

APRIL 15-18
HOUSTON, TX



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Volunteer Guide - Houston



FIRST



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Introduction

The 2020 *FIRST*® Championship will bring together 1,400 teams from over 70 countries and will be attended by 70,000 people. And the key to our success is YOU! *FIRST* Championship volunteers will come from around the world to create the experience of a lifetime for over 30,000 students. It's no small feat, but we know you're up for the challenge. This guide contains helpful information that we hope will make your job a little easier.

Get ready to have fun and be part of something extraordinary! We can't wait to see you!

Attire

Please dress in comfortable, appropriate attire that will allow you to carry out your volunteer role safely. Closed-toe shoes are required. We suggest choosing supportive footwear. You will be provided with a volunteer shirt and name badge to wear during your shift. Keep your name badge with you throughout the event. Teams may be decked out in team uniforms or other fun attire to show their spirit. Volunteers are welcome to join in the fun and bring a silly hat or other fun accessories. Keep safety in mind and avoid dangling or loose items. All attire should reflect *Gracious Professionalism*.

Tiara Friday

Many volunteers and team members wear tiaras on the Friday of the event. Feel free to bring your tiara and take part in a *FIRST* Championship tradition!

Awards and Ceremonies

Welcome Party in the Park

Thursday, April 16, 2020

6:00 pm - 9:00 pm

Volunteers are invited to join the *FIRST* Championship Welcome Party held on the Discovery Green across from the George R. Brown Convention Center. Remember to bring your badge! More Information is available in the Houston Event Guide.

FIRST Championship Closing Celebrations

Saturday, April 20, 2020

1:30 pm



If you've joined us at *FIRST* Championship before, you'll notice some changes to the schedule for the *FIRST* Championship Closing Celebration this year. This new, reimagined experience will bring together *FIRST*® LEGO® League Jr., *FIRST*® LEGO® League, *FIRST*® Tech Challenge, and *FIRST*® Robotics Competition celebrations under the roof of the George R. Brown Convention Center. Each program will have a custom experience, while a global broadcast throughout the convention center will keep attendees up to date on highlights from each program. Volunteers are invited to this joint Closing Celebration involving all programs which will kick off at 1:30 PM and is expected to end in the early evening. More Information is available in the Houston Event Guide.

***FIRST* Championship Volunteer Minimum Age Policy**

Due to the size and scope of the *FIRST* Championship events, the following special guidelines address *FIRST* Championship volunteer minimum age restrictions. The minimum age to volunteer at *FIRST* Championship is 16 except for the specific exceptions listed below by program.

Youth between the ages of 13 and 15 that wish to volunteer for one of the roles listed below must register and be approved through the Volunteer Registration system prior to the event and be accompanied by a responsible adult.

- *FIRST* Robotics Competition
 - May accept volunteers 14+ to be Student Ambassadors
- *FIRST* Tech Challenge
 - May accept volunteers 14+ to be Student Ambassadors
 - May accept volunteers 13+ for the following volunteer roles:
 - Queuer
 - Field Reset
 - Safety Attendant
 - Pit Runner
- *FIRST* LEGO League
 - May accept volunteers 15+ for the following volunteer roles:
 - Practice Table Assistants
 - Pit Runners
- *FIRST* LEGO League Jr.
 - May accept volunteers 15+ for the following volunteer roles:
 - Team Queuer
 - Floater
 - Ceremony Assistant
 - Activities Assistant



At *FIRST* Championship, this is the registration process for 13-15-year-old volunteers:

- Apply in the Volunteer Registration system for one of the roles listed above and complete consent and release forms
- When applying for a role in Volunteer Registration, name the responsible adult that will be assigned to monitor and accompany the youth volunteer in the comments section
 - A responsible adult is defined as either a parent or legal guardian or someone 21+ who has written permission from the parent/guardian to act as substitute guardian
 - A team mentor or coach may also serve as a responsible adult
- On-site at *FIRST* Championship:
 - 13-15-year-old volunteers must be accompanied by their responsible adult when they check-in at the Volunteer Registration desk and both must provide ID
 - The responsible adult is responsible for accompanying and monitoring the youth volunteer while they are volunteering on-site at *FIRST* Championship. The responsible adult may accompany the youth as a volunteer in the same area or monitor the volunteering youth from nearby as a non-volunteer.

Note: 13-15-year-olds are ineligible to apply as walk-on volunteers at *FIRST* Championship

Food

Volunteer Café

The Volunteer Café is located in Room 362. Meals are provided to volunteers on the day of their shift.

Hours for the Volunteer Café are as follows:

Date	Wednesday, April 15, 2020	Thursday, April 16, 2020	Friday, April 17, 2020	Saturday, April 18, 2020
Breakfast	6:00 – 9:00 AM	6:00 – 9:00 AM	6:00 – 9:00 AM	6:00 – 9:00 AM
Lunch	11:00 AM – 2:00 PM	11:00 AM – 2:00 PM	11:00 AM – 2:00 PM	11:00 AM – 2:00 PM
Dinner	5:00 – 8:00 PM	5:00 – 8:00 PM	TBD	TBD

Special Dietary Needs

Register your dietary preferences in the *FIRST* Championship registration system when you RSVP for the event. Special dietary needs categories include: vegetarian, vegan, gluten-free, kosher or halal, and more. We order special dietary meals based on the number of responses in the *FIRST* Championship registration system, so be



sure to get your request in early. You can double check which type of meals you requested online in the *FIRST* Championship registration system. While we will make every effort to accommodate special dietary needs, we may not always be able to guarantee your request.

Please note the following:

- There will be a table in the Volunteer Café marked as the Special Dietary Needs table. Please see this table for allergen-free food and other special dietary options.
- Food items will be marked with allergen and other ingredient info when available.
- If you have questions about ingredients or where to find various food options, please see the Volunteer Café representative at the Special Dietary Needs table.
- Kosher and halal meals are not kept on the Special Dietary Needs table, so please speak to the Volunteer Café representative to receive your meal.
- If you did not register your request in advance, we may not be able to accommodate your request.

Be sure to let a *FIRST* Volunteer Central staff member know if you can't find what you need! We are here to help!

Menus

Menus for the Volunteer Café will be available in this guide before the event and displayed outside the entrance to the Volunteer Café.

Onsite Details

Early Entrance

Entrance E of the George R. Brown Convention Center (the corner near the Hilton) on the 1st floor will be open at 5:30 AM for volunteers.

Parking

Volunteer parking will be available. More information on location and availability to come. Please note the following:

- Your Volunteer Coordinator will send you a parking pass. Please print it in advance and make sure it is visible on your car's dashboard.
- Free parking options are limited and are first come, first served. Parking fills up quickly in the morning.
- You may park in any available open spot.
- Park overnight at your own risk. There is no security and you may not be able to retrieve your car after hours.



- Information on additional paid parking options will be provided in this guide closer to the event.

Rules Inside All Venues

- Volunteers are asked to follow the [FIRST Code of Conduct](#). Persons who do not comply with this Code of Conduct may be barred from participating in *FIRST* activities.
- You are not allowed to volunteer while taking care of a child. If you are attending the event with children, please have another responsible adult watch any children in your care while you volunteer.
- Please follow the Safety guidelines in the Houston Event Guide.
- You'll be busy inspiring students, so you won't have time to use your phone. Please limit phone use to break times.
- Have FUN!

Safety

Incident Reporting

In case of an incident which should be reported (medical or non-medical), please go to the nearest Pit Admin to fill out a Medical Incident or Non-Medical Incident Report Form. You may also fill out a [Report of Non-Medical Concern here](#). The online Report of Non-Medical Concern can be used for any issue related to volunteering, the venue, Code of Conduct, Youth Protection, or other non-medical and non-emergent safety issues. You can read more about this form [here](#). Please do not use this online form to report an urgent safety issue.

Emergency Procedures

For urgent situations, report instantly to the nearest pit admin or *FIRST* staff member. There are medics onsite in the venue. They can be radioed for immediate assistance. In an emergency, please evacuate with teams and guests.

Volunteer Central

Volunteer Central is an area designated for all *FIRST* Championship event volunteers to use on the day or days of their shifts. Teams and spectators are not allowed in this area unless they are also registered as volunteers that day at the event.

Volunteer Central is located on the 3rd floor and includes:



- **Volunteer Café** – Located in Room 362, this is where meals are provided to volunteers on the day of their shift. Volunteers should submit any special dietary needs in the *FIRST* Championship registration system before the event.
- **Volunteer Lounge** – Located in Room 352-D, the Volunteer Lounge is a space where volunteers can get away from the crowd during breaks. Stop in and play a board game, Spin to Win some awesome volunteer swag, or just take a few minutes to relax and chat with other volunteers. Laptops with internet connectivity will also be available for your use in the lounge.
- **Volunteer Office** – Located in Room 352-E, the Volunteer Office is the base for *FIRST* Volunteer Resources Department staff during the event.

Stop in and see us at the booth in Volunteer Central if you have questions about volunteering or if there is anything we can do to help you have the best volunteer experience possible! At the booth, you can find:

- Information about the *FIRST* Championship Volunteer Experience
- *FIRST* Championship Volunteer Pin
- *FIRST* Years of Service Pins
- *FIRST* Volunteer Passports
- *FIRST* Alum Patches
- Information on the *FIRST* AmeriCorps VISTA program
- Information on the *FIRST* Senior Mentor program

Volunteer Feedback

We love to hear your volunteer stories and suggestions for how we can improve the *FIRST* volunteer experience! Volunteer Feedback Session will be held in the Volunteer Café, Room 362, on the following dates and times. Chat with staff from the *FIRST* Volunteer Resources Department. Grab your breakfast or lunch and pull up a chair at our table. We're all ears!

Volunteer Feedback Sessions:

- Thursday, April 16, 7:00 – 9:00 AM
- Thursday, April 16, 11:00 AM – 2:00 PM
- Friday, April 17, 11:00 AM – 2:00 PM



Volunteer Gratitude Walls

Located in each of the *FIRST* program areas, the Volunteer Gratitude Walls are large boards on which teams and parents can leave messages thanking volunteers. Have a look to see the amazing impact you have on the *FIRST* community!

Volunteer Orientation Webinar

To find out more about the general volunteer experience at *FIRST* Championship, please join the *FIRST* Championship Volunteer Orientation webinars on either of the dates listed below. They will include information about event building layouts, the volunteer café schedule, *FIRST* volunteer events & perks, volunteer parking, and more. You do not need to attend both webinars as the information will be repeated. There will be time included at the end for questions.

- *FIRST* Championship Houston Volunteer Orientation Webinar 1
March 23, 2020 7:00 PM Eastern Time (US and Canada)
<https://attendee.gotowebinar.com/register/422648276190831629>
- *FIRST* Championship Houston Volunteer Orientation Webinar 2
April 2, 2020 8:00 PM Eastern Time (US and Canada)
<https://attendee.gotowebinar.com/register/5989975925411550989>

Please check the *FIRST* Championship volunteer page for more information at:

<https://www.firstchampionship.org/volunteer>. The Volunteer Orientation slide deck will be posted on this web page before the webinars and the webinar recordings will be posted within two days after the webinar.

Volunteer Registration

Volunteers must go to the Volunteer Registration desk on Level 1 to get their name badge when they first arrive at the event. Volunteers over the age of 16 who were not assigned roles before the event can sign up as walk-on volunteer at the Volunteer Registration desk.

Name Badging

If you were assigned before the event, you should have received an email to RSVP for the event and register with *FIRST* Championship Registration. Completing this registration includes confirming the days you will be volunteering, submitting any special dietary needs, and giving your T-shirt size. If you registered with *FIRST* Championship Registration please take the following steps:



- Print your personalized barcode found in the confirmation email from *FIRST* Championship Registration and bring it with you or pull up the email on your smartphone to be scanned.
- Bring a form of photo identification.
- Scan the barcode and staff will prepare your badge at the Volunteer Registration desk.
- If you are under the age of 16, bring the responsible adult who will be monitoring you to the Volunteer Registration desk when picking up your name badge.

If you did not register with *FIRST* Championship Registration before arriving but have been assigned to a volunteer position:

- Bring a form of photo identification.
- Print your assignment email or be able to pull it up on a smartphone.
- Register and confirm your information with staff onsite at the Volunteer Registration desk to receive your name badge.

If you have not received an email from *FIRST* Championship registration but have been assigned to a volunteer position, please email volunteersystems@firstinspires.org to receive the registration email.

Volunteer Registration Hours

The Volunteer Registration Desk will be open Tuesday – Saturday. Hours of operation will be posted here when available.

Where to Find Information Onsite

If you have any questions or need information at the event, the following resources are available to assist you.

Information Desk

The Information Desk is located near Registration on the 1st floor and can answer volunteer, event, and city questions. This is also where Lost & Found is located. The desk is staffed by local city volunteers who have a wide knowledge of the area. For further volunteer-specific information or questions onsite, please come to the booth in Volunteer Central. For program-specific information, go to Pit Administration for that program.

Pit Administration

For program-specific questions, please see the “Pit Admin” desk, located in each program area. They are your best source of information about each program, such as schedule or specific volunteer role questions. Pit Admin desks can be found at the following locations:

- *FIRST* Robotics Competition: 1st floor, Hall C



- *FIRST* Tech Challenge: 3rd floor, Hall 3A
- *FIRST* LEGO League and *FIRST* LEGO League Jr.: 1st floor, Hall E

Volunteer Central

Stop by the booth in Volunteer Central, your one-stop shop for all things volunteer! We will have answers to any questions you have about your volunteer experience.

Volunteer Coordinators

Your volunteer coordinator is your go-to resource for anything related to your volunteer position. If you were assigned a volunteer role before the event, you should receive an email before the event from your volunteer coordinator with their contact information and details about your volunteer role. If you are a walk-on volunteer, you will be told who to report to once assigned onsite. Reach out to your volunteer coordinator with questions about your schedule, position, or duties. If you are unable to contact them onsite, you may go to your program's pit admin for help.

Thank you volunteering! If you have additional questions before the event, please reach out to your Volunteer Coordinator or email us at volunteer@firstinspires.org. See you soon!

THANK YOU!
YOU #BUILDTHEMUP

***FIRST* VOLUNTEERS**