

CHAPTER 3
PERSONNEL AND ADMINISTRATIVE PROCEDURES

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CHAPTER 3

PERSONNEL AND ADMINISTRATIVE PROCEDURES

1. RECRUITMENT. The Department is interested in recruiting potential volunteers for the Senior Volunteer Program (SVP) who can help maintain the California Highway Patrol's (CHP) position as a premiere statewide law enforcement agency. Varied methods of recruiting appropriate volunteers include public service announcements, word-of-mouth, print media, social media, and presentations before senior groups and associations. Command SVP coordinators should explore the best methods for use within their commands. Contact the current SVP Statewide Coordinator in the Community Outreach and Marketing Section (COMS) at (916) 843-3210 for current information.

a. Number of Volunteers. Commanders can determine the number of volunteers needed within a command. The workload, available space to accommodate volunteers, and the ability to provide worthwhile experiences and public benefit shall all be considered in determining the number of volunteers. Should the need arise, a volunteer assigned to a specific command may concurrently volunteer in another command, with the approval of both commanders.

2. ELIGIBILITY.

a. Minimum Qualifications for Participation. All SVP applicants must meet the following minimum eligibility requirements.

- (1) No felony convictions.
- (2) Available to volunteer during regular office hours.
- (3) Willing to perform various duties, as assigned.
- (4) Able to work with minimal supervision in an office-type setting.
- (5) Be at least 55 years of age.

b. Application and Screening Process.

(1) Application and Selections. Prospective candidates wanting to apply for an SVP position must complete an application and participate in a qualification appraisal interview conducted by the commander or designee and the SVP coordinator. After a successful interview, the applicant shall undergo a background investigation as part of the screening process. The interview shall

be conducted to assess the applicant's ability to meet the obligations and perform the duties of a volunteer. The CHP 462B, Senior Volunteer Program Interview Report, may be used for guidance.

(2) Background Investigation of Applicant. Within 60 calendar days after initiating a background investigation, the SVP coordinator or associate shall complete a background investigation on all applicants.

c. Commander Responsibilities. The SVP commander is responsible for reviewing all volunteer background investigations and providing the final level of approval.

d. SVP Supervisor Background Investigation Responsibilities. The SVP supervisor shall oversee and ensure the timely submission of the background investigation to the commander. The background investigation process shall include a complete CHP 462, Confidential Personal History Statement and Other Associated Forms, Senior Volunteer; a fingerprint inquiry with the Federal Bureau of Investigation and the California Department of Justice; a driver's license inquiry with the Department of Motor Vehicles (DMV), three personal reference inquiries, and three reference inquiries from disinterested acquaintances or the applicant's residential neighborhood. The SVP commander shall review and have final approval on the completed investigation. A CHP 462D, Senior Volunteer Program Authorization to Release Information, shall be completed by the applicant and used by SVP coordinators to obtain background information. The SVP supervisor shall also be responsible for the completion of the following forms:

(1) A CHP 434, Reference Inquiry Nonuniformed Applicant, shall assist the SVP supervisor with the inquiry.

(2) A CHP 436, Residence Inquiry Nonuniformed Applicant, can be used as a guide to conduct a disinterested party inquiry.

(3) On the CHP 462, candidates are requested to work with the SVP coordinator to complete the form. The SVP coordinator shall review the form to determine whether the candidate is suitable for acceptance into the SVP.

(4) CHP 18, Annual Internal Investigation Policy Review.

(5) CHP 428, Release and Waiver of Liability.

(6) CHP 462A, Senior Volunteer Program Medical Questionnaire.

(7) CHP 462C, Senior Volunteer Program Statement of Professional Ethics.

(8) CHP 462E, Senior Volunteer Program Volunteer Service Agreement.

(9) CHP 102, Address and Emergency Information.

e. SVP Coordinator Background Investigation Responsibilities. The SVP coordinator is responsible for completing each prospective volunteer's background investigation and submitting completed applications and associated forms to the SVP supervisor.

(1) The SVP coordinator shall recommend acceptance to the SVP supervisor based on the qualification appraisal interview, background investigation, and any relevant information about the candidate.

(2) Submit completed volunteer background investigations to the SVP supervisor and the commander for final review and approval.

(3) Background investigation reports shall be retained throughout the senior volunteer's tenure, plus five years. Based upon the considerations provided within Highway Patrol Manual (HPM) 10.1, Applicant Investigation Manual, Chapter 6, The Investigative Report: Uniformed Classifications, investigative reports are confidential and should, therefore, be housed separately from personnel files. Background investigation packages that are completed by commands shall be secured and maintained at the command office.

NOTE: Guidelines for document retention and filing are outlined within HPM 10.1, Chapter 1, General Investigative Considerations.

3. SENIOR VOLUNTEER PROGRAM IDENTIFICATION CARDS. The COMS will retain a list of all SVP identification (ID) numbers. The COMS will assign SVP ID numbers upon submission of a CHP 245, Electronic Security Access Card Information/Update. The COMS is responsible for issuing all SVP ID numbers and badges.

a. Areas requesting ID cards for new senior volunteers shall complete the CHP 245 minus the ID number. The CHP 245 and a digital photograph (face and shoulders) of the volunteer dressed in the SVP uniform or appropriate civilian attire shall be e-mailed to COMS@chp.ca.gov, with a cc to the SVP Statewide Coordinator.

b. Upon receiving a CHP 245, the COMS will assign an ID number and notify the command making the request. The SVP ID number will be preceded by a "V," for volunteer, followed by a predetermined sequential number. The COMS will add the

ID number to the CHP 245 and forward the information to the Human Resources Section (HRS) for completion.

- c. The HRS will complete the ID process and forward the ID card to the appropriate command.
- d. The COMS will forward the corresponding SVP badge to the appropriate command.
- e. The command SVP coordinator will be responsible for the accountability of SVP ID cards. When a volunteer resigns or is otherwise removed from the SVP, the ID card shall be relinquished to the SVP coordinator. The ID number shall not be reissued to another volunteer. The SVP coordinator shall properly and securely dispose of the SVP ID card and inform the SVP Statewide Coordinator of the separation.
- f. A copy of the ID card shall be maintained in the volunteer's personnel file for five years after separation.

4. SENIOR VOLUNTEER PICTURE BOARD. The command's SVP coordinator shall be responsible for establishing and maintaining the senior volunteer picture board displaying the photograph of each volunteer. The picture board will identify volunteers to departmental employees and assist in making the program a recognizable part of the command.

- a. A current photograph of the volunteer shall also be placed in their personnel field folder.

5. VOLUNTEER PROGRAM COMMAND UPDATES. Senior Volunteers are encouraged to publish command updates to inform volunteer members about the program activities and items of interest. Upcoming activities, personal notices, and volunteer articles are examples of what may be included in a program update. The SVP coordinator should be responsible for the overall production of the updates, with the commander's final approval. The volunteers should take the lead in developing, writing, and determining the frequency of the updates. Updates may include newsletters and social media posts on departmentally approved social media sites.

6. DISCIPLINARY ACTION. Incidents involving misconduct shall be considered on their merit. Factors such as the volunteer's attitude, past record, and awareness of the alleged problem must always be considered when selecting the proper level of disciplinary action. The SVP supervisor, with the concurrence of the commander, may

take the appropriate disciplinary steps against volunteers when necessary. In all cases, the volunteer shall be notified of the disciplinary action taken.

- a. Verbal Reprimand. Volunteer(s) can be issued a verbal notice of the violation and verbal directions to correct the violation.
- b. Written Reprimand. Volunteer(s) can be issued a written reprimand describing the violation on a CHP 51, Memorandum, or a CHP 2, Incident Report. This shall be filed in the volunteer's personnel file.
- c. Suspension. The SVP supervisor, with the concurrence of the commander, will determine the removal of a volunteer from the Area for a specified period. A CHP 51 explaining the reason(s) for the suspension shall be provided to the volunteer, and a copy shall be maintained in the volunteer's personnel file. The suspension shall not exceed six months. The command shall maintain the volunteer's assigned equipment and retain the volunteer's ID card during the suspension.
- d. Dismissal. The commander will decide on termination from the SVP.
- e. Dismissal Procedure. When a volunteer's behavior warrants dismissal, a Notice of Termination from Voluntary Employment letter (refer to Annex A) shall be completed by the SVP supervisor. This form shall remain on file to prevent a former volunteer from continuing to identify themselves as a member of the Department after separation, and a copy will be forwarded to the SVP Statewide Coordinator at the COMS.
- f. Voluntary Resignations. When a volunteer resigns, the volunteer shall complete a CHP 462F, Senior Volunteer Program Resignation Report. The volunteer and the SVP coordinator shall both sign, and the SVP coordinator shall witness the volunteer's signature. After the commander's signature, a copy shall be mailed to the volunteer, along with a CHP 462S, Notice of Voluntary Employment Resignation - CHP Senior Volunteer Program, completed by the SVP supervisor. A copy of these forms shall be maintained in the volunteer's personnel file for five years, and a copy shall be forwarded to the SVP Statewide Coordinator.
- g. Exit Interviews. Whenever possible, an exit interview should be conducted. If there is a case where an exit interview cannot be undertaken (e.g., the volunteer leaves the SVP without notice), a Notice of Termination from Voluntary Employment letter shall be completed and mailed to the last known address on file.

NOTE: A CHP senior volunteer is not a peace officer, nor is the senior volunteer a paid employee of the CHP; therefore, senior volunteers are not protected under the Peace Officer Bill of Rights. Any documentation regarding disciplinary action should only contain the necessary information to address any alleged misconduct.

Additionally, it is at the sole discretion of the Area/Division commander to inventory and retain any property of the Department located within a senior volunteer's work area upon the senior volunteer's separation from the Department.

7. TRANSFER PROCEDURES. The transfer of senior volunteer(s) from one command to another shall be performed in the following manner:

- a. Volunteers shall submit a CHP 51 to the SVP coordinator requesting a transfer. Upon approval, the SVP coordinator shall forward the transfer memorandum with a letter of recommendation to the newly requested command.
- b. The decision to accept the volunteer shall be the responsibility of the requested command.
- c. Nothing precludes a senior volunteer from working in multiple commands. Commands shall follow the above transfer procedures with approval from both commands.

8. MEDICAL INFORMATION. The SVP coordinator shall ensure that all SVP applicants complete the CHP 462A. The form shall indicate which type of duties (clerical, driving, etc.) the volunteer can perform. Based on the volunteer's medical condition, the commander can limit a volunteer's activities. Medical conditions include but are not limited to the following: fractures, back injuries, infectious diseases, cancer, heart conditions, diabetes, and other physical limitations that adversely affect the health of the volunteer. The medical conditions listed above are not all-inclusive, and each case shall be evaluated individually.

- a. If there is a medical disability that may deter the volunteer from performing any of the applicable duties, the SVP coordinator and the prospective volunteer shall discuss these possible limitations and determine if any alternative responsibilities are available.
- b. Listing of Medications. If an applicant is currently taking any medications that could affect their ability to perform specific tasks (e.g., driving), those medications and associated tasks shall be listed on the form. If accepted as a volunteer, any change in a volunteer's list of medications and related tasks shall be immediately reported to the SVP coordinator.

9. INJURIES.

a. Medical Treatment. Volunteers shall receive prompt medical treatment for injuries incurred while participating in SVP activities. Since volunteers are not covered under workers' compensation, treatment shall be provided by the volunteer's insurance coverage or the provisions of Retired Senior Volunteer Program supplementary insurance coverage, if applicable.

b. Personal Injury Documentation. All reports of accidents and personal injuries, other than vehicle crashes, involving volunteers shall be investigated and thoroughly documented by the SVP coordinator on a CHP 51. When applicable, the CHP 268, Risk Management Potential Civil Ligation Report, shall be completed in accordance with HPM 100.86, Risk Management Manual, Chapter 2, Reports of Incidents – Potential Civil Litigation. The word "senior volunteer" shall be printed after the volunteer's name to identify them from paid departmental employees. All reports of accidents or personal injuries shall be maintained in the volunteer's personnel folder, and copies forwarded to the Division and the statewide SVP coordinator.

c. On-Duty Vehicle Crashes/Injuries: When in the course of their duties and utilizing a departmental vehicle, senior volunteers are considered "employees" and shall be covered by the Department if involved in a crash, per the following laws:

(1) Section 17000(a) of the California Vehicle Code (CVC): "Employee" includes an officer, employee, or servant whether or not compensated, but does not include an independent contractor.

(2) Section 17001 CVC: A public entity is liable for death or injury to a person or property proximately caused by a negligent or wrongful act or omission in the operation of any motor vehicle by an employee of the public entity acting within the scope of his employment.

10. PEER SUPPORT AND COUNSELING. At the commander's or their designee's discretion, SVP members involved in a critical incident event may attend a Critical Incident Stress Debriefing, as outlined in HPM 10.5, Employee Assistance Manual, Chapter 5, Critical Incident Response Team. Additional counseling sessions should be referred to the SVP member's insurance.

11. PERSONNEL FILES.

a. The SVP coordinator shall be responsible for the volunteer's personnel files. Personnel files shall be treated as confidential and be maintained in a secured location (e.g., locked file cabinet) by the SVP coordinator in accordance with

HPM 10.3, Personnel Transactions Manual. The volunteer's personnel folder shall be maintained at the command for five years after separation from the program.

b. Current volunteers or volunteers who have left the program may request copies of their personnel files. Access and/or release of this information shall be granted in accordance with policies and procedures contained in HPM 11.1, Administrative Procedures Manual, Chapter 13, Information Disclosures – Public Records and Rights of Privacy.

c. Volunteer personnel files shall include the following items:

- (1) CHP 18
- (2) CHP 101, Appropriate Use of Automated Information & Systems Statement
- (3) CHP 102
- (4) CHP 428
- (5) CHP 462
- (6) CHP 462A
- (7) CHP 462B
- (8) CHP 462C
- (9) CHP 462D
- (10) CHP 462E, Senior Volunteer Program Volunteer Service Agreement
- (11) When applicable, a CHP 462F or a Notice of Termination from Voluntary Employment letter.
- (12) CHP 462G, Senior Volunteer Program Certificate of Completion.
- (13) CHP462L, Senior Volunteer Monthly Time Record.
- (14) A copy of the volunteer's SVP ID card, front and back (refer to Annex B).
- (15) If issued and current, a copy of the volunteer's California driver's license.
- (16) Volunteers with departmental driving privileges shall annually have a driver's license check through the DMV. The printout shall be filed in the volunteer's personnel file.

(17) A copy of the Defensive Driver Training course administered by the Department of General Services, Office of Risk and Insurance Management (refer to Chapter 5, Training).

(18) All SVP training records.

(19) Disciplinary reports, if any.

(20) When applicable, a copy of the volunteer's RSVP membership identification number.

(21) Copies of all CHP online training through STARPOINT, when applicable.

(22) A copy of the completion of the California Electronic Telecommunications System (CLETS) training showing that the volunteer is qualified to have departmental computer access.

(23) A copy of completion showing authorization that the volunteer can operate a CLETS-enabled station, when applicable.

(24) A certification of completion of Child Passenger Safety Technician classes, when applicable.

(25) Proof of personal medical insurance to be furnished on an annual basis until the volunteer reaches the age of 60.

(26) All reports of incidents or personal injuries shall be maintained in the volunteer's personnel file, and copies shall be forwarded to the Division and statewide coordinator.

(27) A CHP 101

(28) A copy of all CHP 2s; CHP 123Es, Commander's Certificate of Commendation; CHP 70s, Certificate in Recognition of Service; graduation certificates; etc.

(29) Copy of ETRS "Behind the Wheel Training" when applicable (Refer to Chapter 5, Training).

(30) Current photograph of volunteer.

d. Performance Evaluations. Volunteer performance evaluations are not required in personnel folders.

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ANNEX A

NOTICE OF TERMINATION FROM VOLUNTARY EMPLOYMENT

State of California – Transportation Agency

GAVIN NEWSOM, Governor

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

301 Clinton Road
Jackson, CA 95642-2604
(209) 223-4890
(800) 735-2929 (TT/TDD)
(800) 735-2922 (Voice)



November 10, 2020

File No.: 295.2019.06024.A15129

Mr. Nathaniel Hawthorne
23200 Irishtown Road
Pine Grove, CA 95665

**NOTICE OF TERMINATION FROM VOLUNTARY EMPLOYMENT – CHP SENIOR
VOLUNTEER PROGRAM**

REASON: Insubordination in a conversation with Sergeant H. Prynne on November 20, 2019.

Dear Mr. Hawthorne:

You are hereby notified that your voluntary employment with the California Highway Patrol (CHP), Senior Volunteer Program (SVP) has been terminated as of December 2, 2019.

You may no longer identify or represent yourself as a senior volunteer with CHP. Wearing the SVP uniform, patches, hat, or emblems is strictly prohibited. All identification cards must be surrendered to the Department. In addition, the local Regional Senior Volunteer Program will be notified of your termination from the Department's SVP.

Upon written request, reinstatement into the SVP may be available with selection being determined by the CHP office offering the program. Your personnel records will be retained for a period of five years from the date of separation. Should you decide to submit an application during this time with the CHP SVP or another law enforcement agency, your records will be made available upon written request.

Sincerely,

B. C. DIMMESDALE, Captain
Commander
Amador Area



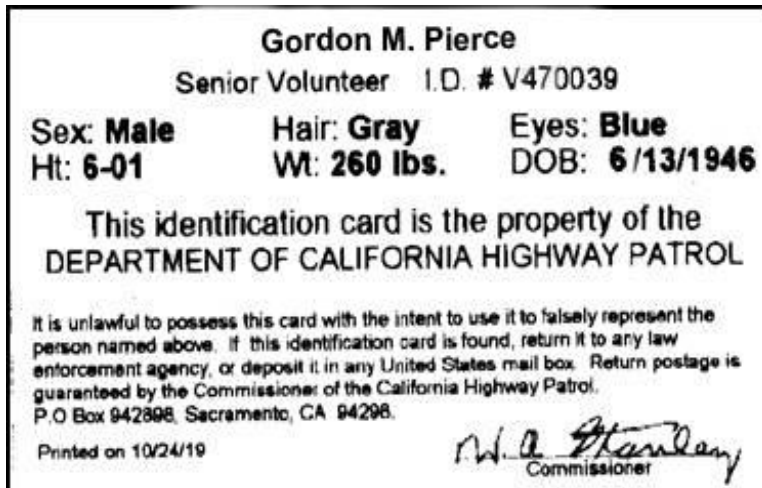
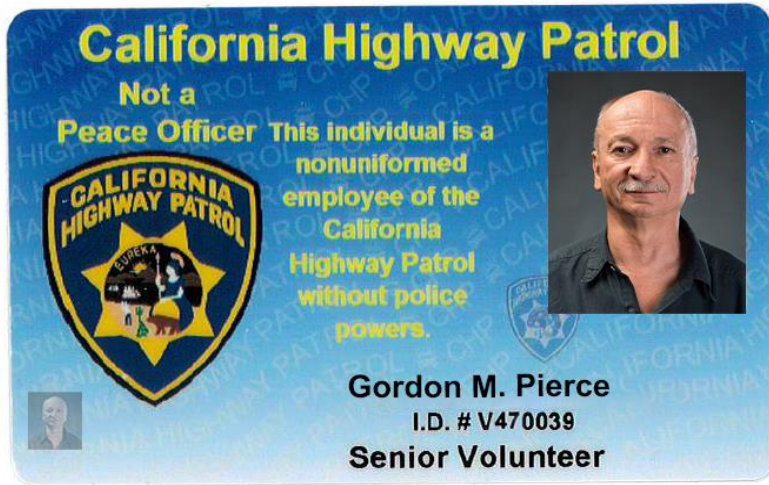
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ANNEX B

SENIOR VOLUNTEER PROGRAM IDENTIFICATION CARD



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