Authorized-to-Offer (A2O) AARP Driver Safety Volunteer Guidelines

- A2O Locations/Instructors **MAY** provide a brief introduction at the beginning of each course that includes Name, Profession, and Length of time in community. HOWEVER, they **MAY NOT** actively market or promote any service or program offered by the Agent or Agency. Examples of approved biographical introduction below:

  - Instructor -- “Hello! My name is John Smith. I will be your AARP Smart Driver Course instructor today. A little about me: I’ve lived in the community for X years and I work as a Home/Life/Health/etc. insurance agent with XYZ agency. I am looking forward to talking with you over the next few hours about how to improve our driving safety as we age.”

  - Host -- “Hello! My name is John Smith. I operate the meeting space here at XYZ agency/facility. A little about me: I’ve lived in the community for X years and I work as a Home/Life/Health/etc. insurance agent with XYZ agency. Restrooms are .... Refreshments are .... If you have any other needs or questions, please let me know. I’ll be just around the corner. Have a great course!”

- A2O Locations/Instructors from **For-Profit Organizations** **MAY NOT** tell AARP Driver Safety participants about the other services and programs offered in the facility/office/agency. No product or service can be sold or promoted within an AARP Driver Safety course.

- A2O Locations/Instructors **MAY** have available in their facility/office materials about other services that the participants can **voluntarily** access, as long as these materials are not incorporated into the AARP Driver Safety Course **in any way**.

- A2O Locations providing Medicare products **MUST** abide by Center for Medicare and Medicaid Services (CMS) rules and regulations. All signage for Medicare Supplement plans **MUST BE** covered or removed. No cross-promotional materials of any kind in the A2O location can be shown.

- A2O Locations/Instructors **MAY NOT** hand out materials regarding other services and programs before, during, or after the course.

- A2O Locations/Instructors **MAY NOT** contact AARP Driver Safety participants following a course about other services unless the participant asked the host to do so voluntarily. Remember, the participants’ information should be treated as private and not used for other purposes outside of AARP Driver Safety.
A2O Locations/Instructors MAY contact AARP Driver Safety participants following a course to thank them for their attendance.

- A2O Locations/Instructors MAY use an approved email template and A2O signature
- A2O Locations/Instructors MAY ONLY mention Smart Driver Course in these emails. Follow-up responses/questions to the A2O Host/Instructor about their businesses may be addressed
- A2O Locations/Instructors MAY NOT under any circumstance conduct any transactions, use sign-up sheets or engage in any other data collection activities while actively engaged in a course.
- A2O Locations/Instructors MAY NOT have course participants fill out sign-up sheets for the purpose of generating business leads or endeavors.

A2O Instructors MAY provide course participants with pens and paper branded with their personal business name and contact information for note-taking use during the course

- A2O Instructors MAY NOT use these items as an active sales tactic, but rather ONLY for utility (note-taking), and A2O instructors remain restricted by the additional guidelines provided here

A2O Instructors MAY order customized Driver Safety Business Cards to distribute amongst course participants. Business cards MUST BE ordered by contacting your State Coordinator. No other business cards are allowed to be distributed during course instruction. Below is an example of available information that can be provided on the ADS business card.

A2O Instructors MAY order volunteer badges that designate them specifically as an “A2O Agent Instructor”