

AARP

DRIVER SAFETY PROGRAM

**Instructor Candidate
Orientation**

**ADMINISTRATIVE
PACKET**

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's Four Core Competencies

Information/ Education Includes providing quality and timely information and skills about those issues relevant to the 50+ population.

Community Service Includes providing direct and indirect service in response to community needs and interests.

Member Service Includes providing opportunities to respond to member's expectations, needs and interests.

Advocacy Includes promoting and representing the interests, priorities and positions of membership at the national, state and community levels.

AARP's Current National Membership

Age & Sex Median Age = 66.9 43% Male 57% Female

Residence 10% Urban 33% Suburban 29% Small Town 17% Rural

Marital Status 62% Married 22% Widowed 12% Divorced/Separated 4% Never Married

Ethnicity 93.7% Caucasian 3.0% African American
1.4% Hispanic 1.1% American Indian/other

Employment 23% full-time 9% part-time 68% not employed

Education 14% High School Graduate 59% HS Grad/Some College 27% College Graduate +

50+ Population Projection For Year 2031

46.8% Male 53.2% Female
70.3% Caucasian 13.3% Hispanic
10.4% African American 6.0% Asian/Pacific Islander

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.

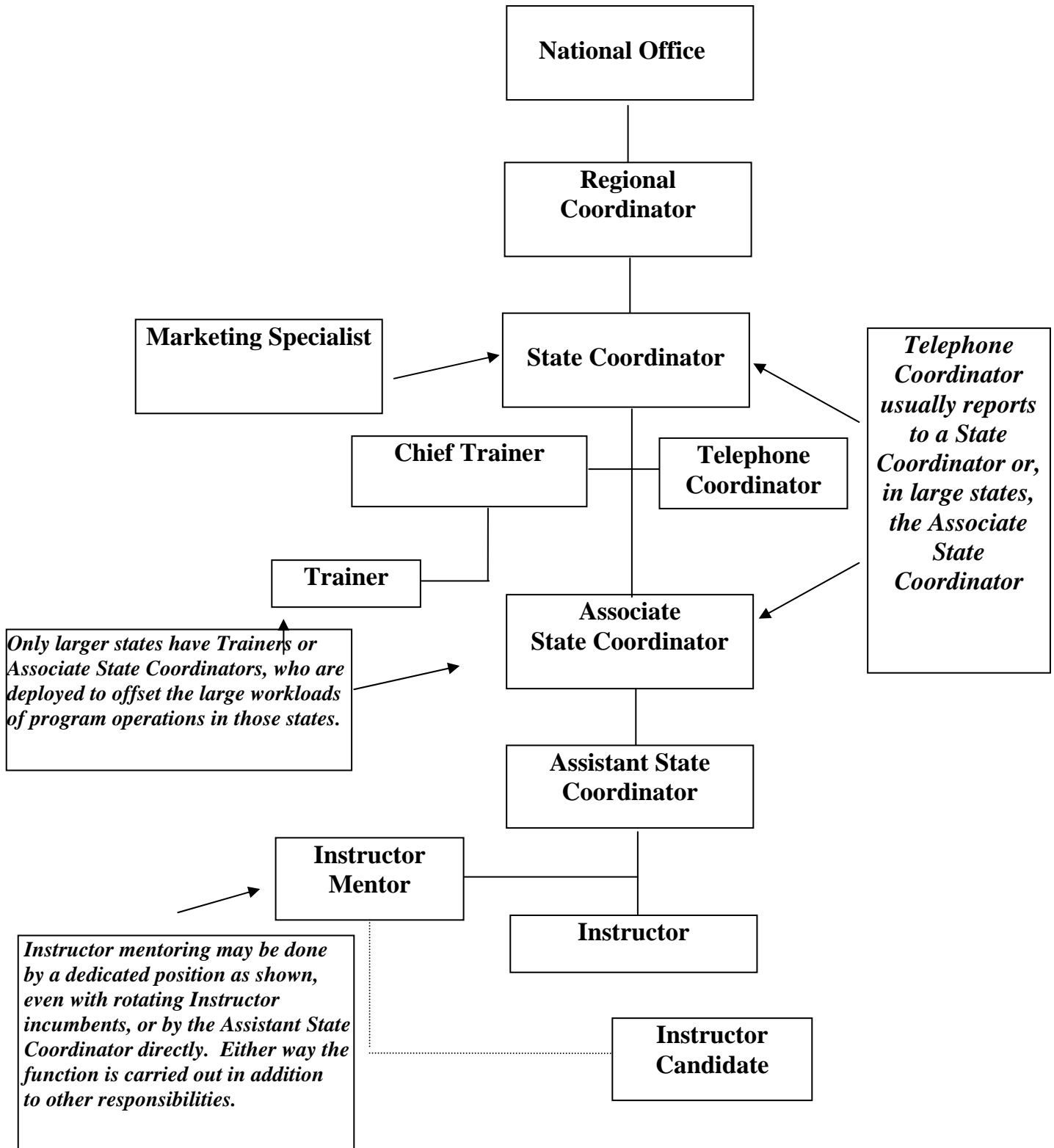
8. The AARP Driver Safety Program does not promote or endorse any company's automobile insurance services, including AARP/Hartford. Instructors who cannot abide with this policy must leave the program.

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



OVERVIEW OF AARP DRIVER SAFETY PROGRAM

Regional Coordinator

The Regional Coordinator 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.

State Coordinator

The State Coordinator is the manager and leader of the program in the state with direct operational responsibility for Chief Trainer, Marketing Specialist, Associate or Assistant State Coordinators.

Chief Trainer

The Chief Trainer 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 appointment of Instructor.

Trainer

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

Associate State Coordinator

The Associate State Coordinator is the manager of the program in a geographic zone defined by the State Coordinator in consultation with the Regional Coordinator and national office. Associate State Coordinators, in those states requiring them, shall supervise the Assistant State Coordinators.

Assistant State Coordinator

The Assistant State Coordinator is the manager and leader of the program in the geographic section defined by the Associate State AARP Coordinator or State Coordinator, with direct operational responsibility for Instructors.

Marketing Specialist

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.

Instructor

The Instructor actively promotes and organizes courses and conducts classes in accordance with the guidelines of the national office.

Instructor Mentor

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

Telephone Coordinator

Assists in referring people who call our toll free number (1-888-227-7669) to local classes.

SELECTED ACTIVITIES OF AARP DRIVER SAFETY PROGRAM ASSISTANT STATE COORDINATOR

Supervises planning, promoting, coordinating, implementing and evaluating program activities in the section, including:

Planning and conducting regular Instructor workshops designed to meet the local demand, and to provide training, solve problems, and build teamwork, with the objective of holding two workshops per year;

Recruiting Instructor candidates, arranging for their training by the Instructor Mentor and supervising following appointment;

Coordinating the scheduling of classes in order to meet the local demand, and to optimize the utilization of Instructors, materials and facilities;

Reviewing the initial class of new Instructors and periodically review classes and providing feedback to Instructors;

Maintaining ongoing communications with Instructors to keep them informed of program activities and events;

Identifies weaknesses in the Driver Safety Program network within the section and takes direct corrective actions steps, including program promotion, personnel recruitment, and/or reassignment, and training or retraining, as well as other appropriate measures to ensure problem resolution;

Approves Instructor Standard Activity Expense Statements on the few occasions they may be used.

Prepares annual work plan for section.

CERTIFICATE/KIT ORDER CARDS

- Order Cards “must” be filled out in their entirety. Course day, month, location and sponsor information are mandatory on all order cards. Order cards submitted without this information can not be entered into the class tracking system and will be returned.
- Submit only one class per card. **This is critical.**
- Do not make course up dates as our AARP 1-800 number for members/general public inquiries would then be providing false information to perspective students calling AARP for class information in your area. Your sponsors would also get calls from those perspective students for non-existent classes. They would be confused and upset.
- **Do not request surplus certificates/kits to have on hand.**
- Submitting an order card will allow you to receive one complete course kit, certificates or both. If you need additional class materials, use the supplemental (8 1/2 x 11) Order Sheet (certificates or additional kits can not be ordered on the form).
- Submitting the order card for a class is the only way you can receive certificates/complete course kits.
- The Class ID# field in top right-hand corner of the order card is for AARP Warehouse use only. Please leave blank.
- **Submit your order card at least 21 business days in advance of your class.**

COURSE TUITION & EXPENSE (CTE) REPORT

- The Flat Rate (\$20) reimbursement can only be requested with a “valid” class in the database. The flat rate will not be honored if the class is not in the database and the CTE report will be returned for the volunteer to itemize.
- A CTE report is sent to you in the course kit with certificates ordered. Course data & ID will be typed on all four copies from your course order card data. If another volunteer eventually teaches the course, change the data to reflect that volunteer’s name and any class information next to or below the typed course data -this will enable the database to be updated to reflect the correct class data. Never change the course ID listed.
- If a CTE report is lost, please affix your volunteer label on the report or write your name and address on the 2nd, 3rd and 4th copies of the CTE report for identification purposes. The Class ID# should be written in the top left-hand corner (if you know it).

BUSINESS REPLY ENVELOPES (BRE)

- All CTE reports must be sent in the BRE envelope with the Long Beach, California address.

CERTIFICATE/KIT ORDER CARD

Helpful Information

- Since you are new to the in-class certificate, a brief explanation follows and a marked sample copy is enclosed.
- Each certificate/packet contains 35 3-part DSP Certificates. (Calif – 30).
- No class may contain more than 35 students. But a size of 21-24 is suggested as that is our current national class average.
- All used/unused and voided certificates for each class must be returned upon completion of that class. Keep none.
- Instructor/students complete certificates. If a slight error is made, the student corrects it on that certificate. A voided certificate is when a lightning bolt comes through the window, strikes the certificate and burns it. Voided certificates are rare.
- Students keep all copies but one marked AARP Copy. Send that to us at course completion. We no longer need a student completion form for students. (Except NY state). You may still have them filled out but you keep them.
- No Instructor will be allowed to continue in the program if certificate resolution is not made for each class.

IMPORTANT REMINDERS

- Allow at least 21 business days for delivery of materials.
- Fill out order card completely.
- Drop order card directly into mail. Don't fold and put into envelope or put into envelope with records from just completed class. Serious delays will result.
- You may send card(s) in whenever class is scheduled even if class is several months in the future. But know that class materials are sent to you upon receipt of card. We do not hold your request(s).
- Class ID# is assigned by computer as next number in system. It cannot be changed and follows the certificates until class is over and records are received here.
- You may make pen/pencil changes to your course data on the course tuition and expense report for anything but class ID#. For example a course is canceled, another Instructor nearby who has not already ordered materials takes the materials and teaches a course and makes pen/pencil changes on the area for course dates, location, sponsor and Instructor.
- If a course is canceled but will be rescheduled keep the materials and just make the appropriate pen/pencil changes on the tuition and expense report label prior to course completion record return.

Your help with the above mentioned items will make the process move along even smoother.

REIMBURSEMENT

The AARP Driver Safety Program provides reimbursement to program volunteers for reasonable out-of-pocket expenses related to program activities. In order to have cost-effectiveness at all levels, the immediate supervisory Coordinator is required to review and sign all expense forms. Supervising volunteers review the appropriateness of expenses before statements are submitted to the National Office for reimbursement (except for tuition and expense reports). This places the accountability for expenditures where it most appropriately belongs – with the immediate supervisor.

Because the statements pre-categorize the types of expenses incurred, National Office processing time is greatly reduced. Routine expenses are quickly identified as such, and follow a streamlined handling process. Exceptional expenses can receive needed review without interrupting mainstream processing.

Two types of expense statements are now in place to reimburse expenses that are incurred by volunteers. These include Standard Activity Expense Statement (D13600), and Course Tuition and Expense report (D16746).

Original receipts are required for all expenses except mileage. Original itemized receipts are required for meal charges.

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 to review and consider when determining their involvement.

Additional Promotional Resources (Available via the Supply Requisition Form)

- Driver Safety Student Brochure—Valuable for publicizing the Program locally at senior fairs, shopping centers, etc.
- Printer Friendly Poster—Provides publicity for a course already scheduled
- Class Sign—Provides classroom direction for students coming to class
- Bookmark—Recruiting material given out in class
- Briefing Paper—Provides background information on course development, record of older driver, curriculum outline, course conduct and successful insurance discount states to date. Helpful for distributing to organizations and agencies unfamiliar with the program.
- Promotional Video—Eight minute VHS video promotion of hosted by retired General Charles Yeager. Very helpful for group presentations.
- PSA Ad Slick Sheet – Camera Ready Artwork for your publicity and promotion efforts.
- Tell-A-Friend – small business size card for graduates to pass on to a friend advertising the program.

PUBLICITY FOR AARP DRIVER SAFETY PROGRAM

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

- Inviting a local reporter to a class to gather information for a feature article in a local newspaper.
- Providing Public Service Announcements (PSAs) to local TV or Radio stations.
- Arranging for an interview on local radio or TV talk show. Some cable TV stations have programs focusing exclusively on the older viewers.
- Displaying posters or brochures in libraries, senior centers, hospitals, banks, supermarkets, drug stores, and retirement housing complexes.
- Arranging for a booth at senior fairs, state or county fairs.
- Making presentations about the program to AARP Chapters, Retired Teacher Units, and other retiree groups. Use the 8 minute promotional video starring retired General Chuck Yeager.
- With any successful program, the best salespeople are its satisfied customers. Your graduates can tell a lot of people about the program, and you should encourage them to help spread the word.
- Many Driver Safety Program volunteers have success writing to the local newspaper action line column. They advise readers of the benefits derived from the Program and solicit phone calls or letters for class registration.
- For additional ideas, please refer to the AARP Driver Safety Program Promotion and Publicity Guidebook (D17549) available on our Supply Requisition Form.

GUIDANCE ON PROVIDING ACCESSIBILITY TO OUR PROGRAM FOR PERSONS WITH DISABILITIES

The AARP Driver Safety Program has had to occasionally utilize special equipment or services to make our program available to persons with disabilities. The following is guidance to keep in mind as courses are coordinated and conducted.

Commitment Statement:

The AARP Driver Safety Program encourages the full participation of anyone who wants to take our course. Everyone taking our course will receive equal opportunity and treatment and will not be discriminated against based on age, economic status, sex, national or ethnic origin, physical or mental abilities, race, sexual orientation, gender identity or religion.

Key Considerations To Discuss During An Instructor Orientation:

- The use of the Driver Safety Program Course Enrollment Application (D760) for potential students of the course, which includes space for registrants to request disability-based arrangements. Use of this form is optional.
- The follow-up process for a submitted Driver Safety Program Course Enrollment Application. Has a need for a special accommodation been identified?
- If a potential participant has indicated a need for a special accommodation, the Instructor or Manager of the facility where the course is being held should contact the enrollee to clarify or confirm the type of accommodation.

Key Considerations For Instructors When Securing a Local Sponsor:

- Is the facility accessible for persons with disabilities? Some specific questions to ask include:
 - Is there special reserved parking?
 - Can the participants enter the building and reach the “classroom” without climbing steps? Are hallways and doorways wide enough for a wheelchair? Are these access routes free of protruding objects?
 - If needed, is there an accessible elevator?
 - If participants will be sitting at a table, will a wheelchair fit under the table?
 - Are restrooms accessible?
 - If there are emergency warning systems, do they have both visual and audible alarms?
 - Are there amplified telephones? TTY phones?
 - Is there an amplification system in the room with an assistive listening system if needed?

***Note:** the above list of questions gives examples of what can be asked and is not intended to be a complete list of questions one might ask the potential sponsor. Questions are listed as a guide for determining accessibility of a venue. If the potential sponsor answers “no” to some of the questions, it does not mean they cannot serve in a sponsor capacity for the course.*

- If necessary, does the facility have access to or provide resources for persons with disabilities, such as interpreters, special equipment or room arrangements?

Registration Instructions For Instructors And Local Sponsors:

Sometimes there are situations where persons with a specific disability (such as deaf or hard of hearing individuals or persons with mobility needs) require a special arrangement in order to participate in a course. Whether you register someone via the telephone, email or through the Driver Safety Program Enrollment Application (D760), the following steps should be taken.

- When registering people for the course, the Instructor or manager of the facility where the course is to be held should ask, “do you require any special assistance to participate fully in this course, such as an interpreter, special listening system or special seating?”
- If an accommodation is needed, the registrar should find out what type is needed and note this information on the registration form/list.
- Please note, the AARP Driver Safety Program has captioned videos available upon request. Instructors must contact their Chief Trainer or State Coordinator to request a copy at least 14 days before the course.
- At least five (5) business days prior to the start of the course, the Instructor needs to make sure all special accommodation requirements are met, and materials have been received.

If a situation should arise where local resources are not available for special arrangements, please contact the National Driver Safety Program Office as soon as possible via your State Coordinator to discuss how needed resources can be provided.

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

**NOTIFICATION OF NAME CHANGE – AARP WILL 55 ALIVE HAS BECOME
THE AARP DRIVER SAFETY PROGRAM**

Over the years, a number of volunteers, sponsors, students and traffic safety officials expressed confusion over the name of the AARP 55 ALIVE Program. To help us identify a name that would more clearly describe the program’s purpose and further strengthen AARP’s brand, we solicited the opinions of AARP 55 ALIVE volunteers about a possible name change. Based on these results, in 2003, we officially changed the program’s name to **AARP Driver Safety Program**.

Time Period	Program Name
Prior to 2000	AARP 55 ALIVE
2000 to 2002	AARP 55 ALIVE Driver Safety Program
2003 and Beyond	AARP Driver Safety Program

The 55 ALIVE shield logo was phased out over this same time period.