DEPARTMENT OF THE ARMY
US ARMY INSTALLATION MANAGEMENT COMMAND
HEADQUARTERS, UNITED STATES ARMY GARRISON, FORT DRUM
10000 10TH MOUNTAIN DIVISION DRIVE
FORT DRUM, NEW YORK 13602-5046

REPLY TO
ATTENTION OF

IMDR-ZA

NOV - 9 2012

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Garrison Policy Memorandum #12-03, Open Door Policy

1. Reference. AR 600-20.

2. All leaders share the responsibility to care for the welfare of their people. The chain of command should be actively involved in solving the problems of their subordinates. In order to support this process, I have an open door policy that encourages each Soldier, Civilian, or Family member to see me whenever he or she believes that the chain of command is unable or unwilling to solve a problem.

3. I am aware that there are times when someone may want to discuss the problem with someone outside the chain of command. Other avenues may include the inspector general, the chaplain, the legal assistance office, the equal opportunity officer, or the Army Community Service staff. In the case of civilian employees, the civilian personnel officer, the equal employment opportunity officer, or a union representative may be of assistance.

4. Good leaders solve their subordinate's problems, either directly, or by putting their subordinates in touch with agencies who can. If you feel that these agencies are unresponsive or unable to assist you, my door is always open to you.

5. A copy of this policy memorandum will be posted on all organizational bulletin boards and maintained in their files.

6. To see me, contact the garrison command sergeant major, the deputy to the garrison commander, or my secretary at extension 772-5501.

GARY A. ROSENBERG
Colonel, SF
Garrison Commander

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