

AARP

DRIVER SAFETY PROGRAM

**Instructor Candidate
Orientation**

**ADMINISTRATIVE
PACKET**

Tailored for Tennessee:

Pages 18-30

Revised: 17 Jan 2008

By: State Coordinator

FOREWORD

One of the significant demographic facts affecting America's present and future course is the aging of its population. The proportion and number of persons 50 years and older have grown and will continue to grow more rapidly than other age groups.

Independence and mobility are two important aspects in one's life. The AARP Driver Safety Program was created by AARP to help older drivers enhance both.

The program results in safer roads for everyone. Older drivers benefit from increased confidence on the road, better driving record, lower insurance rates, and a continued mobile, independent lifestyle for additional years.

The program is one of the best examples of AARP at the local level. The multitude of co-sponsoring organizations such as hospitals, banks, churches, community service organizations, senior centers, libraries, etc. find that helping to provide the course enhances the perception of them as a service minded community leader and creates good will within the general community.

The increasing availability of the program in communities of all sizes throughout America allows AARP to involve many aspects of community life in this vital local level activity.

AARP is most grateful for the commitment of time and energy devoted by thousands of Driver Safety Program volunteers. The corps of trained volunteers and their sustained commitment are vital to the continuation of the program.

You, as a program Instructor, play the key role in carrying out program implementation. This packet will be an important reference in implementing the program.

Thank you for your commitment to help bring AARP to the local level.

AARP Driver Safety Program Staff

Verification Checklist of Instructor Candidate Orientation by Instructor Mentor

The purpose of this Form is to ensure that an Instructor Candidate has received an appropriate administrative orientation to implement all aspects of his/her job description prior to receiving classroom management training by the Chief Trainer/Trainer.

Reviewed:

Orientation to AARP

- Yes ___ No ___ Mentor and Instructor Candidate Roles
- Yes ___ No ___ The History of AARP
- Yes ___ No ___ AARP Volunteer Expectations
- Yes ___ No ___ Responsibilities to AARP
- Yes ___ No ___ AARP Vision, Mission, Goals, etc.
- Yes ___ No ___ AARP Serving Our Communities - Nationwide
- Yes ___ No ___ AARP Non-Profit Status
- Yes ___ No ___ AARP Foundation
- Yes ___ No ___ AARP Field Operations Configuration

Orientation to Driver Safety Program

- Yes ___ No ___ Program history
- Yes ___ No ___ Program Standards
- Yes ___ No ___ Volunteer Structure
- Yes ___ No ___ Overview of Volunteer Positions
- Yes ___ No ___ Selected Activities of Assistant State Coordinator
- Yes ___ No ___ In-Class Certificates
- Yes ___ No ___ Reimbursement
- Yes ___ No ___ Sponsorship
- Yes ___ No ___ Publicity
- Yes ___ No ___ Guidance on Disability Access
- Yes ___ No ___ AARP Volunteer Travel Accident Insurance
- Yes ___ No ___ Liability Insurance
- Yes ___ No ___ Notification of Name Change

Orientation To Materials

- Yes ___ No ___ Instructor Candidate Administrative Packet

Practice Teaching

<u>Date of Teaching</u>	<u>Material Taught</u>
• _____	• _____
• _____	• _____
• _____	• _____

My signature below indicates that I understand that AARP developed the Driver Safety Program and I will advise all my students of that fact. I also know my next steps and have no further questions at this time.

Signature of Instructor Candidate _____ Date _____

Signature of Instructor Mentor _____ Date _____

***Forward this completed and signed form with completed Instructor application to State Coordinator when candidate Instructor is ready to attend final training by Chief Trainer/Trainer.**

MENTOR AND INSTRUCTOR CANDIDATE ROLES

The Mentor position in the AARP Driver Safety Program is designed to help Instructor Candidates learn about the position of Instructor within the program.

The main responsibilities of a Mentor are:

- To explain the duties of an AARP Instructor, so that the Candidate understands the position and can make an educated commitment to volunteering
- To review the administrative requirements of the program with a Candidate
- To encourage the Candidate to become more comfortable with the role of the Instructor by observing classes and perhaps assisting with short sections of a class. Some possible ways Candidates could assist are:
 - Helping with registration the day of the class
 - Helping with setting up the room
 - Running the slide projector or VCR
 - Instructing brief sections of the course, such as the activity on hearing distractions in Chapter 3, the section on signs and signals quizzes in Chapter 7 or other brief sections the Mentor chooses. When the Candidate assists with sections of the class, the Mentor will provide feedback discussing strengths and making constructive suggestions, if needed, about ways to improve.
 - To explain the steps in setting up a class, and working with sponsors. If possible, a Candidate may join their Mentor in a meeting with a sponsor to better understand this process.

THE HISTORY OF AARP

To fully understand AARP as it exists today, it is important to understand when, where, and how AARP began.

The story of AARP is really the story of Dr. Ethel Percy Andrus, who served for 28 years as a high school principal in California. After retiring, Dr. Andrus became Volunteer Director of Welfare for the California Retired Teachers Association and quickly became aware of the inadequate pensions teachers were receiving. She realized this problem was by no means unique to California and needed to be dealt with on a nationwide basis.

In 1947, Dr. Andrus founded the National Retired Teachers Association (NRTA). The NRTA united many individual state organizations into a single cohesive federation for action on behalf of retired educators.

Dr. Andrus pleaded the cause of retired teachers before state legislatures throughout America and was successful in getting improvements in teachers' pensions. She was also concerned about the health of retired teachers and their access to medical care. She wanted an insurance company to offer a group health insurance policy to them that was affordable, and one that did not require a physical examination. After asking some 40 insurance companies to underwrite a policy and being turned down (it was then considered a tremendous risk), she finally found a company willing to do so. That group health insurance policy--the first of its kind in America--was an instant success, both for the insurers and for the retired teachers who gained protection.

Dr. Andrus was also concerned with developing a framework within which retired educators could channel their career skills and experiences to serve other retired and active teachers, their communities and the nation. She was convinced that older people themselves would have to change the negative image of aging by playing an important new role in the society they helped build.

As Dr. Andrus worked to build and strengthen NRTA, she came to see that the problems facing her constituents were not restricted exclusively to retired teachers, but were shared by all who were entering their retirement years. Out of this realization evolved the creation of a new organization to serve the needs and aspirations of all of America's aging population. On July 1, 1958, in Washington, DC, the American Association of Retired Persons (AARP) was established by Dr. Andrus; this sister organization was allied and parallel to NRTA but independent.

In September 1960 the first local chapter of AARP was formed in Youngstown, AZ. Now there are some 4,000 chapters and some 2,600 local RTA units. By the middle of 1961, more than 30,000 members a month were being served by AARP's Pharmacy Service, which had been initiated in 1959.

With Dr. Andrus pushing all the way, after more than five years of work, the Medicare law was signed on July 30, 1965, to become effective July 1, 1966. That same year AARP was ready with an expanded group health insurance program to supplement Medicare.

In July of 1982, the NRTA officially merged into AARP. The next year, membership age was lowered from 55 to 50. In 1985 AARP celebrated its 20-millionth member. Membership is now 35 million.

Today, some regard AARP primarily as an advocacy organization whose professional staff and more than 140,000 volunteers work with federal, state and local government bodies on behalf of older citizens. There are those who see AARP as a community service organization whose programs and education efforts help people prepare income tax returns, improve their driving skills, plan for retirement, or deal with the death of a spouse. Others may regard AARP as a sponsor of academic research on issues relating to aging via its Andrus Foundation, or as a provider of valuable information through its National Gerontology Resource Information Center. Still others see AARP as a provider of needed services and benefits to its members: group health, mobile home, automobile, homeowners and life insurance programs; travel discount; motoring plan; annuity program; investment program; pharmacy services; and now on-line services.

So it's fair to say, that AARP strives on many different fronts to improve the quality of life in this country.

But, whatever way one chooses to view this Association, our commitment to our goals, to our work, to our nation, to our communities and to one another are all part of our overriding commitment to service. A commitment that has been present from the start.

Though Dr. Ethel Percy Andrus died more than 30 years ago, the Association is still inspired and invigorated by her commitment to the service of others. Indeed, living up to her high ideals, "To serve, not to be served," is AARP's continuing challenge.

AARP VOLUNTEER EXPECTATIONS

The Board of Directors has always been committed to volunteer development and has, in the past, stressed the need for a clear statement regarding the rights and responsibilities of AARP volunteers. Responding to the Board's leadership, the AARP Volunteer Policy Task Force (in 1991) developed the following statement of expectations.

AN AARP VOLUNTEER MAY EXPECT...

- Equal opportunity and consideration throughout recruitment, appointment, training, and service.
- Information concerning volunteer opportunities and appointments based on the volunteer's interests and capabilities.
- A written position description, to be used for subsequent planning and review.
- An orientation to AARP and the program to which the volunteer is assigned, and the training needed to carry out the responsibilities of the position.
- Encouragement, guidance, and the resources necessary for successful productivity.
- Inclusion in the planning and decision making relevant to the volunteer's activities.
- Consideration of and responses to questions, suggestions, and concerns.
- Assistance in resolving problems or conflicts.
- Respect, recognition, and appreciation for the volunteer's efforts and contributions.

AN AARP VOLUNTEER IS EXPECTED...

- To be supportive of AARP, its mission, and goals.
- To encourage others to contribute to the work of the Association.
- To participate in the orientation and training required for the volunteer's position.
- To perform assignments to the best of the volunteer's abilities.
- To participate in the planning and reviews relevant to the volunteer's position
- To be dependable, cooperative, and accountable.
- To communicate ideas, opinions, questions, and concerns to appropriate persons within the Association.
- To contribute constructively in the resolution of problems and conflicts.
- To value and express appreciation for the efforts and achievements of others.
- To accord all others respect, equal opportunity, and fair treatment.

RESPONSIBILITIES TO AARP

Representation

AARP encourages its volunteers, chapters, and alternative groups to communicate ideas, opinions, questions and concerns to appropriate persons within the Association. However, volunteers may not express opposition to AARP's policies or positions to others while performing their volunteer official duties or when they might be perceived as representing AARP.

Volunteers may act or make statements that involve, affect, or obligate AARP only after being authorized to do so by their supervisors or other designated authorities. These actions may include (but are not limited to) public statements to the press, participation in coalitions or lobbying efforts with other organizations, or agreements involving contractual or other financial obligations.

Volunteers are strictly prohibited from using AARP membership or participant lists, the letterhead, the logo or their signature blocks (names with titles) for any purpose other than for the AARP activities to which they are assigned.

Cooperation, Collaboration and Coalitions

AARP recognizes that cooperation, collaboration, and coalitions can be appropriate means to accomplish the Association's goals, to enhance its effectiveness and visibility, and to respond to needs at local, state, regional, national, and international levels. AARP therefore encourages its volunteers and employees to become involved in cooperative relationships and to lend the Association's resources (human, material, and financial) to selected collaborative efforts and coalitions in accordance with the Association's established guidelines.

Confidentiality

Volunteers, in the performance of their duties, may be exposed to confidential information. Failure to maintain confidentiality could result in termination of a volunteer's service with AARP.

Conflict of Interest

A volunteer may not accept compensation for the performance of his or her duties as an AARP volunteer. Compensation includes fees, gratuities, honoraria, or any other form of dispensation to the volunteer or to a member of the volunteer's immediate family or household. However, donations may be made in a volunteer's name to the AARP Andrus Foundation.

For additional information contact:

AARP Andrus Foundation
601 "E" Street, NW
Washington, DC 20049
(202) 434-6200

A volunteer, while representing AARP or participating in an AARP activity, will not promote products, services, or political candidates, nor make use of his or her relationship with AARP for personal profit.

AARP's Vision, Mission, Goals

AARP's Vision AARP excels as a dynamic presence in every community, shaping and enriching the experience of aging for each member and for society.

AARP's Mission AARP is a nonprofit membership organization of people 50 and older, dedicated to addressing their needs and interests. We seek through education, advocacy and service to enhance the quality of life for all by promoting independence, dignity and purpose. AARP is a nonpartisan association.

AARP's independent Goals AARP's strategic issues are health/long term care, economic security/work, living/life transitions, and personal enrichment.

AARP's Community-Level Volunteer Structure

Local Level Structures AARP interacts most directly with AARP members, and enhances AARP's visibility and presence through such structures as:

- Local AARP Action Teams and Community Councils
- AARP Information Centers
- AARP Chapters and NRTA units

Local Level Volunteers There are more than 140,000 AARP and AARP Foundation volunteers at the community level, including:

- ❖ AARP Tax-Aide Counselors, Local & District Coordinators
- ❖ AARP Driver Safety Program Instructors
- ❖ AARP Grief and Loss Program Volunteers
- ❖ AARP Information Center Coordinators
- ❖ AARP Community & District Coordinators
- ❖ AARP Specialists (Chapter, Communications, Advocacy Media, Training)

Support Superstructure Local level volunteers and operations are supported by volunteer coordinator levels. All AARP volunteers are supported by established policies. In 2001, AARP State Offices were opened in every state plus Puerto Rico and the Virgin Islands.

AARP Core Values
(The Principles Behind Everything We Do)

- * A recognition that our first responsibility is to our members, while keeping in mind the larger society.
- * A recognition that all strategic efforts affect and involve volunteers as well as staff.
- * A respect for and commitment to diversity in the broadest sense -- in our membership, staff and volunteer cadres.
- * Attention to the needs and concerns of special populations such as minorities, residents of rural communities, persons with disabilities, caregivers, grandparents and the vulnerable elderly.
- * Attention to the needs and concerns of younger members.
- * A strongly held value for the role of volunteers and volunteerism.
- * A recognition that our efforts to effect change are nonpartisan.
- * A sensitivity to the need to strike a balance between focused, organization-wide initiatives and objectives and the desire of volunteers and members to address other issues that may have particular relevance in their communities.
- * A recognition that while we need to stay focused and move forward in accomplishing our goals and objectives that, from time to time external circumstances will compel us to respond to events not addressed in the framework.
- * A recognition that our own products and services must at least meet the same high standards that we advocate be applied to other manufacturers and providers.

AARP Serving Our Communities – Nationwide

In communities across the country, AARP volunteers make a difference in the lives of others. They help older persons cope with the loss of loved ones, adjust their driving habits to avoid collisions, and manage their daily finances. AARP has a longstanding commitment to community service, enabling current and potential members to retain their dignity and independence in tangible ways. With the support of dedicated volunteers, field staff, and local and national partners, these AARP programs and activities are benefiting our communities:

AARP Driver Safety Program – an eight hour classroom refresher course designed especially for motorists age 50 and older. It covers normal changes in vision, hearing and reaction time, and provides practical techniques to compensate for these changes. The program fosters safe driving practices, continued mobility, and a discount in auto insurance in a majority of states. Information is available online at www.aarp.org/drive.

AARP Tax-Aide – a tax counseling and preparation service for all middle and low income taxpayers, with special attention to those age 60 and older. This program provides trained volunteer tax preparers, free of charge from February 1- April 15 --- taking some of the stress out of the tax season. Year-round it also offers online tax counseling at www.aarp.org/taxaide. It is administered by the AARP Foundation.

AARP Grief and Loss Programs – provide a wide range of resources for AARP members and their families to help cope with the loss of a loved one. This includes: one-to-one outreach (such as the AARP Widowed Persons Service), a grief course, support groups, educational events, an extensive web site, interactive online support groups, booklets and brochures. More information is available online at www.aarp.org/griefandloss.

AARP Senior Community Service Employment Program (SCSEP) – a work-training program for low-income persons age 55 and older that is available in 31 states and Puerto Rico. AARP SCSEP helps participants gain the skills, confidence and paid work experience to transition into permanent, unsubsidized jobs. They are temporarily assigned to a community service organization where they help expand key services and continue to pursue a permanent job. It is administered by the AARP Foundation.

National Retired Teachers Association – the largest national organization representing the interest and issues of more than one million retired educators and school personnel. It is composed of members who share a commitment to lifelong learning, voluntary service, and civic participation.

AARP Chapters – help promote the well-being of Chapter members and older persons in communities throughout the country through community service projects, educational programs, and cooperative endeavors with other like-minded community groups.

AARP NON-PROFIT STATUS

In 1964, AARP received a Determination Letter from the Internal Revenue Service concluding that AARP was organized and operated exclusively for the promotion of social welfare, pursuant to 501c(4) of the Internal Revenue Code, and accordingly, was exempt from income tax. However, unlike 501c(3) organizations, which are charitable in nature, contributions to 501c(4) organizations, whether financial or in the form of equipment or other goods, are not tax deductible to the donor, for federal income tax purposes.

AARP Foundation

The AARP Foundation is an affiliated, 501(c)3 nonpartisan charitable organization established in 1961. It administers publicly and privately funded programs, such as AARP Tax-Aide and the AARP Senior Community Service Employment Program (SCSEP). The Foundation also carries out national litigation through AARP Foundation Litigation and the Washington, DC-based advocacy programs funded through the Legal Counsel for the Elderly, Inc. These programs and activities also receive support from AARP.

The AARP Foundation administers a variety of programs. For decades, the Foundation has taken a leadership role in addressing major issues impacting older persons and improving the image of aging. It has made great strides through important legal decisions and the delivery of key community services at the local level. It has shaped court decisions, built local coalitions, and helped persons learn to utilize the equity in their homes and obtain legal services.

Most notably, the AARP Foundation's two very successful, national community service programs-AARP Tax-Aide and AARP SCSEP – both provide valuable service in their community free of charge. Both are also prohibited from involvement in any advocacy or legislative activities in light of their federal funding. At the local level, they provide direct assistance in communities in meaningful ways and leverage community resources.

AARP FIELD OPERATIONS OFFICE AND AARP DRIVER SAFETY PROGRAM CONFIGURATION

Field Services Office, Boston		NE 1	NE 2
CT	NY	CT	DE
DE	PA	MA	NJ
MA	RI	ME	NY
ME	VT	NH	PA
NH	PR	RI	PR
NJ		VT	
Field Operations Office, Atlanta		SE 1	SE 2
AL	SC	DC	AL
DC	VI	MD	FL
FL	VA	NC	GA
GA	WV	VA	SC
MD		WV	VI
NC			
Field Operations Office, Chicago		MW 1	MW 2
IL	NE	IL	IA
IN	ND	IN	MN
IA	OH	KY	NE
KY	SD	MI	ND
MI	WI	OH	SD
MN		WI	
Field Operations Office, Dallas		SW 1	SW 2
AR	NM	AR	CO
CO	OK	LA	KS
KS	TN	NM	MS
LA	TX	OK	MO
MS		TX	TN
MO			
Field Operations Office, Seattle		W 1	W2
AK	UT	AK	AZ
AZ	WA	ID	CA
CA	WY	MT	HI
HI		OR	NV
ID		WA	UT
MT		WY	
NV			
OR			

HISTORY OF AARP DRIVER SAFETY PROGRAM

AARP has been actively involved in driver improvement for older Americans since 1969. At that time, AARP volunteers taught the National Safety Council's Defensive Driving Course to older people. Then in 1979, AARP developed a program geared specifically to the driving needs of older Americans. Revisions have occurred in 1984, 1988, 1994 and 2000.

The AARP Driver Safety Program, emphasizes age-related physical changes, declining perceptual skills, rules of the road, local driving problems, and license renewal. In addition, the presentation format is designed to better meet the needs of adult learners by providing more opportunity for student participation in the learning process. The eight-hour classroom course is generally presented over a two-day period.

The program driving is available to both Association members and non-members, for a minimal fee. Over eight million graduates have completed the course to date.

Courses are conducted by volunteers aged 50 and older utilizing the peer concept. There are currently 10,000 volunteer Instructors who teach the course, and 1,000 volunteers who coordinate various aspects of the program in a specific geographic area.

Various national organizations work with the programs as co-sponsors, providing meeting rooms, VCRs, slide projectors, publicity, etc. Current co-sponsors include American Academy of Ophthalmology, American Academy of Orthopedic Surgeons, American Bankers Association, American Geriatrics Society, American Hospital Association, American Legion, American Optometric Association, International Association of Chiefs of Police, National Association of Area Agencies on Aging, National Sheriffs' Association and Veterans of Foreign Wars.

Numerous evaluations have been conducted on the program. The results demonstrate effectiveness. Studies by a major insurance company, a state insurance department and several state departments of Motor Vehicles, demonstrate fatal and injury accident and violation reductions.

Legislation in 36 states and the District of Columbia require automobile insurance companies in those states to provide a premium discount to graduates. Several automobile insurance companies voluntarily provide reductions to graduates.

Organizationally the program is located within the National Community Service Programs Group (NCSP). This group includes the large programs which are the cornerstones of AARP's local level activity: Driver Safety Program, Grief and Loss (Widowed Persons Service), Senior Community Service Employment Program and Tax-Aide.

NCSP is part of AARP's Community Services which in keeping with its name supports the Association's new directions and collaborations with others within AARP and external partners to provide the following services:

- Program services, including the design and coordination of programs and sharing expertise on best program practices, as well as managing several large national community service programs.

- Information services, providing expert knowledge on aging issues including: diversity and intergenerational topics; information resources for a variety of audiences; and technical assistance to public and private sector groups, as well as other parts of AARP.
- Advocacy services, achieving systems change through legal advocacy and influencing private and public sector practices, including business, government, and the aging and education networks.

AARP DRIVER SAFETY PROGRAM

PROGRAM STANDARDS

Nine standards are essential to the very definition of AARP's Driver Safety Program as a national program. These basic requirements are accompanied by an explanation of their critical nature.

1. The program is administered and coordinated by volunteers. No volunteer may accept payment.

The volunteer spirit of the program is one of the keys to its success. Volunteers' camaraderie and esprit de corps are founded in a shared belief in contribution of time and expertise, specifically to the mission of increased driver safety. This spirit would be quickly dissipated within a commercial operation, but is reinforced through volunteer leadership of program development and policy-setting responsibilities.

2. The course is eight hours in total, divided into a recommended minimum of two teaching periods, but also taught in one-day courses, usually to accommodate those who still work.

The program has a contractual obligation to provide the full curriculum to all attendees, which requires eight hours to do so correctly. The recommended limit of four hours per teaching period recognizes the inability to concentrate when one's endurance capacity is exceeded. However, in certain situations the course may also be offered in early evening hours or on weekends which helps increase the course availability to those who still work.

3. The tuition rate is set on a national basis by AARP HQ, and no surcharges or fees are allowed under any circumstances. The current fee is \$10.

The program is advertised nationally at these rates, and the many worthy reasons for exceptions - if allowed - would quickly proliferate into an indecipherable pricing structure. Further, the collection of tuition by AARP is restricted to offsetting *basic* course implementation costs. Classrooms, equipment, and related support services represent local community contributions to the program, and are not reimbursable expenses to be incurred by volunteers. The program succeeds through a combination of volunteer, AARP, and community support.

4. Candidate Instructors must participate in a structured Instructor training session before teaching a class.

Every potential Instructor must complete all training requirements to ensure a base level of understanding about what the program is, why it operates as it does, and how its delivery is made most effective. The considerable administrative requirements of the AARP Driver Safety Program must be understood as well.

5. Program reimbursement standards & policies are set uniformly by the National Office.

These standards and policies are established by the National Office to keep program costs as low as possible, and to ensure equitable treatment of volunteers across the country.

6. Community sponsorship must always retain AARP's name as the course provider, and sponsors cannot set preconditions (other than registration logistics) on interested participants. No product or service can be sold or promoted within an AARP Driver Safety class.

The program attracts the attention of large numbers of older persons within a community, and is correctly seen by sponsors as a vehicle for market exposure. While welcoming and encouraging sponsor exposure, the program cannot allow itself to become co-opted by an outside interest. Participants attend to improve their driving skills. All other sponsor activities must be truly voluntary for participants, and cannot intrude upon the classroom dynamic.

7. Curriculum materials must be covered as outlined in the Instructor's Manual. Additional subject areas may be included within classes, or added as sessions with voluntary participation, but not at the cost of core curriculum material.

The AARP Driver Safety Program curriculum represents AARP's definition of a driver improvement course for older drivers, based upon research, expert opinion, and many years of implementation experience. The curriculum is also certified by an authorizing agency in the majority of states, and must be followed if course graduates are to qualify for state-mandated insurance discounts.

8. The AARP Driver Safety Program does not promote or endorse any company's automobile insurance services, including AARP/Hartford. Instructors who cannot abide with this policy must leave the program.

Further, the program is not beholden to any outside interests, and must assure that all appearances reflect this independence.

9. AARP Driver Safety Program participants generally are age 50 or older, but we do not prohibit participation based on age.

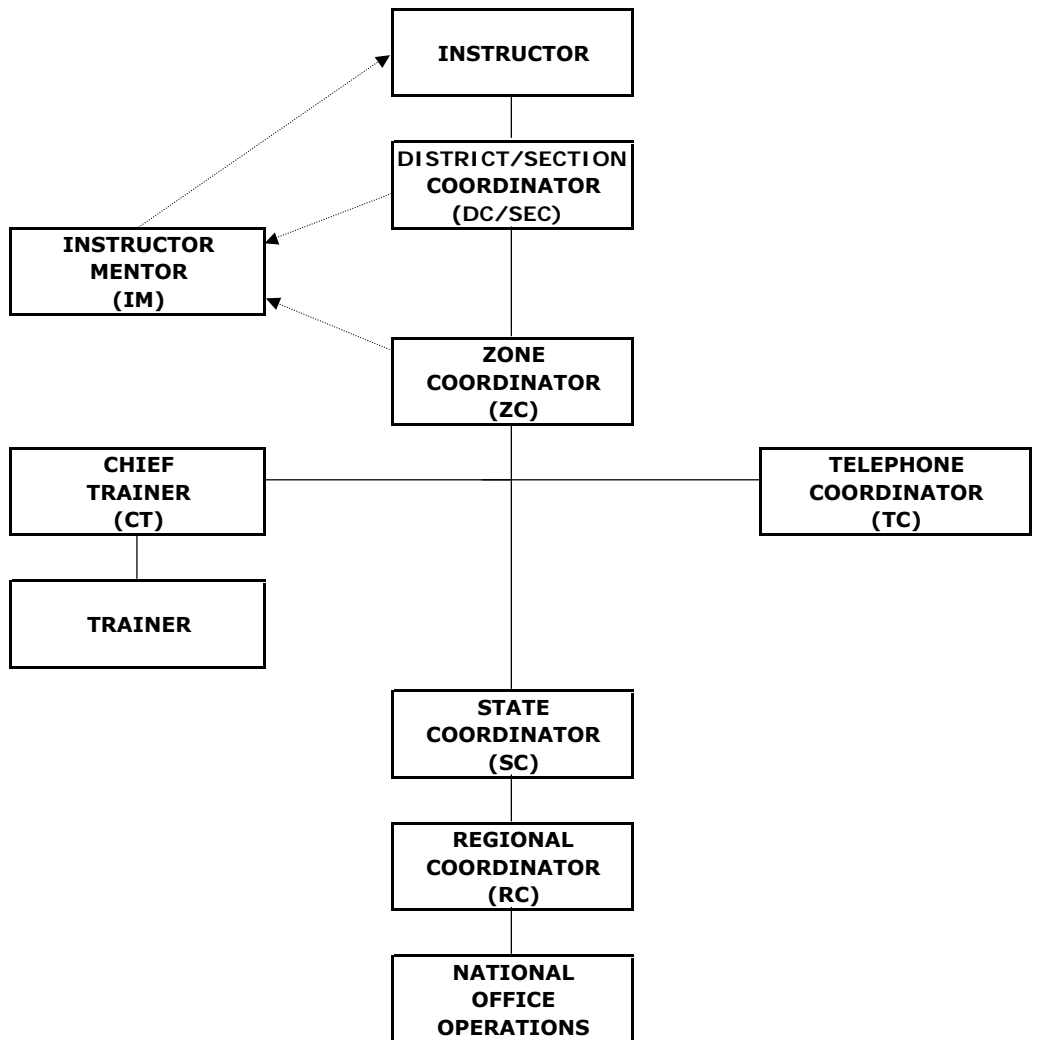
A basic premise of the program is that it focuses exclusively on the needs of older drivers. Thus our main emphasis continues to be recruiting students 50 and over. Occasionally, however, a student is age 50 or over and their spouse is under age 50. They both may participate. Other family members such as a child or grandchild may also occasionally attend. Also companies, government agencies or businesses want their staff drivers of various ages to attend. These situations are incidental and not the norm. In all cases use your good judgment. Each participant pays the same course fee regardless of age. Each paying participant receives a certificate of completion. It is up to their automobile insurance company to determine any discount availability.

AARP DRIVER SAFETY PROGRAM

Volunteer Structure

Tennessee

Note: An IM can be another experienced and seasoned instructor assigned by DC/SEC or ZC, or the IM might be the DC/SEC or ZC.



The organizational structure is established to assist the instructor in carrying out the program objectives. The instructor is the most important part of the Drive Safety Program.

OVERVIEW OF THE AARP DRIVER SAFETY PROGRAM VOLUNTEER STRUCTURE

The AARP Driver Safety Program (DSP) is the nation's first and largest classroom driver improvement course designed especially for motorists age 50 and older. The eight-hour course is typically taught in two four-hour sessions spanning two days, and students are charged a \$10.00 fee. There are no tests, and the course is open to AARP members and non-members. Drivers under the age of 50 can take our course.

The program is directed and administered by the National Office but delivered, managed and promoted locally by AARP-trained Driver Safety Program volunteers. This centralized administration and decentralized local management and delivery allows us to reach over 600,000 people each year. In 2006, the AARP Driver Safety Program courses were conducted in all 53 AARP locations. There were over 589,000 participants (graduates) in more than 31,000 courses. Currently, there are ten volunteer positions in our structure. A brief description of each position follows.

The **Regional Coordinator (RC)** has direct, overall responsibility for managing, leading, planning, promoting, coordinating, implementing, and evaluating the program within an AARP geographical assignment. The Regional Coordinator represents the National Office in this capacity.

The **State Coordinator (SC)** is the manager and leader of the program in the state with direct operational responsibility for the Chief Trainer, Marketing Specialist, Zone Coordinator and District Coordinator.

The **Zone Coordinator (ZC)** is the manager of the program in a geographic zone defined by the State Coordinator in consultation with the Regional Coordinator and National office. Zone Coordinators, in those states requiring them, shall supervise the District Coordinators.

The **District Coordinator (DC)** is the manager and leader of the program in the geographic section defined by the Zone Coordinator or State Coordinator, with direct operational responsibility for Instructors.

The **Marketing Specialist** has program marketing responsibility as determined by the State Coordinator. This includes identification of potential statewide sponsors, development of statewide sponsors, coordinating program exhibits at statewide sponsor events, and collaborating with AARP State Office staff and state sponsored volunteers on program promotion activities.

The **Telephone Coordinator (TC)** assists in referring people who call our toll free number (1-888-227-7669) to local courses.

The **Chief Trainer (CT)** has Instructor training responsibility as determined by the State Coordinator. This includes scheduling of Instructor training sessions, issuing invitations to candidates, conducting the training, and making recommendations concerning the appointment of an Instructor.

The **Trainer** in those states requiring them provides instruction to Instructor Candidates at the direction of the Chief Trainer.

The **Instructor** actively promotes and organizes AARP Driver Safety Program courses and conducts them in accordance with the guidelines of the National Office.

The **Instructor Mentor** orients and provides administrative assistance to all Instructor candidates.

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COURSE CERTIFICATE/KIT ORDERS

Order course and supplementary materials through the toll free order number:

1-800-569-1658

Although materials may be ordered via mail and via FAX, the toll free number is the quickest. Instructors in Tennessee are to use the toll free number.

Prior to calling the number and ordering material, please have an order card in front of you so you will know what to tell the AARP order desk. The order card, which is ONLY used for reference, is item number D17253 or E367. This card has all the information on it which you will be asked by the order desk. It is a good idea, especially for new instructors, to have several copies of this form and to complete it prior to making the call.

If you are ordering for more than one class because you several coming up, complete one order then tell the order desk you have another class for which to order materials, and go to that one. You may also order “supplemental” material (other forms), BUT, complete your course order and then tell the order desk you also have a supplemental material order. Give them the forms/numbers you need. You can order supplemental materials/forms at any time by calling the toll free number.

What happens when you place an order? A course kit is mailed to you, AND your course is placed on the AARP website so people can find your course when checking that site. Be sure an indicate that your course is “OPEN” (not closed) when placing the order. If it is closed, it will not appear on the AARP web site. You will be mailed 35 certificates, and you will be mailed 25 Participant Workbooks.

You may ask “why only 25 workbooks?” This is because the average number attending a class is less than 25 across the U.S. (even though classes can be up to 35). Instructors typically accumulate extra Participant Workbooks to use for larger classes as they might occur. HOWEVER, you are urged to order an additional 20 Participant Workbooks to have on hand in case your first class is larger than 25. You can order these by placing a supplemental order (at the toll free number) and requesting the workbooks as item #D18368.

DO NOT REQUEST SURPLUS KITS/CERTIFICATES TO HAVE ON HAND. DO NOT MAKE UP FALSE COURSE DATES TO OBTAIN COURSE KITS SINCE THIS WILL CAUSE PEOPLE WHO GO ON LINE TO LOOK FOR COURSES TO HAVE INCORRECT INFORMATION. HOWEVER, FEEL FREE TO ORDER EXTRA WORKBOOKS OR OTHER FORMS/MATERIALS.

When should you order the course kit? Remember, that the only way your course appears on the AARP web site is when you place an order, so let that be your guide, BUT NEVER WAIT LESS THAN 21 DAYS PRIOR TO A COURSE TO ORDER MATERIAL.

***NOTIFY SUPERVISOR OF ANY SCHEDULED COURSE
AS SOON AS YOU KNOW ABOUT IT***

Be sure to notify your supervisor (Zone Coordinator if no Section Coordinator) know of any courses you have set up as soon as you have scheduled with the sponsor. In other words, let the supervisor know right away. You might wait to order materials, but do not wait to notify the supervisor of the course. Why? A local schedule for the entire year is kept for the zone, and we can steer callers to the closest course.

Make all notifications regarding scheduled courses via e-mail to the supervisor.

Please provide the following information in your e-mail message:

- Dates of course
- Start and end time each day
- Sponsor Name (e.g., Donelson Senior Center, etc.)
- Address of Course INCLUDING city and zip code
- County
- Phone number to call to register for course (AND contact name, if any)

A handy card to use for reference for the required information is Course Announcement Card #D597, but this is for reference only, we do not mail it anymore (but, if you want some you can order them).

COURSE TUITION & EXPENSE REPORT (CTER)

The CTER (form #D15701) is provided in each course kit. It is preprinted with your course information which was supplied when you ordered your kit. Also included on the form is a Course ID number (not to be confused with your Instructor ID number). Every course has a unique course ID number when you order material.

This form is to be completed by the instructor of record who teaches the course within five days after completing the course. A sample form is attached. The instructor would complete the various blocks:

Title: place a check mark on the line indicated as “Code 3” (instructor)

Fill in the State as “TN” right below the “(A)”

Fill in the number/code “3” right below the “(C)”

Instructors can either receive a mileage, meal, and postage/supply reimbursement or a “Flat Rate” (currently \$20). To receive the itemized reimbursement, place a check mark in the “Itemize” box; to receive the flat rate reimbursement, place a check mark in the “Flat Rate” box.

To receive an itemized reimbursement, receipts MUST be supplied for EVERY expense item except for mileage. The maximum meal reimbursement for courses is \$7.50 per day (even if the receipt indicates more—only write in \$7.50 in that case). Total the itemized expenses.

No figure needs to be written into the total if the “Flat Rate” box has been checked (you will receive the flat rate amount. You MUST check one of the boxes and complete the form as appropriate.

Complete the number of certificates used, voided and returned unused. NOTE: Kits contain 35 certificates and the totals must equal 35. If you were not sent 35, include a note to that effect below the total and indicate the total.

Indicate the “Tuition Collected” (currently \$10 per participant).

Fill in the Course Identification if not otherwise indicated (pre-printed).

Sign the form and date the form.

Tear off your copy of the CTER form and the pink copy of the CTER form

Mail the following in the pre-addressed blue, postage paid envelope:

1. The completed CTER form (after tearing off the above copies)
2. Put all checks into a business size envelope along with ALL golden copies of issued certificates, ALL voided certificates, and ALL unused certificates. DO NOT SEND ANY CASH. If a participant pays in cash, you write a check and keep the cash (e.g., if three people give you cash, write a check for \$30 to AARP). All checks must be written to “AARP.” DO NOT STAPLE checks or certificates to the form—use a business envelope. Only staple any receipts to the form.

Mail the pink copy of the CTER to your supervisor (Zone Coordinator or Section Coordinator if your area has an Section/District Coordinator). You have been provided mailing labels by your supervisor for this.

NOTE: DO NOT keep any course certificates or copies of course certificates. The white and pink copies of each course certificate go to the student/participant. Simple corrections can be made to course certificates. Voided certificates are those such as ones that were completed, but the participant didn't attend the second day, etc. Or, a gross error on the certificate.

What if the CTER is lost? Complete a blank CTER and fill in all the blanks (you do not need to fill in the course ID if you do not know it). It is a good idea to keep a couple of blank CTER forms for this purpose (form #D15701)—order them from the toll free number.

What if the course date changes or is canceled? You may use the pre-printed form for any subsequent course. Just cross out ANY incorrect information (sponsor name, address, instructor name, instructor, ID number, date, etc.), and write in the correct information. DO NOT cross out the course ID number (that number remains with the kit and certificates). So, you can even give the kit to another instructor to use!

The course is on the AARP web site but has changed or has been canceled. What do I do to change the information on the web site? Call the toll free number and advise of the cancellation and/or the re-schedule information. If/when you know of correct schedule and class information, just let them know again at that time by calling again and providing the CLASS ID number from the form.

What if another instructor helps me teach the course (or "Team Teaches" or mentors me)? Who is shown on the CTER? How is the other instructor reimbursed? Only one instructor, the primary instructor whose name usually appears on the form, completes the course report and mails it in. The other instructor submits his/her mileage, any related meal expenses (up to \$7.50/day), and any other related admin/supply expenses on a Standard Activity Expense Statement (#D13600—have some of these on hand; order via the toll free number). **The SAES form is NOT sent to Long Beach and NOT included in the blue pre-printed envelope.** It MUST be sent to the supervisor who reviews and approves it and forwards to the appropriate address for that form. DO NOT SEND A supplemental expense form to Long Beach; it MUST be signed and sent in by a supervisor.

Can I be reimbursed for postage, or copies or other supplies which I purchase for use in conjunction with the course? Yes. Attached itemized receipts showing what was purchased (not just a credit card total/summary receipt). If you have "home copies" from your printer, use the "home copy" form which is attached to this training material. You MUST sign it. You are reimbursed 8 cents per copy.

INSTRUCTOR MAILING LABELS

You have been (or will be) provided mailing labels to use as return address labels or to place on your forms where no pre-printed information exists. If you have to put them on a form, be sure to place one label on each copy of the form.

You can order more labels by calling the toll free number and requesting some OR by sending in a Label Replenishment Card (#D13875—you can order one of these cards from the toll free number if you want some extra).

Your labels will probably last you for a long time, but when you are down to, say, 10, order some more!

REIMBURSEMENT FOR EXPENSES OTHER THAN AS SUBMITTED ON COURSE TUITION REPORTS

The AARP Driver Safety Program provides reimbursement to program volunteers for reasonable out-of-pocket expenses related to program activities. Expenses, other than those on a Course Tuition and Expense Report, are reviewed and approved by a supervisor (an instructor's supervisor is either the Zone Coordinator or the Section Coordinator if there is one). Those expenses are submitted on a different form called a Standard Activity & Expense Statement (SAES), which is form number D13600. These can be ordered via the toll free number, and every volunteer should have a couple of these on hand just in case. Supervisors review the appropriateness of expenses before they are submitted to the National Office for reimbursement, and they sign the form providing approval. Accountability rests with the immediate supervisor, where it belongs.

If you have non-course related expenses for marketing, promotion, zone meetings, mentoring or any meeting requested by the Zone, District/Section or State Coordinator, these are submitted on the SAES. Complete the form by following the explicit instructions on the reverse side of the form. Keep your copy and forward the entire form with all copies except yours to your supervisor. He/she will review, approve and forward to the National Office.

A sample of a completed SAES is included. **IF YOU HAVE ANY QUESTION ON HOW TO COMPLETE THIS FORM ASK YOUR ZONE COORDINATOR. IMPROPERLY COMPLETED FORMS RESULT IN DELAYS BECAUSE THEY MUST BE RETURNED TO THE SUBMITTER FOR CORRECTION (ZONE OR STATE COORDINATOR DOES NOT CORRECT THE FORM).**

Remember, that if you mentor or “team teach” with another instructor, the non-primary instructors will use an SAES and forward to the ZC or District/Section Coordinator for review, approval and forwarding to the National Office. In that case you will use the correct accounting code for the activity (Code 3001 for teaching a course, Code 3003 for Mentoring or Training, etc.).

Original itemized receipts (not copies) are required for all expenses except mileage. If you use a credit card, you **MUST** ensure the receipt you send in with the expense report is the **ITEMIZED** receipt (not just a credit card summary/total receipt)—showing the items purchased or the food purchased/eaten. Also, any hotel receipt **MUST** show a zero balance to demonstrate the bill was, in fact, paid. These are requirements of AARP auditing (no reimbursement will be made for items where these instructions are not followed).

You may be reimbursed for “Home Copies” and a form to use as a receipt for this purpose is attached (you **MUST** sign it).

AARP DRIVER SAFETY PROGRAM SPONSORSHIP

The Driver Safety Program is one of AARP's most recognized and easily promoted programs. The co-sponsorship by national organizations grows each year. Current Sponsors include:

American Academy of Ophthalmology
American Academy of Orthopedic Surgeons
American Bankers Association
American Geriatrics Society
American Hospital Association
American Legion
American Optometric Association
International Association of Chiefs of Police
National Association of Area Agencies on Aging
National sheriffs' Association
Veterans of Foreign Wars

Sponsor Brochures

A general sponsor brochure has been developed for all potential sponsors like banks, hospitals, senior centers, etc. to review and consider when determining their involvement.

Included with the material today is a sponsor "Marketing Packet" which has been developed and suggested by one of our Tennessee instructors. It is a suggestion only to assist anyone who might be interested in further guidance on approaching sponsors and on specific materials to include. Some of the materials referenced below are also referenced in that packet.

Driver Safety Student Brochure (D17286)

Printer Friendly Poster (D17174) (to provide publicity for a course already scheduled)

AARP Driver Safety Program Sign (8" x 24") (D15249) (for publicity)

Class Sign (D15203) (to put up on days of class to assist in direction for students coming to class)

Bookmark (C1057)

Briefing Paper (D934) (provides detailed background information on the DSP course)

Fact Sheet (D12607) (a one page summary of the program)

Tell-A-Friend Card (C1766) (business size cards with the AARP DSP phone number)

Promotional segment of DVD (C2209) (one segment of the class DVD includes "sponsor recruitment")

Promotional Video (VHS tape) (D13940)

AARP Driver Safety Program Promotion and Publicity Guidebook (D17549) (has suggestions and ideas for program promotion)

PUBLICITY FOR AARP DRIVER SAFETY PROGRAM

Publicizing the program is essential for program success. Suggestions for program promotion include:

Inviting a local reporter to a class to gather information for a feature article in a local newspaper

Providing public service announcements to local newspapers, radio or TV stations

Arranging for an interview on local radio or TV talk show

Displaying posters or brochures in libraries, senior centers, hospitals, banks, supermarkets, drug stores and retirement housing complexes

Arranging for a booth at senior fairs or county fairs

Making presentations about the program to local civic groups. This is a good place to use the 8 minute VHS video starring Chuck Yeager (which you can order free from the toll free number)

For additional ideas, refer to the AARP Driver Safety Program Promotion and Publicity Guidebook (D17549) which you can order from the toll free number

VOLUNTEER TRAVEL ACCIDENT INSURANCE

Each appointed AARP Driver Safety Program volunteer is covered by a Group Travel Accident Insurance Policy held by the Association. This policy provides a maximum benefit of \$25,000 for accidental death or dismemberment and a maximum benefit of \$3,000 for medical costs resulting from an injury sustained while on Association business. The medical expense benefit will be coordinated with Medicare Part A and Part B or an assumed equivalent regardless of the insured's age.

The effective date of coverage is the date of your appointment, and coverage will remain in effect as long as you are a volunteer for the Association. You are covered from the time you leave your home for the sole purpose of conducting AARP business related to your volunteer position until the time you return to your home. This policy does not apply while traveling on vacation or other non-AARP business trips. Additionally, coverage is only provided in the event of an accidental injury and is not intended to replace any existing health insurance coverage you may already have. Coverage for mechanical repair or accident damage to personal vehicles and loss or damage to personal effects is not provided.

Claim Filing Procedures

In the event an accidental injury occurs while an insured person is on AARP related business, please notify the AARP Driver Safety Program National Office.

The following initial information should be provided:

- Name of insured volunteer
- Volunteer position held
- Date of Accident
- Place of Accident (include city and state)
- Purpose of AARP related business
- Witnesses (if available)
- Briefly Summarize Accident

Liability Insurance

General liability insurance is provided for appointed volunteers engaged in AARP business. This general liability coverage is available in the event a bodily injury claim is made by a third party (such as a student, for example) and only for actions that occur while the volunteer is performing at the direction of AARP and within the scope of his or her AARP volunteer responsibilities.

Claim Filing Procedures

In the event you become aware that an accident has occurred that may result in an injury, please notify your volunteer supervisor and your State Coordinator who will notify the program office in Washington, DC.

The following information should be provided in a letter to your Coordinator signed and dated by the Instructor:

Name of Instructor

Name, address and phone number of injured party

Date and time of accident

Where the accident occurred in the facility

Scheduled class hours on date of accident

Name and address of co-sponsor

Co-sponsor contact name and phone number

Names and phone numbers of witnesses (if available)

A brief description of the accident