Ethics

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WHAT DEFINES A VSO?
HONESTY
COMPASSION
INTEGRITY
TRUST-WORTHY
RESPECTFUL
FLEXIBLE

What is Ethics?
– A branch of philosophy that involves organizing, defending, and recommending the ideas of right and wrong conduct
Code of Ethics

- Confidential Information
  - whether supplied by the veteran, the Department of Veterans Affairs (DVA), or other parties shall remain confidential

- The Service Officer
  - will prepare and perfect all claims to the best of his/her ability

- The Service Officer
  - Maintain High Professional Standards
  - will provide services, without prejudice, to all persons making a claim to the DVA
  - will to the best of his/her ability, maintain a working knowledge of all rules and regulations concerning veterans benefits and will strive to keep such knowledge updated

- Veterans Service Officers
  - should not, under any circumstances, accept remuneration in cash or other form for services rendered.
  - should not, under any circumstances, serve as guardians, committees, or fiduciaries for any other individuals receiving benefits from the DVA.
Core Characteristics

- Trustworthy
- Earn Trust of those we serve
- Accessible
- Engage and be welcoming
- Each interaction Positive and Productive
- Quality
- Provide highest quality of service

Core Characteristics

- Innovative
- Have initiative
- Seek to improve work sytems
- Agile
- Adapt quickly to changing environment
- Integrated
- Link with other services & programs

Scenarios

- You are working with a veteran on a claim for service connection. His wife calls wanting to know the status of the claim. She is calling because the Veteran is busy and unable to call.
- How do you handle this situation?
Scenarios

☑ You are working with a veteran on a claim for service connection. His wife calls wanting to know the status of the claim. She is calling because the Veteran is busy and unable to call.
☐ How do you handle this situation?

Scenarios

☑ You have a Veteran who just received a Retro Check for $123,000 He wants to give you money or a gift card of some sort because all the hard work you did on this.
☐ How do you handle this situation?

Scenarios

☑ You have a veteran that died and you helped the spouse with a difficult DIC case. She has no immediate family and wants to give you her husbands old classic car.
☐ What would you do in this situation?
Scenarios

- You have a veteran and he wants to take you out to the bar for a good time. He was impressed with how you handled his claim and want to thank you.
- How would you handle this?

Scenarios

- You are at the local bar having a drink at happy hour. Another veteran comes up to you and say Fred is getting 100% from the VA and say that he should be getting more from the VA.
- How would you handle this?

Scenarios

- Do what is RIGHT when no one is Looking