Ethics

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Ethics

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
Code of Ethics

- 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 systems
- 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 have a Veteran who just received a Retro Check for $123,000. He sends you two $50 Applebee’s gift cards because all the hard work you did on the claim.

- How do you handle this situation?
Scenarios

- Family calls and they have a Veteran’s Handicap Accessible Van. They want to donate the Van to another Veteran.
- 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 wants to thank you.
  - How would you handle this?
You are at a social event. Another veteran comes up to you and says “Fred” is getting 100% from the VA and says that he should be getting more from the VA.

How would you handle this?
Scenarios

Do what is RIGHT when no one is looking
Ethics

Q & A