

## VA Center for Development & Civic Engagement (CDCE) Integrity and Compliance Awareness for Volunteers

### The Importance of Compliance

- All VHA employees are required to act with integrity, understand and comply with the standards that apply to their work, and report suspected noncompliance, fraud, waste, abuse, and integrity concerns.
- Integrity is more than complying with the laws and regulations. It's being honest, genuine, and complying with the spirit, as well as the letter of the law.
- Acting with integrity and compliance helps build and protect Veteran's trust. This is important because the Veterans we serve fought hard for our freedom and deserve the best care available when they come home.

### The Role of your Compliance Officer

- Help VA staff and leadership identify and manage compliance risks. They also help address issues such as non-compliant activity including fraud, waste and abuse, and unethical behavior.
- A trusted resource to guide and support compliance activities, clarify rules, regulations and laws and identify risk at all levels of the organization.
- Someone to call when you see something is wrong, non-compliant or unethical.
- Promote a culture of Integrity by maintaining ethical behavior in any situation and educating staff on how to do the same.

**Supervisors** are responsible for emphasizing the importance of integrity and compliance to the organization. They set the tone at the top and foster a safe environment in which employees can speak up to voice concerns without fear of retaliation.

- **Fraud** is intentionally misrepresenting a situation for personal gain.
- **Waste** is unintentionally misusing money or resources.
- **Abuse** is behaving improperly or unreasonably or misusing one's position or authority for gain.

Remember, no concern is too small, if you see something that seems wrong, here are some ways to **report it**:

- Discuss your concern with your supervisor.
- If you are not comfortable discussing the issue with your supervisor, contact a higher-level manager.
- Contact your organization's Compliance Officer.
- Call the Compliance Helpline toll free at **(866) VHA-HELP / (866) 842-4357**.

**VHA's Code of Integrity** is a resource centered around VA's ICARE values of Integrity, Commitment, Advocacy, Respect and Excellence and provides high-level guidance regarding a range of ethical conduct and concerns. It's not a new policy, it simply brings together several existing resources into one document.

***By reviewing this content as part of my volunteer training within the Center for Development & Civic Engagement (CDCE), I certify that I understand that by serving as a Department of Veterans Affairs volunteer, I am responsible for adhering to and upholding laws, regulations, and agency policies.***

Print Name	Signature	Date
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