Ethics

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Ethics

WHAT DEFINES A VSO?

HONESTY
COMPASSION
INTEGRITY
TRUST-WORTHY
RESPECTFUL
FLEXIBLE
Ethics

• What is Ethics?
  – A branch of philosophy that involves organizing, defending, and recommending the ideas of right and wrong conduct
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 husband's 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?
Do what is RIGHT when no one is Looking
Module 1
History and Organization

Q & A