



**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**

AMIM-DRG-ZA

23 July 2021

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Garrison Policy Memorandum 21-03, Open Door Policy

1. Reference: Army Regulation 600-20, Army Command Policy, 24 July 2020.
2. Supersession: This policy supersedes and replaces Garrison Policy Memorandum 19-03, Open Door Policy, 26 July 2019.
3. Applicability: This policy applies to all Department of the Army Civilians, and active duty military personnel assigned or attached to any unit or element subordinate to the authority of the Commander, United States Army Garrison-Fort Drum.
4. All leaders share the responsibility to care for the welfare of their people. Chains 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 the chain of command is unable or unwilling to solve a problem. Family members wishing to see me will be accompanied by their service member/sponsor unless the service member/sponsor is deployed, or the topic of the open door visit.
5. 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, Chaplain, Legal Assistance Office, Equal Opportunity Officer, or Army Community Service staff. In the case of Civilian employees, the Civilian Personnel Officer, Equal Employment Opportunity Officer, or a Union Representative may be of assistance.
6. This policy does not apply to disciplinary issues and issues appropriately addressed by an existing procedure, a subordinate command, or a staff principal. Examples include, but are not limited to: equal opportunity issues, AR 15-6 investigations, reassignments, Inspector General Inquiries, and Civilian grading issues and grievances.

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7. This policy will be posted on all organizational bulletin boards.

8. To see me, please contact my office at (315) 772-5501.

JAMES J. ZACCHINO, JR.
Colonel, LG
Garrison Commander

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