Ethics

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Veteran Service Officer

What does it take to be an VSO?
Veteran Service Officer

What Defines an 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.
Ethics: Respect

- Respect all People’s Rights & Dignity
  - Kindness, everyone is welcome

ÅThe Service Officer
  - Will provide services, without judgment, to all Veterans making a claim
Loyalty & Responsibility

Develop trust

The Service Officer

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 that knowledge updated.
Honesty: Ethics

- **Honesty**
  
  Don't *Sugar Coat*.

- **The Service Officer**
  
  will prepare and perfect all claims to the best of his/her ability.
Boundaries: Ethics

- Keep Professional boundaries
  Not associating outside the office

- Veterans Service Officers
  Should not; under any circumstances; serve as guardians, committees or sponsors for any individuals receiving benefits from the DVA.
  Should not; under any circumstances; accept gifts in cash or any other form for services offered
HIPPA: Ethics

➢ Maintain confidentiality & privacy
  Disclosure is KEY

Å Confidential Information
  Whether supplied by the veteran, the Department of Veterans Affairs (DVA), or other the veteran will remain confidential
Do what is RIGHT when no one is looking.
Ethics

Q & A