

# Nature Observer

Thank you for booking a program with the John Janzen Nature Centre! This package is intended to provide you with additional information about your program and our facility, and answer some frequently asked questions.

For any booking questions, modifications, or cancellations, please contact our booking office directly:

Phone       **780-442-1442**  
Email       **cmsschoolbookings@edmonton.ca**



## Field Trip Preparation

### Adult Supervisors

Adult supervisors are required to attend with your group in accordance with the following ratios:

- Ages 3-4 yrs: 1 adult per 3 children
- Ages 5-12 yrs: 1 adult per 5 children
- Ages 13-18 yrs: 1 adult per 10 children

These adults are included in your program fees. If you are unable to find the required number of adult supervisors for your group, please notify us.

### Group Size

In order to ensure program quality, the maximum number of **children** permitted in a program is 30. The maximum number of **people (including adult supervisors)** permitted in a program is 40. Groups exceeding 30 children or 40 people must book an additional program.

If a group arrives that exceeds a total of 30 children and/or 40 people, additional parents and children/siblings will be asked to pay facility admission fees and tour the facility on their own. Additional participants can re-join the group after the registered program ends.

To ensure a high quality program, we recommend that all children participating in a program be within the age range advertised for the program.

### Clothing

Please prepare your students to spend time outdoors; advise them to dress appropriately for the weather. A portion of the program will be conducted outdoors. Your interpreter may allow for more indoor time during inclement weather.



## Nametags

Please have your students wear name tags; this helps your interpreter acknowledge students by name.

## Special Needs

To help us deliver the best program we can for your particular group, please inform your interpreter about students with special needs in advance of the program. These special needs may include:

- Learning Disabilities
- Physical Disabilities, including mobility issues
- Medical Concerns, including allergies
- Behavioural Issues

Program content and activity locations can be changed to include students with special needs.

## Facility Guidelines

To ensure visitor safety and continued enjoyment, there are some rules that we ask all program participants to abide by at John Janzen Nature Centre:

- When indoors, use quiet indoor voices.
- Treat all artifacts and animals with respect.
- Remain with your interpreter at all times unless otherwise noted.
- When exploring the forest around the Nature Centre, remain on the trail at all times.
- Preserve nature for other guests by not picking leaves or flowers.
- Obey boundaries set up by your interpreter during games or activities.

## Tegler Discovery Zone

The John Janzen Nature Centre is home to a new indoor playspace called the Tegler Discovery Zone. We do not use this space during programs (with the exception of *Busy Bees and Bugs* and occasionally *Life Cycles*), but you and your students are welcome to visit this space before or after your program at no additional cost.

When using this space, we ask that you abide by the following rules:

- Wear socks only! No bare feet or shoes are allowed.
- No food or drink allowed.
- Children must be supervised at all times.
- Follow maximum capacity guidelines. In order to ensure visitor safety, our maximum capacity is 60 individuals inside the playspace. Once this capacity is reached, a waitlist to enter is created by our front desk staff. Please note that on busy days, you and your students may have to join a waitlist prior to entry.



## Interpreter Contact

The interpreter leading your program will contact you at least 48 hours prior to your field trip to confirm details with you. If you have booked multiple classes/groups to visit together, only the teacher listed as the primary contact will be contacted. If you have not heard from your interpreter and have questions about your program, please call the program coordinator at 780-496-3780.

## Payment & Cancellation Procedures

### Payment

- The amount owing is shown on your program confirmation. Payment is required prior to the program.
- Invoices are mailed out by the City on the first of the month. As you are required to pay your invoice prior to your program, you will receive your invoice before your program runs. For example, for a June booking, you will be mailed your invoice May 1.
- Payment can be made by cash, cheque, Visa, MasterCard and American Express. Please have cheques made payable to The City of Edmonton, and write your booking confirmation numbers on your cheques.
- Payment can be made at the facility, by calling 311, or by mail to Community Services Payment Processing, PO Box 2359, 14<sup>th</sup> Floor CN, Edmonton AB, T5J 2R7

### Program Cancellation

- You are required to provide written notice of cancellation of your program(s) via email at [cmsschoolbookings@edmonton.ca](mailto:cmsschoolbookings@edmonton.ca).
- If a program is cancelled and is not rescheduled within the same school year at the time of cancellation, a fee of 50% of the cost of the program will be charged.
- The cancellation fee will not be waived if notice of cancellation/rescheduling is given less than 2 weeks of the scheduled program.
- The full program fee will be charged if less than 48 hours notice is given for cancellations or rescheduling.
- Programs run rain or shine. In the event of poor weather, you must call 780-442-1442 or email [cmsschoolbookings@edmonton.ca](mailto:cmsschoolbookings@edmonton.ca) if you are not coming. If you cancel due to weather conditions:
  - you will not be charged for re-scheduling in the same school year, OR
  - you will be charged 50% of the program cost per class if the program is **not** rescheduled



## **Arrival Procedures**

John Janzen Nature Centre is located adjacent to Fort Edmonton Park. Access is off of Fox Drive, just east of the Whitemud. John Janzen Nature Centre shares a large, free parking lot with Fort Edmonton Park.

Please meet your interpreter at the large John Janzen Nature Centre sign, just off of the parking lot, a few minutes prior to your program start time.

Please note that your program may begin/end outside of our facility's regular operating hours. Please visit our website at [edmonton.ca/johnjanzen](http://edmonton.ca/johnjanzen) to check our most up-to-date hours of operation.

If your program begins outside of our regular hours, the facility doors will be locked upon your arrival. Please do not be alarmed; your Interpreter will let you in! Please advise any parents picking up their children after-hours that they will need to wait until the program end time. The facility will be locked to the public for the duration of the program.



## **Program Information**

### **Nature Observer**

**Ages 6 - 11**

Discover birds, trees, insects, and other animals to learn about their lives. Activities are seasonally based but can include bird watching, nature games, insect hunts, and more. Handle artifacts, visit the honey bee hive and explore the exhibit room.

**Program Length:** 2 hours

**Available:** Year-round

**Location:** John Janzen Nature Centre

### **Program Objectives**

- 1) Encourage attitudes of respect for nature and the environment.
- 2) Introduce participants to some plants and animals found around Edmonton.
- 3) To have a fun and positive outdoor experience.

### **Curriculum Links**

John Janzen Nature Centre Group Programs can be customized to emphasize certain curriculum topics. Please inform your interpreter of any specific requests you may have when he or she contacts you to confirm the details of your program. Alternatively, you can contact the program coordinator at 780-496-2916.



## **Frequently Asked Questions**

**1) What happens if I need to be on the bus before my program is scheduled to end?**

Please let your interpreter know prior to or at the start of the program when you need to be on the bus, so that s/he will leave enough time to walk the children back to the parking lot.

**2) What happens if we arrive late?**

Your program will start when you arrive at John Janzen Nature Centre, and will end at the scheduled end time indicated on your booking confirmation sheet.

**3) What happens if the weather is poor the morning of my program and I want to cancel/re-schedule?**

Our programs run rain or shine. We do not automatically cancel any of our on-site programs due to weather.

If you want to cancel and/or re-schedule your program, please refer to the Program Cancellation policy section. You will need to call the number listed in the above section to officially cancel and/or re-schedule your program. Cancellation fees may apply.

Even if you have already talked to your interpreter prior to the program and have expressed interest in cancelling/re-scheduling, you need to formally request a change to your program booking through the bookings office.

**4) My students are young (i.e., pre-school, kindergarten) and are used to regular snack and bathroom breaks. Can we have a snack/bathroom break in the middle of the program?**

Absolutely! Please include this request in “notes to interpreter”.

**5) Is there a place for students to eat lunch at John Janzen Nature Centre?**

There is ample space for students to eat outdoors in the park surrounding the John Janzen Nature Centre, including several picnic tables. There is also a small, covered deck with picnic tables available for public use. Unfortunately we do not have indoor eating facilities available for large groups. If you and your groups are attending back-to-back programs at John Janzen Nature Centre, please contact a program coordinator (780-496-2916) if you have questions about eating lunch and inclement weather.

*We look forward to seeing you at the John Janzen Nature Centre!*

