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
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 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?
Scenarios

- 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