

Healing Together 2019-
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Dear attendees & presenters,

We are excited that you will be joining us for the 8th annual Healing Together Conference. To make the process easier for you, please take some time to read through the Conference Q&A. It will answer many of your questions about the conference.

We look forward to seeing you in Sunny Florida!

Q: Where will be conference be held?

A: The conference will be held at the Wyndham Lake Buena Vista Resort, which is located on Disney Property. The physical address is 1850 Hotel Plaza Blvd, Lake Buena Vista, Florida 32830. The conference will be on level M which is a private floor. Feel free to visit the resort's [website](#) for more information about the guest rooms, services, and amenities.

Q: Is there is a discounted room rate?

A: Of course! Call 1-800-624-4109 to book your room or use the link on our site. When making your reservation, you must ask for the "**An Infinite Mind-Healing Together**" rate. This special rate is available for three (3) days before *and* after the conference should you wish to extend your stay in beautiful Orlando. This rate is available until January 17th so book today!

Q: I am flying into Orlando. How do I get to the hotel?

A: Unfortunately the hotel does not have a shuttle. Taxis are available and will run approximately \$60 each way. If you are coming with several people, this would be your least expensive option as you can share the cost. A Mears Shuttle is available for about \$40 Round Trip. The shuttle operates 24 hours a day. You can purchase your tickets once you arrive in Orlando or you can purchase them in advance by visiting this [link](#).

Uber and Lyft have only recently been allowed to pick up and drop off from the airport so at this time availability is inconsistent.

Please ensure that your driver knows that you are going to the **Wyndham Lakes Resort in Lake Buena Vista**. The physical address is 1850 Hotel Plaza Blvd, Lake Buena Vista, Florida 32830. There is another Wyndham Lakes just up the road.

Q: I am flying into Orlando. Can I rent a car and drive to the resort?

A: Yes. There are many rental car companies located directly at the Orlando International Airport. Take a look at this [page](#) for more information. Please remember to visit [Google Maps](#) to obtain driving directions or rent a GPS. The conference site is about 20-30 min from the airport.

The hotel also has rental car companies on site should you decide to rent a car once you arrive at the hotel.

Q: Is there a charge for parking?

A: Parking is \$8 for self parking and \$10 for valet per day. You can park for free at Disney Springs and walk over if you wish. It is about a 15 minute walk. Overnight parking is \$15.

Q: Breakfast is the most important meal of the day. What breakfast options will I have?

A: On Monday, Wednesdays, Fridays, and Sundays, there is a breakfast buffet, which starts at 7:30 AM.. You can also choose to order items a la carte. The breakfast buffet is not available on Tuesdays, Thursdays or and Saturdays because there is a [Disney character breakfast](#) on Tuesdays, Thursdays, and Saturdays from 7:30 AM to 10:30 AM at the Lakeview Restaurant.

There is also a coffee & snack bar in the lobby. It offers a wide assortment of self-serve food, including breakfast items, and beverages. It is open 24 hours a day

Q: I want to take pictures so I can remember this weekend. Is that okay?

A: We want to make sure that we respect and maintain the privacy of others. We are asking that you do not take pictures or film during the conference activities or on the conference floor. If you want to take pictures or film any footage outside, or away from the conference floor, you are more than welcome to. As always, please ask for permission prior to taking anyone's photograph.

Q: Are Emotional Support Animals welcome at the conference?

A: In accordance with the law we accept service dogs at our conference. By virtue of their training the ADA "requires the animal to be under the control of the handler. This can occur using a harness, leash, or other tether. However, in cases where either the handler is unable to hold a tether because of a disability or its use would interfere with the service animal's safe, effective performance of work or tasks, the service animal must be under the handler's control by some other means, such as voice control." **

We also allow emotional support dogs to attend the conference with their handlers, but also expect them to be well trained and kept on harness, leash or other tether. If an emotional support dog does not remain with its handler or is in other ways disruptive (ie- barking, destructive, aggressive), we reserve the right to request that the dog be removed from the conference.

** 28 C.F.R. 36.302(c)(4); 28 C.F.,R. § 35.136(d)

Q: Do I really have to wear a name tag?

A: Yes, name tags are a must-have fashion accessory! We are asking all attendees to wear name tags at all times while on the conference floor. Name tags will be used so that you can be admitted into the conference area. Wearing a name tag helps us ensure the safety and security of everyone. If you lose your name tag, stop by the registration table and get a new one.

Q: I'm eager to learn and grow through this conference. But, what happens if I'm triggered?

A: We will have a Grounding Room, which is a room where you can go if you need some grounding or you need some time alone to take a breather. Please keep your noise level low around the area, especially when you enter and exit the room. If you feel you might need further assistance, please contact a Healing Together Volunteer who will help you call your emergency contact. Please remember to use your support systems as you are responsible for your emotional and physical safety.

Q: Will you have art on display?

A: We had an overwhelmingly positive response to the various art pieces on display! This year, we will have an expanded art area. We hope you will take time to browse the amazing art that survivors have made and that you will stop by the creative corner to make some art of your own! Please read the art submission guidelines if you are interested in submitting your own art!

Q: I noticed the agenda includes "optional lunch time chat and chews". Can you give me more information about these groups?

A: Throughout the conference, there will be peer groups where attendees can participate in open-ended, general discussions. Groups listed on the agenda will be facilitated by mental health professionals. If there is a specific topic you want to discuss, feel free to post your own gathering on the board in the general area of the conference. Those groups will solely peer led. *Please note your participation in these peer groups is entirely voluntary and An Infinite Mind is not responsible.*

Q: Can I take a swim and enjoy the Florida sun?

A: Of course! The resort has a heated, outdoor pool with a children's water play area.

Q: I would like to visit a Disney attraction. What are my options?

A: There is a complimentary shuttle that can take you to your favorite [Walt Disney World® Theme Park](#). The resort is within walking distance to [Disney Springs](#). You can also take the shuttle to Disney Springs, which runs at night.