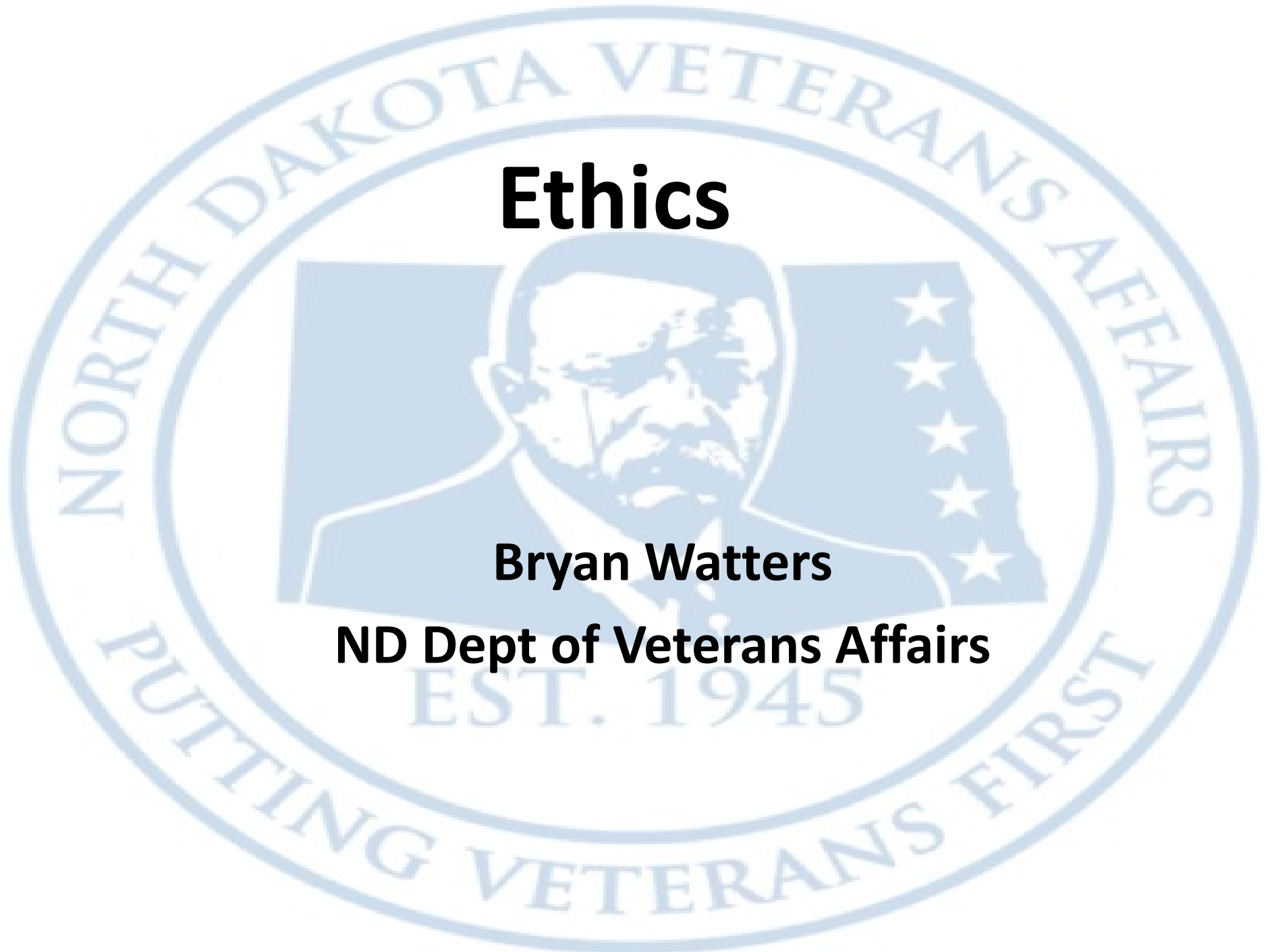


# **Ethics**

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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

# Code of Ethics

## ☐ 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

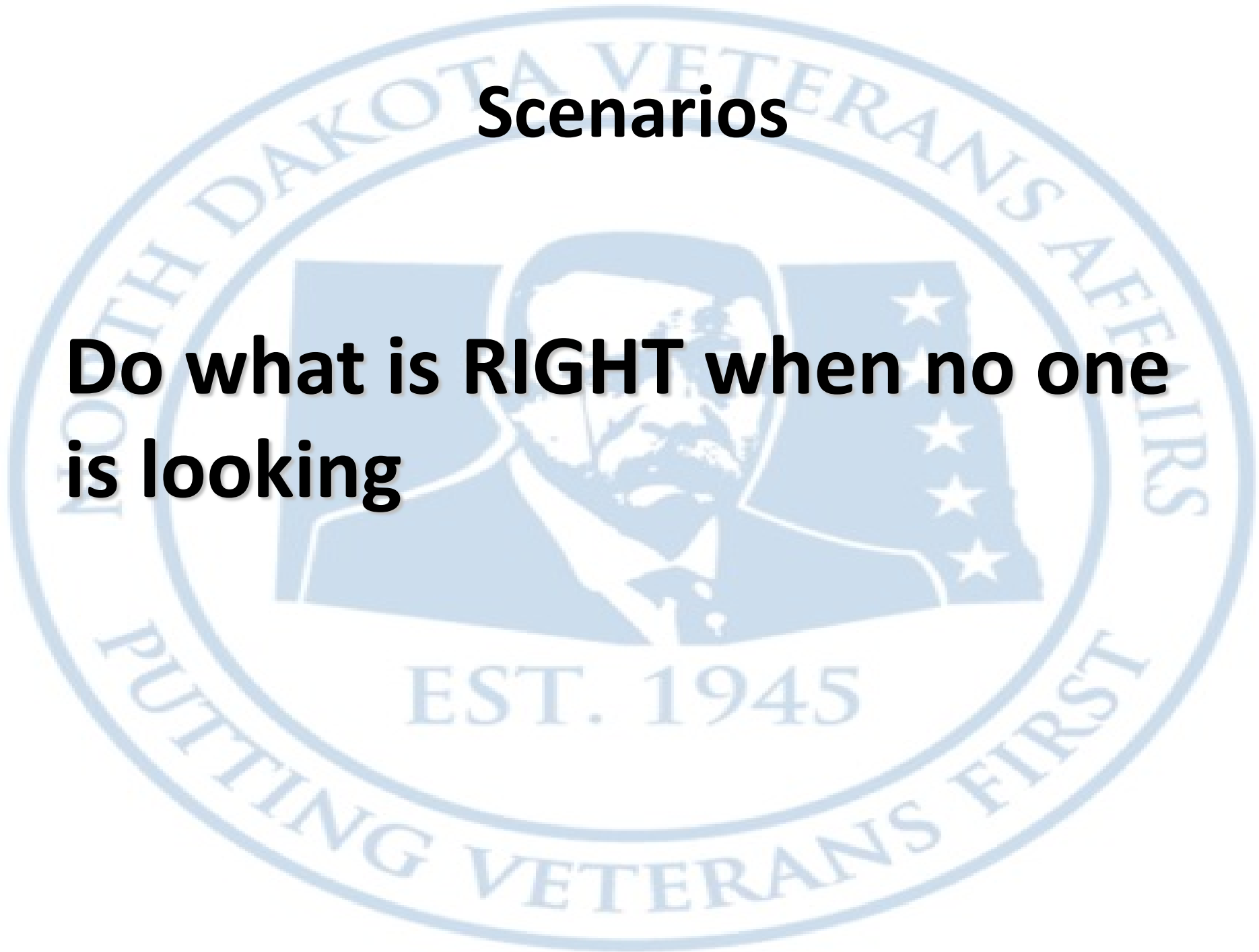
- ☐ You have a veteran and he wants to take you out to the bar for a good time. He was impressed with how you handled his claim and wants to thank you.
- ☐ How would you handle this?

# 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**



Ethics

Q & A

