FIRST® Volunteer Handbook

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Welcome to the FIRST® volunteer community! As a FIRST volunteer, you are part of a global support system we’ve built for students who need a spark of curiosity and encouragement to launch their dreams. Together, we’re inspiring the next generation of innovators and technology leaders and impacting over 530,000 youth around the world each year. Whatever your expertise, FIRST has a volunteer opportunity for you. Whether you have a few weekend hours, the desire to mentor a team for a season, or want to work behind the scenes to help FIRST grow, opportunities abound for people who want to give back - helping to change lives, change our culture, and change the future.

**FIRST® Volunteer Resources Department**

The Volunteer Resources Department is tasked with supporting and improving the volunteer experience. The Volunteer Resources Department focuses on recruitment, training, communication, and recognition of volunteers to create a positive volunteer experience. Contact us at volunteer@firstinspires.org

**FIRST Mission**

The mission of FIRST is to inspire young people to be science and technology leaders and innovators, by engaging them in exciting mentor-based programs that build science, engineering, and technology skills, that inspire innovation, and that foster well-rounded life capabilities including self-confidence, communication, and leadership.

**Gracious Professionalism®**

Gracious Professionalism® is part of the ethos of FIRST. It’s a way of doing things that encourages high-quality work, emphasizes the value of others, and respects individuals and the community.

With Gracious Professionalism, fierce competition and mutual gain are not separate notions. Gracious professionals learn and compete like crazy but treat one another with respect and kindness in the process. They avoid treating anyone like losers. No chest thumping tough talk, but no sticky-sweet platitudes either. Knowledge, competition, and empathy are comfortably blended.

In the long run, Gracious Professionalism is part of pursuing a meaningful life. One can add to society and enjoy the satisfaction of knowing one has acted with integrity and sensitivity. Use Gracious Professionalism in all interactions as a volunteer.
**Coopertition**

Coopertition produces innovation. At FIRST, Coopertition is displaying unqualified kindness and respect in the face of fierce competition. Coopertition is founded on the concept and a philosophy that teams can and should help and cooperate with each other even as they compete.

Coopertition involves learning from teammates. It is teaching teammates. It is learning from Mentors. And it is managing and being managed. Coopertition means competing always, but assisting and enabling others when you can.

**FIRST Core Values**

We express the FIRST philosophies of Gracious Professionalism and Coopertition through our Core Values:

- **Discovery:** We explore new skills and ideas.
- **Innovation:** We use creativity and persistence to solve problems.
- **Impact:** We apply what we learn to improve our world.
- **Inclusion:** We respect each other and embrace our differences.
- **Teamwork:** We are stronger when we work together.
- **Fun:** We enjoy and celebrate what we do!

**What you can expect from FIRST**

FIRST is a volunteer-driven organization and our success depends on you. FIRST has many different volunteer opportunities to offer. Each opportunity offers a variety of exciting experiences. Here are the expectations you can have as a FIRST event volunteer.

**Communication** — Communications will mainly occur through event organizers. They will be available to answer all your questions prior to and during the event. Once registered as a volunteer, communications may also be sent from your regional partner in the field and FIRST Headquarters.

**Training** — You will receive training specific to your assigned job either before or on the morning of the event. You should receive communications from your event organizer about whether training is required. There are other general trainings available for volunteers listed on page 12.

**Volunteer Lounge with Food** — Generally, a volunteer lounge with food and refreshments away from the crowd will be provided for the day of an event to show our appreciation for your time and to help re-energize you.
Volunteer T-Shirt and Name Badge — Depending on the program and event, you may be given a t-shirt and name badge. These designate you as a FIRST volunteer for the day. They allow you access to the area of your volunteer role and are your ticket to the volunteer lounge for food and refreshments throughout the day if one is provided.

Year of Service Pins and Volunteer Passport — As a token of our appreciation, we offer year of service lapel pins to represent milestones of volunteering with FIRST. Pins are available at participating events in increments representing 1-5, 10, 15, 20, and 25 years of service. Be sure to grab your volunteer passport and get it stamped at participating events, and create a piece of memorabilia to catalog your journey with FIRST. Ask the volunteer coordinator at your event, or email us at volunteer@firstinspires.org, to get your pin or passport.

And a Whole Lot More! — It doesn’t matter which FIRST program you volunteer for, you will always walk away at the end of the day inspired. When you volunteer with FIRST you are part of a community with a vision laid out by FIRST founder, Dean Kamen, "To transform our culture by creating a world where science and technology are celebrated and where young people dream of becoming science and technology leaders."
Description of FIRST® Programs

FIRST offers a progression of K-12 Science Technology Engineering and Math (STEM) programs that inspire students to be the next innovators.

Elementary school robotics programs
Explore real-world scientific challenges, learn life skills and introductory coding principles using LEGO® MINDSTORMS® / WeDo® technology
- *FIRST® LEGO® League Jr.* (Grades K-4)
- *FIRST® LEGO® League* (Grades 4-8)

Middle school robotics programs
Design, build, and program a robot using LEGO / Android technology to compete against other teams
- *FIRST® LEGO® League* (Grades 4-8)
- *FIRST® Tech Challenge* (Grades 7-12)

High school robotics programs
Unique engineering varsity *Sport for the Mind™*, teams create, build, and program robots to play on a competitive playing field
- *FIRST® Tech Challenge* (Grades 7-12)
- *FIRST® Robotics Competition* (Grades 9-12)

All grades/ages may vary by country.
What is FIRST® LEGO® League Jr.?

Guided by adult coaches and FIRST® LEGO® League Jr. Core Values, students build models using LEGO® Education WeDo and create Show Me posters to present what they learned. The program focuses on building interest in science, technology, engineering, and math (STEM) through a real-world challenge – to be solved by research, critical thinking, and imagination.

What is FIRST® LEGO® League?

In FIRST® LEGO® League, children are immersed in real-world science and technology challenges. Teams research and design their own solution to a current scientific question or problem while they also build and program autonomous robots using LEGO® MINDSTORMS® technology to perform a series of missions. Through their participation, children develop valuable life skills and discover exciting career possibilities, while learning that they can make a positive contribution to society.

What is FIRST® Tech Challenge?

FIRST® Tech Challenge is designed for students who want to compete head to head using a sports model. Teams design, build, and program their robots to compete on a 12' X 12’ field, in an alliance format, against other teams. Robots are built from a reusable platform, powered by Android technology, and programmed using Java or Blockly. Teams, including coaches, mentors, and students, are required to develop strategy and build robots based on sound engineering principles, such as rapid prototyping. Awards are given for the competition, as well as community outreach, design, and other real-world accomplishments.

What is FIRST® Robotics Competition?

FIRST® Robotics Competition combines the excitement of sport with the rigors of science and technology. Teams of 10 students or more are challenged to design a team “brand,” hone teamwork skills, and build and program a robot to perform prescribed tasks against a field of competitors. It’s as close to “real world” engineering as a student can get. Professional mentors volunteer their time and talents to guide each team.

“FIRST is more than robots. The robots are a vehicle for students to learn important life skills. Kids often come in not knowing what to expect – of the program nor of themselves. They leave, even after the first season, with a vision, with confidence, and with a sense that they can create their own future”

Dean Kamen
How to become a FIRST® event volunteer

Sign up to volunteer at an event by following these steps:

1. Create an account in the FIRST Dashboard at http://my.firstinspires.org/Dashboard/
2. Click the Volunteer Registration tab & click ‘Volunteer at an Event’
3. Filter events by area and/or program and select event
4. Select roles you are interested in
5. Complete your required youth protection background screening

Volunteer Registration on the FIRST Dashboard can connect you to many features, including your FIRST participation report, event assignments, and volunteer information. Also, if you are interested in connecting with a team as a mentor or coach, you can do so by clicking on “work with a team”. For additional volunteer resources, including a Volunteer Registration User Guide, visit the volunteer resource library on our website: https://www.firstinspires.org/resource-library/volunteer/general-volunteer-resources

For more information or assistance getting started, please contact:

1-800-871-8326 or volunteer@firstinspires.org

FIRST® Championship

Be part of something extraordinary. Work with and inspire tens of thousands of students at the ultimate celebration of science and technology, FIRST® Championship. In April of each year, students in grades K-12 from around the world will gather in downtown Houston and Detroit to showcase their STEM skills and compete with their robots, and you can be part of the excitement.

Volunteers are a vital component of making these events a success with more than 1,500 volunteer opportunities at each location. A culmination of the season’s FIRST programs, the FIRST Championship features the FIRST Robotics Competition Championship, the FIRST Tech Challenge World Championship, the FIRST LEGO League World Festival, and the FIRST LEGO League Jr. World Festival Expo.

To learn more about volunteering at FIRST Championship, visit our FIRST Championship website: https://www.firstchampionship.org/
Coaches and Mentors

Volunteers fuel FIRST at every level, each year impacting more than 500,000 young people around the world. As a mentor or coach of a FIRST team, you help launch the success of your team, and ultimately the mission of FIRST. Whatever your expertise, as a FIRST mentor or coach you can:

- Teach others what you know (at any age)
- Share technical or non-technical expertise
- Assist the team with scholarships, marketing, or technical know-how

Mentors and coaches are the keystone of our programs. The descriptions below outline the definition of coach and mentor for each of the four FIRST programs: FIRST LEGO League, FIRST LEGO League Jr., FIRST Tech Challenge, and FIRST Robotics Competition.

FIRST LEGO League Jr.

Coaches - Guided by adult coaches and FIRST Core Values, students build models using LEGO Education WeDo 2.0 and create Show Me posters to present what they learned. Coaches facilitate team meetings and make sure the children have fun while they learn.

Mentors - A FIRST LEGO League Jr. mentor has a certain expertise a team may need. The mentor may contribute their expertise through instruction, guidance to the team or serve as a resource on a one-time or multiple-time basis. Mentors may be current or past team members of other FIRST programs, alumni, or experts on the yearly challenge.

FIRST LEGO League

Coaches - A coach provides support to his or her team and guides them in completing the season’s Challenge. The coach asks questions, encourages the team to explore options, promotes teamwork and participation by all members, exemplifies Gracious Professionalism, reinforces FIRST Core Values, and commits to having fun. Students can only be on one team, but a coach is allowed to coach multiple teams.

Mentors - A mentor has a certain expertise a team may need. The mentor may contribute their expertise through instruction, guidance to the team, or serve as a resource on a one-time or multiple-time basis. Mentors may be experts on the yearly challenge theme.

- Coaches’ Handbook
- Coach Quick tips
**FIRST® Tech Challenge**

Coach or Mentor – FIRST Tech Challenge does not discern a difference between coaches and mentors. A coach/mentor works with his or her students by helping them to develop skills and to design and build a successful robot. They guide teams through any issues they encounter, making them stronger in both their academic and personal lives. They inspire students in ways far beyond science and technology and enable both students and adults to appreciate the value of sportsmanship, teamwork, and *Gracious Professionalism®* in a way that might not be possible otherwise.

Each team needs two or more adult mentors who are willing and motivated to coach the team through the build and competition season and beyond. Other adults can volunteer to help with administration, fundraising, community outreach, and other tasks.

- [Mentor Manual](#)

**FIRST® Robotics Competition**

Mentors – FIRST Robotics Competition teams have 2 or more adult Mentors willing and motivated to “coach” the team through the build and competition season (and beyond). Mentors are individuals from all backgrounds and disciplines who work with students to share their knowledge and guide them through the season. Each team needs at least one adult mentor with technical expertise. Also highly recommended are two or more other adults to help with administration, fundraising, community outreach, and other tasks.

Many mentors contribute on a weekly basis during competition season or support the team with subject matter expertise on an as-needed basis. Teams may have additional or more specialized mentor roles or a combination of mentor roles as needed. In addition, mentors help to foster the idea of *Gracious Professionalism®* and have the students do as much of the work as possible.

- [FIRST Mentoring Guide](#)

To read more about becoming a coach or mentor for each program visit our website at:

[https://www.firstinspires.org/mentors-and-coaches](https://www.firstinspires.org/mentors-and-coaches)

Or email us at: mentorcoach@firstinspires.org
Event Volunteer Role Descriptions

Volunteers make up 99% of the FIRST® workforce. Whether you have a weekend to help, have technical or non-technical expertise, there is a volunteer role suited to your unique interest. Available volunteer positions vary depending on the program and event. The following links give a general description of most event volunteer positions. Where indicated, key volunteer positions denote positions that require additional commitment, experience, and training.

Links for volunteer role descriptions by program:
- FIRST LEGO League Jr.
- FIRST LEGO League
- FIRST Tech Challenge
- FIRST Robotics Competition

Please note that some roles do require previous experience before you can volunteer in that role. Please see the role descriptions linked above for more information about the experience needed or visit the website at:

https://www.firstinspires.org/ways-to-help/volunteer/event-volunteers

We encourage our volunteers to try multiple roles and to progress from one role to the next both within a specific program as well as between the programs. Please reach out to your local leadership with any questions:

https://www.firstinspires.org/find-local-support

Or email volunteer@firstinspires.org so we can help connect you to local leadership.

Volunteer Training

Event Volunteer Training

FIRST provides volunteer training for each position onsite or before the event. Some positions may require more extensive training. Some volunteer roles require focused trainings that may last a day or two, while other roles can be learned at the event itself. If a role or procedure is not properly explained, please ask for further clarification from your event coordinator.

Event Volunteer Testing/Certification

Some volunteer positions require pre-event testing or certification that you must complete to serve in your role. Details regarding which roles require testing or certifications can be found in the volunteer role descriptions. Depending on the program, this training may be accessed via the FIRST website, Schoology, or through the regional contacts.
Mentor/Coach Training

Adults working with FIRST teams are required to undergo training in youth protection once regular involvement with a FIRST program starts and at least every 4 years thereafter. FIRST suggests that if the individual participates in 30 percent or more of the team’s activities, they are regularly involved with the team. However, everyone involved with a team is encouraged to review and complete the training. The training is intended to enable adults working with FIRST teams to recognize situations that may pose a threat to team member safety and take the actions necessary to prevent and report injuries. You can find the training at this link: https://www.firstinspires.org/resource-library/youth-protection-policy

Further training specific to programs/games/regions may be required or offered. Check with your local leadership.

FIRST Training

FIRST offers additional online trainings through its website covering a variety of useful and important topics for anyone interacting with kids and the public through FIRST.

Strategies for Inspiring Success for All – Online Course

FIRST® knows that culture shapes our biases and beliefs about people based on their age, gender, race, language, (dis)ability, or income level, often without our realization. These resources and trainings will equip us for the work.

FIRST has been collaborating with the National Alliance for Partnerships in Equity (NAPE) to develop training for coaches, mentors, volunteers, partners and other key stakeholders who work directly with students and are committing to create diverse, inclusive and equitable teams. Through engaging and reflective activities on the power of culture on our interactions with students, these modules will equip us with specific strategies to support community outreach, student participation, persistence, engagement and success.
We have prepared a complementary, three-part training module course for the FIRST® community. This course is free and accessible to anyone.

The three interactive course modules each range from 20 - 40 minutes. Complete the modules individually or all at once. We recommend completing each module in one sitting as the certificates generate based on completion of each module. Learn more here or go to: https://info.firstinspires.org/inspiring-success

**FIRST Volunteer Customer Service Training**

The FIRST Volunteer Customer Service Training is provided in a PowerPoint format to be viewed by any FIRST volunteer. The purpose is to ensure that all volunteers provide inspiration, safety, support, and a positive experience to our customers. The training can be found on our website at this link:


**FIRST Youth Protection Training**

The training is intended to enable adults working with FIRST teams to recognize situations that may pose a threat to team member safety and take the actions necessary to prevent and report injuries. The training includes topics such as:

- How to create a safe environment
- Understanding and compliance with the Code of Conduct
- The lead Coach and Lead Mentor Roles
- Conducting the Team Safety Meeting
- Contacting the Youth Protection Department
- Safety Requirements and Recommendations for Official Events
- Guidelines for Parents

Modules are short (2 – 3 minutes) and can be viewed in any order.

Access FIRST Youth Protection Training on Schoology, Access Code: 72S5P-RW23T
FIRST® Overview on Safety

FIRST asks everyone involved in its programs to place the highest priority on safety, looking out not only for one’s own safety but also the safety of others. Do not hesitate to speak up or act in the interest of safety. Report any safety concerns to event coordinators or safetyfirst@firstinspires.org.

Code of Conduct

The mission of FIRST is to inspire a generation of science and technology leaders who are both gracious and professional. This FIRST Code of Conduct lists some of the basic behaviors mentors, coaches, volunteers, team members, affiliate partners, contractors, staff, and other participants should adhere to while participating in FIRST activities.

- Exhibit Gracious Professionalism® at all times. Gracious Professionalism is a way of doing things that encourages high-quality work, emphasizes the value of others, and respects individuals and the community. With Gracious Professionalism, fierce competition and mutual gain are not separate notions.
- Ensure the safety of all participants in FIRST activities.
- Do not engage in any form of bullying, harassment, use of profane or insulting language, or any actual or threatened violence.
- Adhere to all FIRST Youth Protection Program (YPP) policies.
- Report any unsafe behavior to event or local FIRST leadership.

Persons who do not comply with this Code of Conduct may be barred from participating in FIRST activities.

Volunteer Rights and Responsibilities

The foundation of the relationship between FIRST and our volunteers is respect.

It is your right to:

- Be treated with Gracious Professionalism®. Gracious Professionalism is a way of doing things that encourages high-quality work, emphasizes the value of others, and respects individuals and the community.
- Feel valued. FIRST recognizes the significant efforts that volunteers contribute. The time that you donate not only helps FIRST succeed but also builds the FIRST community.
- Understand your role. FIRST will inform you about what’s expected of you, your schedule, any meals you will be provided, any changes to program or policy, and who to contact should you need assistance.
- Expect a safe environment. FIRST strives to create and maintain a safe environment for all volunteers and participants and will always factor safety into program planning.
Receive fair treatment and inclusion. All volunteers will be treated with respect and dignity in inclusive environments. FIRST does not discriminate on the basis of race, color, national origin, sex, disability, age, status as a veteran who served in the military, religion, sexuality, gender, gender identity, or gender expression in its programs and activities.

Reevaluate your time commitment. FIRST appreciates all of our volunteers and understands that volunteers experience life situations that may affect their commitment.

Communicate with your volunteer coordinator or your local FIRST leadership about:

- Concerns or limitations that are affecting your volunteer role.
- Any mistreatment towards you or others. You may be required to fill out a Non-Medical Online Reporting Form.
- Contact FIRST Headquarters directly if you feel that you are being treated improperly and attempts to resolve issues and conflicts at the local level are not successful. Volunteers can call (800) 871-8326 or email volunteer@firstinspires.org

It is your responsibility to:

- Treat others with Gracious Professionalism®.
- Follow the schedule and the role description provided for your position. Contact your local FIRST leadership if there are any issues.
- Respect others, treat them fairly and kindly. Be inclusive and follow the non-discrimination policy of FIRST.
- Follow safety rules and ensure safety of others. Adhere to all FIRST Youth Protection Program (YPP) policies. Report any injuries or safety concerns within 48 hours.
- Adhere to the FIRST Code of Conduct.
- Have FUN!

Dress Code

Take your lead from the volunteer coordinator at the event and dress appropriately for the job you are doing. Make sure you have a free range of movement if necessary for your role and do not wear clothes with fringe or anything hanging off it if you will be working near any machinery. You will usually receive a shirt to wear the day of the event. Closed-toe shoes are required if you are volunteering in the robot field area. Safety glasses are provided for areas that require them or you may bring your own. Prescription glasses are not considered safety glasses unless they have hard plastic shields attached on the sides.

Equal Opportunity

FIRST provides equal volunteering opportunities for everyone regardless of age, sex, color, race, creed, national origin, religious persuasion, marital status, sexual orientation, political belief, or disability that does not prohibit performance of essential volunteer role functions. All matters related to volunteering are based upon ability to perform the role, as well as dependability and reliability.
Minimum Age Requirement

The minimum age requirement of a FIRST volunteer is 13 years old. The Event Manager can accept volunteers who are under 13 years old as long as there is direct adult supervision of that volunteer by an adult who has responsibility for the child. The Field Partner reserves the right to increase the volunteer age limit for their region at their discretion. The minimum age requirement of a FIRST volunteer at FIRST Championship is 16 years old. A minor must have a parent or guardian give written permission to volunteer. In addition, the FIRST Consent and Release Forms will need to be signed by a parent or guardian in the Volunteer Registration system for any volunteer under age 18.

Non-Discrimination/Harassment Policies

FIRST intends to provide a volunteer environment that is pleasant, healthful, comfortable, and free from intimidation, hostility or other offenses, which might interfere with volunteer performance. Harassment of any sort — verbal, physical, and visual — will not be tolerated. Harassment can take many forms. It may be, but is not limited to: words, signs, jokes, pranks, intimidation, physical contact, or violence.

FIRST Equity, Diversity, and Inclusion Statement

FIRST is committed to fostering, cultivating and preserving a culture of equity, diversity, and inclusion. We embrace and encourage differences in race, ethnicity, national origin, sex, gender, gender identity, gender expression, disability, age, religion, income or any other characteristics that make our adult-force and students unique.

Exploring, developing and implementing strategies to become more inclusive and ensure access to our programs to all students (as well as access to key supports) is critical for FIRST to reach its goal and mission. ALL young people should have the opportunity to become science and technology leaders. FIRST will remove barriers to program participation for underserved, underrepresented students. Pursuant to that end, FIRST Equity, Diversity, & Inclusion is a concerted, organized effort to develop strategies to make its programs more accessible and inclusive.

Non-Solicitation Policy

As a FIRST volunteer, you may not accept any tips or gifts with a monetary value from clients, their families or friends. We do not want to create an atmosphere where our clients feel obligated to reward FIRST volunteers for doing their job.

Also, you may not promote or solicit your own business enterprise, political agenda, or religious beliefs while volunteering with us. Solicitation for a private charity is also prohibited.

Walk-On Event Volunteer

Volunteers who have not registered or registered late in the Volunteer Registration system and have not been screened must complete a FIRST Walk-On Event Volunteer Application Form and be placed with a screened
volunteer throughout the event. Volunteers that walk-on should read and complete the FIRST Walk-On Event Volunteer Policy and Application.

Youth Protection Program

FIRST® will strive to create an environment in which team members can grow, learn, and have fun with minimal risk of injury. FIRST will strive to inform everyone involved in its programs of its Youth Protection Program (FIRST YPP), and provide assistance in meeting its standards.

Access FIRST Youth Protection Training on Schoology, Access Code: 72S5P-RW23T.12

FIRST expects all volunteers to adhere to all provisions of the FIRST YPP, including recommendations as well as requirements. FIRST recommends that the standards set forth by the FIRST YPP be applied outside of the U.S. and Canada to the extent possible. At a minimum, local regulations regarding youth protection should be complied with.

Prior to serving at any FIRST Official event, all event volunteers must register in the FIRST Volunteer Registration system at: www.my.firstinspires.org/dashboard/

Please visit the FIRST Youth Protection Program webpage for up to date materials including the FIRST Youth Protection Guide and more information regarding the YPP screening/clearance process and what to expect.

Forms

Conflict of Interest Form

Some key volunteers are required to sign a Conflict of Interest and Disclosure Statement, such as field supervisors, judges, robot inspectors, referees, scorekeeper/field power controllers, team queuers, and safety advisors. A volunteer who has a relationship with a team is not excluded from serving in these positions, but they must disclose any relationship they have with a competing team and agree not to bias any match process and/or results. Conflict of Interest Form
Consent and Release Form

Volunteers are required to electronically sign the FIRST Consent & Release Form each season. Volunteers will see a notification in their FIRST Dashboard if they haven’t yet completed the form and can access this in their user profile drop down menu. See screenshot to the right.

Volunteers under the age of 18 must have a parent or guardian sign the Consent & Release Form and can invite a parent to sign electronically through the FIRST Dashboard.

Walk on volunteers will be permitted to sign a paper Consent & Release form onsite at the event.

Medical Incident Form

All injuries or illnesses that occur at a FIRST event must be reported to FIRST through the Medical Incident Form that is available at each event. Ask your event coordinator.

Non-Medical Incident Form/ Online Non-Medical Reporting Form

While FIRST desires every volunteer and participant to receive fair and impartial treatment at all times, it does recognize that conflicts, misunderstandings, and other behavioral problems will arise from time to time. These concerns or problems may involve other event volunteers, event participants, mentors, or FIRST policies.

The Non-Medical Incident Form is available at each event through the coordinator or may be downloaded, filled out, and sent to: safetyfirst@firstinspires.org

In addition, a new Online Non-Medical Reporting Form has been designed to create an ease of access for reporting concerns at any time by anyone. All reports received through the Online Non-Medical Reporting Form are reviewed by the Youth Protection Program Manager and acted on accordingly. A process has been created to loop in the programs and partners when appropriate. FIRST will keep the identity of any reporter confidential unless required to disclose by court order. FIRST will not tolerate any form of retaliation against reporters.

The reporting form is available at this link: http://firstinspires.org/non-medical-reporting
Contact Us

Mailing Address:
FIRST®
Volunteer Resources Department
200 Bedford Street
Manchester, NH 03101

Phone: Customer Service: (800) 871-8326
Fax: (603) 666-3907

Hours:
Monday - Friday,
8:30 - 5:00 EST/EDT

Email: General volunteer inquiries or feedback:
volunteer@firstinspires.org

Volunteer systems questions about Volunteer Registration or the Volunteer Management System (VMS):
volunteersystems@firstinspires.org