



**Virginia Benefit Programs Organization  
Code of Ethics  
May 2007**

*We, the members of the Virginia Benefit Programs Organization acknowledge the need for an organization to create and promote fellowship, understanding and cooperation among ourselves through our mutual efforts, continuing education programs, improving the quality of eligibility practices and the advancement of eligibility work as a profession; to develop effective methods of interpreting our work to the public; and to help us provide skilled, family based assistance to those who need the services we have to offer.*

**Provide Ethical Public Service**

*Demonstrate honesty and professional accountability*

*Promote open communication, using clear, complete and easy to understand information*

*Commit to the sharing of knowledge of benefit programs and community resources.*

*Display good stewardship of all programs and operating funds*

*Protect the customer's rights, offering guidance as needed*

**Respect Human Dignity**

*Treat each person in a caring and respectful manner, while recognizing cultural and ethnic diversity*

*Oppose all forms of discrimination*

*Demonstrate compassion, fairness and sensitivity*

**Responsible Application of the Law**

*Be proficient in knowledge and administration of policies and procedures*

*Adhere to local, state and federal guidelines*

*Work to improve and change laws and policies that are ineffective and obsolete*

*Respect and protect privileged information*

*Provide benefits and services without regard to race, color, national origin, disability, sex, age, political beliefs, religion, sexual orientation, marital or family status*

**Demonstrate Personal Integrity**

*Exhibit conduct that inspires public confidence*

*Take actions and make decisions in the best interest of the customers, community and profession*

*Refrain from all conflicts of interest or its appearance such as misuse of public resources, inappropriate personal relationships and acceptance of gifts*

*Demonstrate respect in appearance, speech and actions to internal and external customers*

*Maintain and uphold all information accepted in trust*

**Promote Professional Excellence**

*Encourage participation in professional activities and associations*

*Promote and encourage continuous learning*

*Establish and maintain standards of competency by promoting eligibility as a profession*

*Advocate personnel practices designed to increase opportunities for eligibility staff*

*Cultivate an environment wherein emerging issues and the impacts are constantly evaluated*