



**CALIFORNIA
HIGHWAY PATROL**

HPM 70.55

**SENIOR
VOLUNTEER
PROGRAM**



An Internationally Accredited Agency

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

SENIOR VOLUNTEER PROGRAM MANUAL

FOR DEPARTMENTAL USE ONLY

MAY 2001

FOREWORD

The purpose of this manual is to establish policies and procedures for the Department's Senior Volunteer Program (SVP). The SVP provides senior adult men and women the opportunity to volunteer their time to assist departmental employees in the performance of their duties. This assistance enhances the Department's ability to achieve its mission of ensuring safety and providing service to the public as they utilize the highway transportation system.

The objective of this publication is to provide guidelines for the uniform operation of the Department's SVP.

OFFICE OF THE COMMISSIONER

OPI: 030

DISTRIBUTION: 3 A E G

TABLE OF CONTENTS

Chapter 1 POLICY	1-1
Departmental Authority.....	1-1
Policy.....	1-1
Objectives	1-1
Chapter 2 ORGANIZATION AND RESPONSIBILITIES	2-1
General.....	2-1
Program Organization and Supervision.....	2-1
Registration/Association with Local/National Volunteer Groups	2-3
Registration as Non-Profit Corporation.....	2-3
Chapter 3 PERSONNEL AND ADMINISTRATIVE PROCEDURES	3-1
Recruitment	3-1
Eligibility	3-1
Personnel Procedures	3-3
Performance Evaluations	3-5
Accidents and Personal Injuries	3-5
Senior Volunteer Fund Accounts.....	3-6
Chapter 4 CONDUCT AND REGULATIONS.....	4-1
General.....	4-1
Personal Conduct.....	4-1
Responsibilities of Commander.....	4-2
Conduct Toward Others.....	4-3
Public Relations and Service.....	4-3
Absences.....	4-4
Complaint Process	4-4
Disciplinary Action.....	4-4
Awards and Special Recognition.....	4-5
Personal Safety	4-5
Driving State Vehicles.....	4-6
Ride-Alongs.....	4-7
Chapter 5 TRAINING	5-1
Basic Training	5-1
Specialized Training.....	5-1
Driving State Vehicles	5-2
Training Records.....	5-2

Chapter 6 VOLUNTEER ACTIVITIES	6-1
General	6-1
Permitted activities	6-1
Restricted activities	6-3
Chapter 7 UNIFORM, GROOMING, AND EQUIPMENT STANDARDS	7-1
General	7-1
Grooming Standards	7-1
Uniform Standards	7-1
SVP Uniform and Equipment	7-2

ANNEXES

- Annex A: Area Agencies on Aging - Planning and Service Areas
- Annex B: Non-Profit Corporations - Instructions and Samples
- Annex C: Senior Volunteer Program Application Form (CHP 462)
- Annex D: Senior Volunteer Program Medical Questionnaire (CHP 462A)
- Annex E: Senior Volunteer Program Interview Report (CHP 462B)
- Annex F: Senior Volunteer Program Authorization to Release Information (CHP 462D)
- Annex G: Senior Volunteer Program Identification Card (CHP 252B)
- Annex H: Release and Waiver of Liability (CHP 428)
- Annex I: Senior Volunteer Program Statement of Professional Ethics (CHP 462C)
- Annex J: Senior Volunteer Program Volunteer Service Agreement (CHP 462E)
- Annex K: Senior Volunteer Program Resignation Report (CHP 462F)
Notice of Voluntary Employment Resignation - CHP Senior Volunteer Program
- Annex L: Notice of Termination from Voluntary Employment - CHP Senior Volunteer Program
- Annex M: Health Insurance Counseling Advocacy Program Contact List (By County)
- Annex N: Example of Magnetic "VOLUNTEER" Sign for Enforcement Vehicles
- Annex O: Senior Volunteer Program Basic Training Syllabus
- Annex P: Senior Volunteer Program Certificate of Completion (CHP 462G)