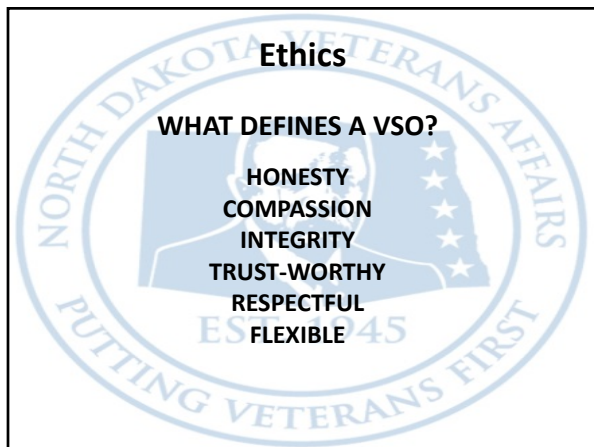
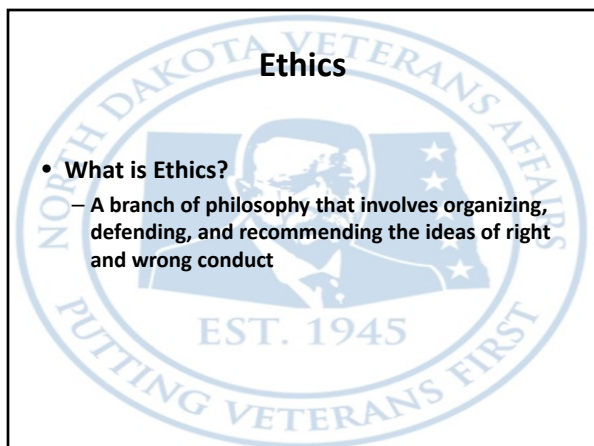


Ethics
Tom Sumers
ND-DVA Veteran Service Officer
EST. 1945
PUTTING VETERANS FIRST



Ethics
WHAT DEFINES A VSO?
HONESTY
COMPASSION
INTEGRITY
TRUST-WORTHY
RESPECTFUL
FLEXIBLE
EST. 1945
PUTTING VETERANS FIRST



Ethics
• What is Ethics?
– A branch of philosophy that involves organizing, defending, and recommending the ideas of right and wrong conduct
EST. 1945
PUTTING VETERANS FIRST

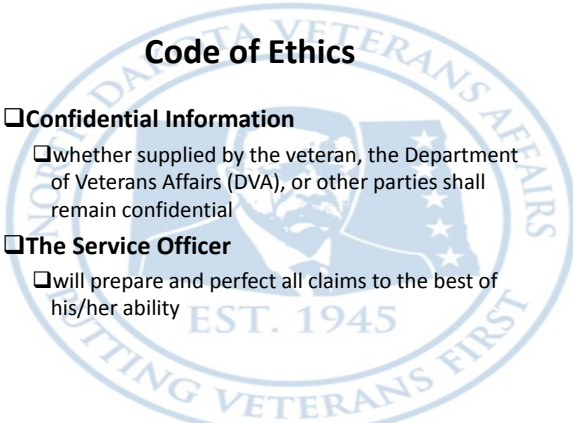
Code of Ethics

Confidential Information

- whether supplied by the veteran, the Department of Veterans Affairs (DVA), or other parties shall remain confidential

The Service Officer

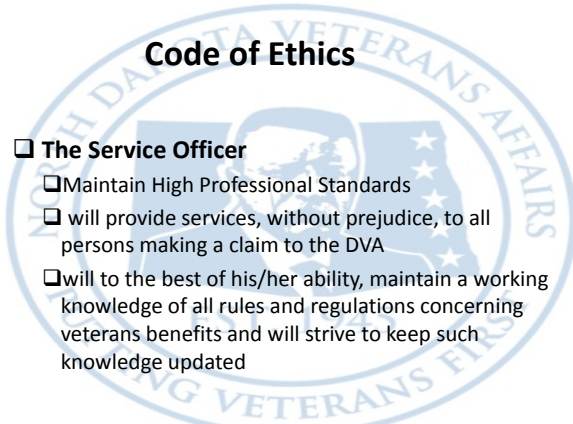
- will prepare and perfect all claims to the best of his/her ability



Code of Ethics

The Service Officer

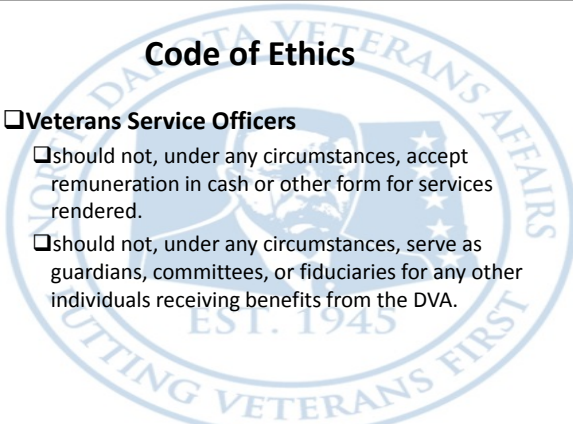
- Maintain High Professional Standards
- will provide services, without prejudice, to all persons making a claim to the DVA
- will to the best of his/her ability, maintain a working knowledge of all rules and regulations concerning veterans benefits and will strive to keep such knowledge updated



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

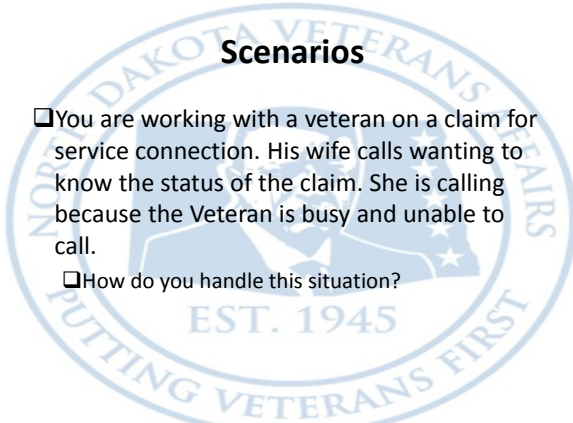
- Trustworthy**
 - Earn Trust of those we serve
- Accessible**
 - Engage and be welcoming
 - Each interaction Positive and Productive
- Quality**
 - Provide highest quality of service

Core Characteristics

- Innovative**
 - Have initiative
 - Seek to improve work systems
- Agile**
 - Adapt quickly to changing environment
- Integrated**
 - link with other services & programs

Scenarios

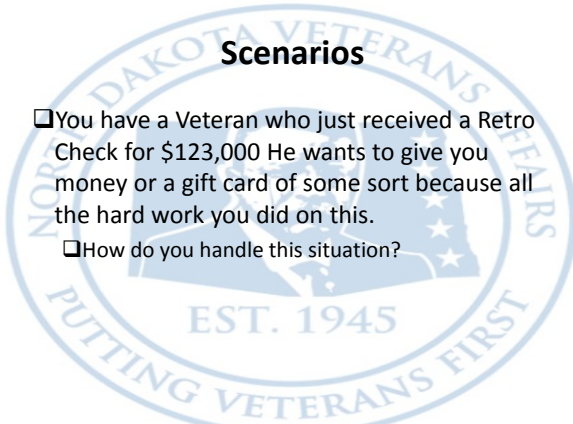
- You are working with a veteran on a claim for service connection. His wife calls wanting to know the status of the claim. She is calling because the Veteran is busy and unable to call.
 - How do you handle this situation?



Scenarios

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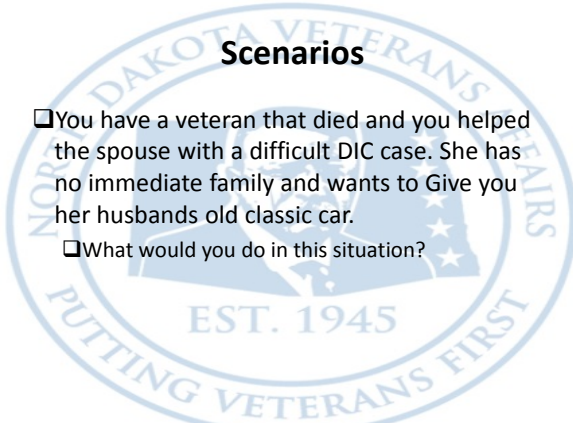
How do you handle this situation?



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.

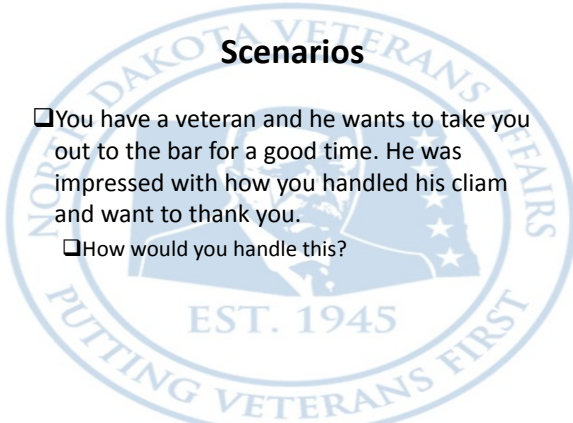
How do you handle this situation?



Scenarios

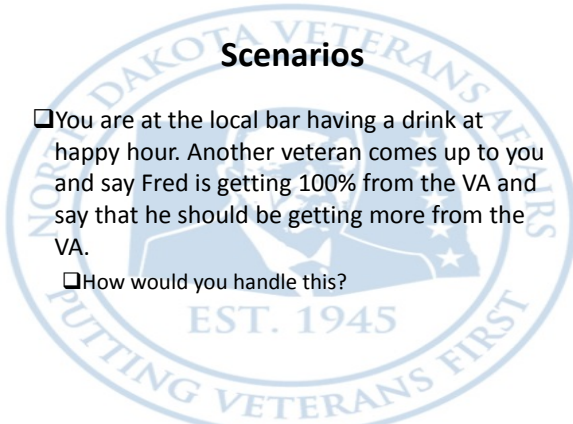
You have a veteran that died and you helped the spouse with a difficult DIC case. She has no immediate family and wants to Give you her husbands old classic car.

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?



Scenarios

**Do what is
RIGHT
when no one is
Looking**

