



WELCOME TO THE WALT DISNEY WORLD RESORT!

We hope your trip goes smoothly, but should you need us, First Aid is here to help.

First Aid is staffed by registered nurses and paramedics who can assist with minor illnesses and injuries, or connect you with a pharmacy, urgent care clinic, or hospital. There is no physician on site. First Aid is open during normal Park operating hours.

It is not necessary for chaperones to “check in” with First Aid when you arrive at the Parks. While some groups choose to store their student information with us, this is not required. However, we are happy to hold it for you.

We have a wide variety of over-the-counter products, all complimentary, available to you and your students. We can dispense products only to school chaperones. We can make recommendations, but ultimately, the chaperone needs to be the one to decide what medication to give to the student. Should you need to bring student medications from home, we can store them in the refrigerator or at room temperature. Due to the large number of requests we receive for this service, please bring the smallest container or bag possible. We will ask that you provide an inventory/list all items left with us at the time of drop-off. Students (or designated, accompanying chaperones) should retain all emergency or rescue medications.

A few additional things we would like to share to make sure you have an enjoyable stay:

- It is not necessary nor encouraged to place a chaperone at First Aid for the length of your stay. Should students arrive in need of help, we will have the student contact you via mobile phone. Please be sure your students have a way to reach you. Outside of a true medical emergency, we cannot provide assessments nor treatments to students, regardless of their age, unless a chaperone is present. Please remain in the Park and ensure that you can be reached. Not having a chaperone readily available to meet a student at a First Aid location in a prudent and reasonable timeframe will result in a call to our emergency medical services (911) and the student will be transported to the hospital for appropriate and timely care.
- Each of our locations offer an area where Guests/students can lie down if they are injured or feeling ill. We can accommodate resting Guests for about an hour. Resting students, regardless of age, must be accompanied by one (1) chaperone at all times. For the comfort of all Guests, we will ask the resting student’s friends and all other chaperones to go out into the Park and reunite later. Please do not send other chaperones to check on the chaperone and student in First Aid; this is disruptive to the student and other guests trying to rest and recover.
- Please be advised if COVID symptoms are identified in a student, that student may be subject to Park exit.
- If students do not recover after a short rest, we can arrange transfer to a nearby clinic, hospital, or, possibly back to your hotel. Please ask the nurse or paramedic for details.
- If you establish a meeting place for your group, please choose a location other than First Aid.
- We often find that students complaining of illness are actually tired, and/or have not eaten well. We encourage travelers to take care of themselves so they can enjoy their trip. Note that you may dehydrate more quickly here due to the climate and increased activity. We recommend that everyone increases their water intake while touring the Parks. In young people, dehydration often presents as abdominal discomfort.

We hope you have a **magical** time!