



**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**

IMDR-ZA

26 July 2019

**MEMORANDUM FOR SEE DISTRIBUTION**

**SUBJECT: Garrison Policy 19-03, Open Door Policy**

1. Reference. AR 600-20, Army Command Policy, 6 November 2014.
2. Supersession: This memorandum supersedes Garrison Policy 17-03, Open Door Policy, 10 August 2018.
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 organizational bulletin boards.

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

JEFFERY P. LUCAS  
Colonel, AG  
Garrison Commander

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