



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 19-06, Dignity and Respect

1. Every customer and employee on Fort Drum deserves to be treated with dignity and respect when performing his or her duties. The most productive work environment is one where employees and customers treat each other, as they would like to be treated.
2. Any customer perceived to be abusing a Fort Drum Garrison Civilian employee may have their service temporarily suspended. Yelling, threatening language or behavior, insults, swearing and use of demeaning or vulgar language constitute abuse. Garrison employees subjected to abuse will immediately contact their first line supervisor. The first line supervisor will assess the situation and decide whether to temporarily refuse service. Temporary refusal of service shall be for 24 hours from the time of the incident and serve as a cooling off period. The supervisor and employee will prepare a memorandum for record to document the facts of the incident. Customers may return for service after the 24 hour period expires; however, if the abusive conduct reoccurs, the first line supervisor will suspend service indefinitely and refer the matter through their supervisory chain to the Garrison Commander for resolution.
3. Garrison employees are expected to provide professional, timely, and proactive service to our customers at all times. Any customer who feels they are not being provided quality and polite customer service has the right to file a complaint with the employee's supervisor, either in person or via the Interactive Customer Evaluation process.

JEFFERY P. LUCAS
Colonel, AG
Garrison Commander

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