.

Èske ou pale kreyòl ayisyen?

Rele Disney Benefits Center nan 1-866-686-6783 epi peze 1 pou w jwenn repons pou kesyon ou genyen sou avantaj ou yo.

¿Habla español?

Llame al Centro de beneficios de Disney al 1-866-686-6783 y presione 1 para obtener respuestas a sus preguntas sobre los beneficios.

Disney
Benefits
by your side

This Mental Health Resource Guide is intended for employees and Cast Members eligible for Disney's Signature Benefits. Access to resources and eligibility for specific benefits may vary depending on an employee's or Cast Member's work status or job location. Eligibility and terms of the benefits are governed by the official plan document(s).