DEPARTMENT OF THE ARMY
US ARMY INSTALLATION MANAGEMENT COMMAND
HEADQUARTERS, US ARMY GARRISON YONGSAN - CASEY
UNIT #15333
APO AP 96205-5333

AMIM-YNG-ZA

2026 .05. 19

UNITED STATES ARMY GARRISON YONGSAN - CASEY POLICY LETTER # 5

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Commander's Open Door Policy

1. **References:** Army Regulation (AR) 600-20 (Army Command Policy), 24 July 2020.

2. **Purpose:** To provide guidance to all US Army Soldiers, Korean Augmentee to the US Army (KATUSA) Soldiers, and Civilian employees assigned and/or attached to the US Army Garrison (USAG) Yongsan - Casey.

3. **Applicability:** This policy applies to USAG Yongsan - Casey and all subordinate units.

4. **Background:** I want all Soldiers, KATUSAs, and Civilian employees to understand that they have access to me to seek redress concerning issues of a professional or personal nature. As such, my door remains open to all USAG Yongsan - Casey Soldiers, KATUSAs, Civilian employees, and their Family members.

5. **Discussion:**

a. I encourage to attempt to resolve matters through his or her chain of command before using my open-door policy. I firmly believe that most issues can be resolved most effectively at the lowest levels. On occasions in which issues are not satisfactorily resolved by the chain of command or in the event of circumstances such that the Soldier, KATUSA, Civilian employee, or Family members feels a compelling need to speak directly to me, he or she may do so without fear of reprisal.

b. Soldiers, KATUSAs, and Civilian employees do not require permission from their chain of command to see me. While I do not require appointments for the use of my open-door policy, I ask that Soldiers, KATUSAs, and Civilian employees work with my personal staff or the Executive Officer to identify the best available time to schedule a meeting.

c. The point of contact for this memorandum is the USAG Yongsan-Casey Executive Officer at (315)-722-4504.

CHRIS C. CHOI
COL, IN
Commanding