



FAQs for Make-A-Wish® *Rope for Hope*

The *Rope for Hope* rappel and COVID-19.

Your health and safety, and that of our staff and volunteers, is our top priority. COVID-19 is an evolving situation and things are changing quickly. With that in mind, Make-A-Wish® is postponing the *Rope for Hope* event until fall, **October 16, 2020**.

We are monitoring the situation daily and taking guidance from local, provincial and federal governments to ensure we are adhering to the most up-to-date social distancing practices to help prevent the spread of COVID-19. We will update you with any additional changes as they become available.

The *Rope for Hope* event is now postponed, what happens to the funds I've already raised?

Rope for Hope is Make-A-Wish® Canada's most significant national fundraiser. The donations you have collected are vital to our wish-granting mission. We encourage you to let your donors know that although the event is postponed, all funds raised to date will be directed to support our mission to create life-changing wishes for children with critical illnesses.

All funds that you have raised will still be present on your online DonorDrive fundraising page and displayed on the event website leaderboard. All funds you have raised to date will be counted towards the event fundraising goal – regardless of the day the event is held.

Will *Rope for Hope* still be held at Toronto City Hall, and if not, where will it be on October 16, 2020?

At this time, the event location is being reviewed. In line with the City of Toronto, there is a delay on permit issuing and therefore the potential need to move the Toronto event to another City Centre location. We will email all participants the location of the venue once confirmed. We will post the venue in all communications as well as update any pertinent information to toronto.ropeforhope.ca.



Can I cancel my *Rope for Hope* event registration in light of COVID-19, if I don't want to participate on the new date?

Yes. If you no longer wish to take part in *Rope for Hope* and would like to withdraw from the event, you may do so. You must email Rachel Miller: rachel.miller@makeawish.ca to confirm this and they will assist you with deactivating your fundraising page.

I do not feel comfortable fundraising considering everything that is happening with COVID-19, how can you help?

The minimum fundraising amount of \$1,500 is set, but our team is on hand to help you fundraise during these challenging times and offer alternative ways to meet your personal fundraising goal.

We understand and appreciate that this is an unsettling environment. If you feel comfortable fundraising and sharing the Make-A-Wish vision to grant the wish of every eligible child in Canada to please do so. Most importantly, we support you in doing only what you feel comfortable with.

We will be sending out top tips to reach your loved ones to share your fundraising goal in the coming weeks and we can be reached here Rachel Miller: rachel.miller@makeawish.ca to support you.

What is happening with wishes right now and what can I do for wish kids to show my support until I start fundraising again?

We appreciate all your fundraising efforts to date and recognize this is a difficult situation. Due to the current COVID-19 pandemic, many wishes have been postponed resulting in a record number of children waiting for their wishes to come true. Rest assured; these wish kids will receive their wishes as soon as it is safe to do so. In the meantime, we're sharing our new campaign; '[Messages of Hope](#)' to provide smiles and spread positivity to our wish children. We're rallying together to send these kids some positive messages to support them through this unexpected wait. We hope you can share some well wishes or put together a fun video. It could be anything: a photo, song, dance, stay at home challenge that could inspire a message of hope.



Where can I find information about the safety of the *Rope for Hope* event?

Both Make-A-Wish and [Over the Edge](#) (the operations company who manages this event) ensure that safety is at the heart of this event. Over the Edge ensure safety is a top priority and have detailed their approach here: <https://overtheedgeglobal.com/urban-rappelling/safety/>

We will continue to monitor guidance from national, provincial, municipal and international public health and government organizations, including the Public Health Agency of Canada (PHAC), World Health Organization (WHO) and Centers for Disease Control (CDC) in addition to working closely with our Medical Advisory Committee to keep the best interest of our wish children and families and you our generous supporters at the center of all of our decisions during this uncertain time.

What changes to the *Rope for Hope* experience are you making to ensure attendees' comfort level in public spaces?

The health and safety of our wish families, participants, donors and attendees is our priority. We are actively monitoring the situation and will share developments, as this unprecedented situation is resolved. We will monitor all public health guidelines and ensure that the experience on event day are in compliance.

Event Specific FAQs

I want to help, but don't want to take part in the *Rope for Hope* event this year. What can I do?

You can still be part of *Rope for Hope* by donating to someone who is participating or to the general event. If you would like to become a volunteer for the event, please contact rachel.miller@makeawish.ca.

How long will it take me to rappel?

From registration to rappelling, your "thrill of a lifetime" should take approximately 1.5 hours. The actual rappel will average 10 minutes but could be as long as 20+ minutes depending on the individual's rappelling pace. Afterwards, you are welcome to stay and cheer on other participants!