



Edmonton Valley Zoo
Virtual Programs

Edmonton

Our virtual programs are designed to loosely complement the Alberta curriculum. If you have questions about specific program objectives or logistics please visit our virtual experiences website for payment details and program information:

https://www.edmonton.ca/attractions_events/edmonton_valley_zoo/virtual-experiences

For any booking inquiries, or to CHANGE or CANCEL your booking, email artsattractionsbookings@edmonton.ca

Adult Supervisors / Group Size

In order to support a positive learning experience, we recommend the following group sizes:

- A maximum number of **individuals** participants of 40. Groups exceeding 40 individuals in total should book an additional program to ensure the best programming experience.

IMPORTANT: At least one adult is required to remain with the group near the computer, to facilitate intermission conversation and movement breaks, as well as support the chat/microphone usage during the question and answer session.

Accessibility & Inclusion

Please inform our team in advance of the program if there is anything we can do virtually to support students with learning disabilities or behavioural issues. Please also indicate any strategies you use with students to help them have success in the classroom, including if you may require additional video pausing and movement breaks.

Please note: at this time our videos do not include closed captions, and are delivered in English only.

Intermissions

Our videos all include 1-2 guided intermissions, where we pause the video and encourage teacher-lead discussion. This is to provide an opportunity for students to stand up and stretch, as well as provide some conversation around the program curriculum theme. Teachers will need to let our team know when students are ready to unpause the video and continue.

Equipment Required

- Access to Google Meet or Microsoft Teams
- A strong internet connection
- Projector and/or computer with speakers
- Ability to type questions or speak into a microphone
- *Optional: pencils & paper for participants to write down questions throughout the video*

Interpreter Contact / Receiving the Meeting Link

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 and provide the meeting link/invitation. If you have not heard from your interpreter within 72 business hours, please call the Zoo Experiences team at 780-217-0255. The interpreter will contact you by email, if you haven't heard from them please check your spam folder.

Internet / Connectivity

If you'll be late to your program because of technical issues, please email artsattractionsbookings@edmonton.ca and let them know. Include "URGENT" in the subject line. They'll inform our education team and we can troubleshoot the issues together, likely over the phone. Severe delays may result in rescheduling your program.

Programs cancelled or rescheduled due to technical difficulties outside of either party's control will not be charged a cancellation fee as long as they are rescheduled within the current or upcoming school year fall term (September - November)

If you notice any issues with the video quality, all participants must be muted and may also need to turn off their cameras to increase the quality. For the best view, please 'pin' the zoo's account within to get a full screen view. [Here is a guide](#) on how to do this in Google Meet if you are unfamiliar.

What to Expect

Tours will be on a zoo-hosted platform (Google Meet is our default), participants will be contacted in advance and sent the invitation to access the program.

When you join the video call, we will be presenting a "Starting Soon" screen, which is playing a video. This is a good time to confirm your volume settings for the video.

We will communicate with you in the beginning through the "Chat" section of the meeting. Please be able to write a reply to us, just in case microphone communication isn't reliable so we can still have a conversation. We will say hello and ask for you to confirm when you are ready to go. We will wait to start the video until the booked starting time if we don't hear anything from you.

At the start time of the program, the video will be started by the zoo and will play in full. There will be at least one intermission during the video to be used as a chance for teachers to get participants up, moving and refocused and/or lead a discussion based on the video topic. You will let us know in the chat or through your microphone when you are ready to return to the video.

After the video has finished, a zoo educator will join you on camera for a live, interactive question and answer (Q&A) discussion with participants - lead by your group!
Once the group is out of questions, the program will be over and the virtual call will end.

The program price covers 60 minutes of total programming time, including question and answer portion, the video itself and the intermissions within the video. The amount of time spent will vary between groups, depending on how long the intermissions are and how many questions the group has for our team. However, the call will end after 60 minutes.

Recording of the program is not permitted at any time