

# DISNEYLAND PARK CLOSURE

## PAY & SCHEDULING



# Q&A



**Y**our Disneyland SEIU-USWW Executive Board and President David Huerta have continued to engage Disney's Labor Relations throughout the COVID-19 to get the best possible results for our membership. **We have now signed, along with the Master Services Council unions, an MOU guaranteeing pay through April 18.**

We understand many members have been experiencing anxiety as the company was staying silent on their intentions in recent days. That's why our union SEIU-USWW, along with other master services unions and unions in the Coalition of Resort Labor Unions, sent a recent letter to management demanding to know what was happening. Additional actions of this nature may be necessary in the coming weeks.

We will continue to update everyone as future information becomes available. We feel it is simply unfair to keep workers in a state of limbo and worried about medical insurance, rent, food and other necessities, and it remains our position that Disney keep workers whole during the duration of this shutdown.

### HERE IS AN OVERALL SUMMARY OF SOME IMPORTANT ISSUES:

#### **1. Will I be paid during the closure?**

During the period from March 14, 2020 through April 18, 2020 the Company will continue to pay employees.

#### **2. How do I know if I need to report to work?**

Please consult Schedule View for the most up-to-date schedules. If you can't access it, call Scheduling or your leader.

#### **3. How will I be paid?**

- a. From March 14, 2020 through March 28, 2020 employees who had scheduled shifts and for whom the Company did not have work were paid an amount equal to their regular rate for their scheduled shift, inclusive of any scheduled premiums associated with the correlated shift.
- b. Beginning March 29, 2020, employees who are fully available to work but do not work because there is no work available due to business closure will receive Mandatory Closure pay based on average weekly straight time hours paid (inclusive of worked paid time and benefit paid time) during the "Lookback Period" of

September 29, 2019 through March 7, 2020 (excluding Leaves of Absence) to a maximum of 40 hours per week.

- c. An employee's rate of pay will be equal to their average hourly rate, inclusive of premiums, earned over the Lookback Period.

#### **4. What if I am not receiving my full 40 hours but I am full time?**

You can apply for unemployment insurance for the hours reduced.

#### **5. Will Cast receive their classification rate when involuntarily deployed to work a lower classification rate shift?**

During this period, Cast will not be paid less than the rate for their originally scheduled shift.

#### **6. If I am normally scheduled to work in a premium role, will I receive the premium if I do not report to work due to the closure?**

Cast will be paid for their originally scheduled shift.

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**7. Can a Cast Member revoke a scheduled PTO/Vacation during the closure period and receive Mandatory Closure pay?**

An employee unavailable for work due to pre-approved vacation, authorized day off, shift trades, or any other approved time off, including approved leaves of absence, will not be eligible for Mandatory Closure pay for those dates. Extenuating circumstances, and the need to cancel pre-approved time off requests, will be reviewed on a case by case basis.

Hours paid as Mandatory Closure pay shall be considered as “hours worked” for all purposes, including but not limited to benefit eligibility, employer contributions to benefit funds, accrual of vacation and sick pay, and Full Time Monitoring.

**8. If they don't use direct deposit, how will Cast Members get checks?**

There will be no change—paper checks are already mailed home.

**9. If a medical leave is scheduled to end during the closure, will the Cast Member be paid Mandatory Closure Pay?**

Yes, from the date they were scheduled to return.

**10. Are union dues still being deducted?**

Yes.

**11. How are Cast Members scheduled during the closure period (skill, seniority, volunteer)?**

Schedules will be generated as normal, following existing seniority, status and other factors.

**12. What if a Cast Member is scheduled, but considers themselves to be in a “high-risk” category?**

If you believe you have extenuating circumstances regarding your scheduled shift, speak with your leader or HR Business Partner.

**13. If scheduled to work on property during the closure period, can Cast Members wear casual attire?**

Cast Members should continue to follow their current Disney Look requirements for their role. Costuming will remain open during the closure. If you are a non-costumed Cast Member, working in a closed or back of house area, Disney Look “casual” attire is appropriate.

**14. Do the hours Cast Members are paid through Mandatory Closure Pay count towards their 30-hour FT requirements?**

Yes.

**15. Do Cast Members still accrue sick/vacation time during the closure period?**

Yes—Mandatory Closure Pay will be treated as normal worked time.

**16. Cast member crews that are still working during the shutdown will be kept very small**, with an emphasis on willingness and ability to work, and that they all should be outside of any high risk categories for COVID-19. This would only be in a limited number of departments and with a very low number overall.

**17. Shuttle services/backstage trams will also still be down, but parking options will remain expanded for better access.**

**18. College program will be receiving assistance including potential transportation and full credit.**

**QUESTIONS? PLEASE CONTACT DAISY TITO:  
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