



Welcome to the

# Edmonton Valley Zoo



Our field trips are designed to complement the Alberta curriculum. If you have questions about specific program objectives or logistics please visit our school & group program website for payment details, program information and our FAQ section:

[https://www.edmonton.ca/attractions\\_events/edmonton\\_valley\\_zoo/school-group-programs](https://www.edmonton.ca/attractions_events/edmonton_valley_zoo/school-group-programs)

**For any booking inquiries, or to CHANGE or CANCEL your booking, email [artsattractionsbookings@edmonton.ca](mailto:artsattractionsbookings@edmonton.ca)**

## Adult Supervisors

For Adult supervisors we recommend the following ratios:

Preschool: 1 adult per 3 children; Grades K- 6: 1 adult per 5 children; Grades 7-12: 1 adult per 10 children

Please inform adult supervisors that they will be asked to help out with group activities and that they are there to supervise the group. Adult supervisors should not be bringing younger children (e.g. babies in strollers) to the program.

**A minimum of 4 adult supervisors are required.** If you are unable to provide this, please contact [artsattractionsbookings@edmonton.ca](mailto:artsattractionsbookings@edmonton.ca) to arrange to pay an additional charge of \$125/staff to meet the required number of supervisors (subject to staff availability).

Please Note: No member of your group can wander around the Zoo on their own after-hours. Your group must remain together with your interpreter

## Group Size

The maximum number of **children** permitted in a program is 30. Groups exceeding 30 children must book an additional program.

The maximum number of **individuals** (adult supervisors and children) permitted in a single program is 40. Groups exceeding 40 individuals in total must book an additional program.

## Code of Conduct for the zoo

To ensure safety and to respect other visitors, we ask that all program participants abide by the following rules while visiting:

- Artifacts should only be touched when a program leader has given permission
- Respect boundaries such as ropes, fences, signs, and those verbally given by your program leader. These protect sensitive spaces and keep visitors safe.
- Use quieter indoor voices when inside buildings and animal exhibit spaces
- Be respectful of staff, animals and other people in the area

## Interpreter Contact

The interpreter assigned to lead your program will contact the individual who booked the program at least 72 hours prior to your field trip to confirm details with you. If you have not heard from your interpreter within 72 business hours and have questions about your program, please call the Zoo Experiences team at 780-217-0255. The interpreter will first try to contact you by email, if you haven't heard from them please check your spam folder.

## Inclusion Accommodations

We are able to tailor program activities, within reason, to assist students with learning and/or inclusion needs. If you would like inclusion adjustments to your program please let our team know when you book, or let your interpreter know when they contact you in advance.

**The zoo is not a nut-free or fragrance-free facility.** Common allergens encountered at the zoo include fur, feathers, dust, pollen, straw, and hay.

Programs do not automatically include time for a snack or bathroom break, but this can be incorporated into your program,

## Weather Policy

Our programs run rain, snow or shine. Please make sure all participants dress for the weather as some of the activities will take place outdoors. In extreme weather conditions, we will tailor program activities to balance between the indoors and outdoors for participant comfort.

There is a lot of walking involved to navigate the site, for your group's safety and comfort while walking around the zoo, we recommend comfortable, closed-toed footwear.

## Suggested Items to Bring:

- Indoor shoes
- Personal care items (e.g. pajamas, toiletries, eye mask for sleeping)
- Flashlights
- Food & mess kits for meals - you plan & supply your own snacks, supper and breakfast menus. Adult supervisors will be responsible for preparing meals and all clean up. There are no on-site food prep facilities (e.g. no stove, dishwasher or microwave). We recommend easy-to-prepare items for snacks & dinner (e.g. sandwiches and veggies) and breakfast (e.g. cereal, muffins, fruit). Your group is responsible for bringing plates, bowls, cups, napkins, cutlery, etc.
  - You will have access to:  
Tables & chairs, fridge for food storage, electrical outlets for small appliances like a coffee pot, a firepit (weather permitting), mens & womens washrooms but NO showers
- Sleeping bags, pillows and foam mats. We do not recommend bringing cots or folding beds as sleeping space is limited.
- Group Activity Plans - there will be some unguided downtime before bed. The sleeping area is equipped with a projector & DVD player. Or you may request to use our firepit (we will provide the firewood and some picnic tables, but nothing else).

## What NOT to Bring:

- ✗ Balloons, whistles or kites
- ✗ Sparklers and other fireworks
- ✗ Pets or other animals (service dogs & accompanying persons with disabilities are permitted, please provide appropriate service dog certification documentation)
- ✗ Your own BBQ or indoor grills

## Arrival Procedures (6:00 PM)

Your interpreter will be ready and waiting for your group just outside the zoo gates. If they are not there, they will be promptly. You will be arriving at the zoo after-hours (once the Zoo is closed to the public), so they will meet you at the front gate at 6:00PM, and will bring the whole group into the building via an alternate entry door.

If you are anticipating any late arrivals, please inform your interpreter so that they can wait until all members of the group have arrived. Alternatively, we recommend providing members of the group with your personal cell phone number, so that they can call you upon their arrival at the Zoo

Supervisors and parents who are sleeping over with the group can park personal vehicles in the staff parking lot located at the south-west side of the main zoo gate, or the main parking lot

## Departure Procedures (11:00 AM)

Groups are responsible for cleaning and tidying the areas used for sleeping and eating at the end of their program, ensuring that all garbage and recyclable containers are deposited in the correct bins (garbage bins, compost bins or blue recycling bins).

If members of your group are being picked up by parents after the program, please let parents know in advance that they will need to pick-up at the main gate.

Members of your group cannot remain in the facility after the program's end time, unless your group has paid for additional time or a self-guided visit.

If your group wishes to stay later than 11:00 a.m., they will need to pay for self-guided admission fees for time spent in the Zoo after 11 a.m. Groups staying later than 11:00 a.m. will be charged an additional \$30/hr, or part thereof.

## General Itinerary

6:00 - 6:15 PM - Group participants arrive and unload gear into the EdVenture Lodge

6:30 - 8:00 PM - 1.5hr interpreter-led program of choice

8:00 - 10:00 PM - Snack/supper, then self-guided activities lead by group leaders. The interpreter will not be providing supervision, unless a firepit is requested

10:30 PM - Lights Out

7:00 - 8:30 AM - Wake up, breakfast, pack up

8:30 - 10:00 AM - 1.5hr interpreter-led program of choice

10:00 - 11:00 AM - Snack, clean up and pick up

For more information about payments and our program FAQ, [please visit our website](#).



## Safety Info for the

# Edmonton Valley Zoo



**All Education Interpretation staff assigned to run overnight programs are trained in Standard First Aid and Level C CPR & AED**

**Overnight security staff are present on site and available by phone or radio.**

### Medical Emergencies

- EMS is available in Edmonton by calling 911
  - Address: 13315 Buena Vista Road; Building: EdVenture Lodge
- Emergency Services can be at the Edmonton Valley Zoo within minutes
- The Edmonton Valley Zoo has a First Aid room, located in our Saito Administration Building

### Missing Person

- The Edmonton Valley Zoo is prepared with missing person response plans. When a missing person is reported a description is given to all staff. All available staff assist in searching the zoo. Police are called after 30 minutes.
- After hours – site supervisors and security are called in to assist with the search.

### Intruder

- City of Edmonton Security is called.
- After Hours – the zoo's public entrances are locked outside of operating hours, making an intruder unlikely. Night security staff is in hourly contact with the City of Edmonton Security team.

### Evacuation Procedures

- In the event of fire or other emergencies, the EdVenture Lodge will be evacuated under the direction of the overnight education employee & security, and safe meeting locations are designated.

All emergency exits are clearly labeled and fire and smoke detectors are available and regularly checked in the EdVenture Lodge.

### Emergency Contact

- We recommend that the leaders bring their personal cell phones to be used as emergency contact for other parents

**There is always a member of our interpretive staff nearby to assist your group in the event of an emergency during your sleepover program.**