

# FAQs



## What is The Big Event?

The Hope Center Big Event provides a platform for unity between local businesses and residents of the North shore through one day service oriented projects focused on health and home safety for families in need, including single parents, widows, and the elderly with the help of community volunteers.

## What are my responsibilities if I'm told that I'm a Job Site Leader?

Jobsite leaders will be sent the details of their job (including jobsite contact information).

## What is the itinerary on the day-of?

The day of itinerary can be found by clicking on this logo



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## How does Tool Distribution work?

Volunteers will be made aware of their job-site duties and tools needed prior to the day-of. Volunteers are welcome to bring tools. Job-Site leaders are responsible for making sure tools are returned to their owners at the end of the event. A tool check off list will be provided to them.

## What if the resident asks us to stay for more than the allotted time?

Residents have been informed that jobs can last no longer than 6 hours, so your group should feel free to leave the jobsite after the 6 hour limit is reached. Please inform the resident the time your group will be leaving (six hours after arrival) so they can plan which tasks need to be completed.

## What if there is rain or inclement weather?

In case of rain or inclement weather on the day of The Big Event, the jobs that can be completed will be, and those jobs that are unable to be performed will be canceled. The Big Event will not be made up and participants are not required to complete their jobs at a later date.

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## What if a volunteer needs to leave the job site early?

If volunteers need to leave the jobsite early, make sure they inform their Job Site Leaders. If the volunteer brought tools that are still needed to complete a job, discuss return with the Job Site Leader.

## What if they offer us food or drinks?

Residents are NOT required to provide food or drinks, but some like to. If so, please be weary of any dietary restrictions members of your group may have. If anyone has severe food allergies, we recommend calling your jobsite ahead of time. Other than that, feel free to enjoy!

## What if the resident asks us to complete a task that is not listed in the job description?

You are not required to do anything that is not listed in the job description. If you would like to complete the task, that is up to your group. If you feel uncomfortable with the situation, have the Job Site leader call The Big Event Point of Contact person.

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## What if participants feel unsafe at a jobsite?

If you feel unsafe at the jobsite, individuals at the jobsite, or any other factor, please leave the job site immediately and call the Big Event Point of Contact person. Your safety is always our top priority.

## What if I am experiencing a problem I don't know how to solve on the day-of?

Call The Big Event Point of Contact or look for someone in a Big Event polo if you're on campus.

## Can we use power tools or get on the roof?

Jobs will be assigned prior to reaching the Job Site. If a job requires power tools (lawnmowers, weed-eaters, chainsaws, drills, etc.,) or getting on the roof, we will assign our licensed/certified volunteers to that job. A volunteer not assigned to operate power tools or get on the roof is not under any circumstances allowed to fulfill these specific jobs. If that job is on the Job Description list, then it will already be given to the appropriate volunteer(s). If it is not on the Job Description list, then it is not to be completed.



## **BIG EVENT DAY OF RALLY**

Location: Northlake Church

The Big Event will take place **November 6th from 7:30am-5:00pm**

Meeting Location: Northlake Church,  
3610 Lohman Ford Rd,  
Lago Vista, TX 78645

### **ITINERARY:**

- **6:00 am**
  - Preparation Volunteers: Set up tents; stage; sound; trash cans; food; drinks
- **7:30 am**
  - Volunteer Check-In Begins, Team up with Team Leads, Grab sack lunch for team and families at homes
- **8:15 am**
  - Rally Prayer, Awareness training on stage (Daphne)
- **8:45 am**
  - Send Off
- **9:00 am**
  - Arrive at Job Site
- **LUNCH**
  - On Job Site
- **3:00 pm**
  - Leave Job Site
- **3:30 pm**
  - Wrap Up Rally + Concert, Food Trucks, Testimonies
- **5:00 pm**
  - END