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06 Oct 2014

MEMORANDUM

From: 
W. E. Seward, CDR
CGD SEVEN (dpa)

To: Distribution

Subj: DIRECTOR OF AUXILIARY OPEN DOOR POLICY

1. The Seventh Coast Guard District Auxiliary's ability to efficiently identify and satisfactorily resolve problems is vital to mission accomplishment. Meaningful, two-way communication is essential to taking care of people and to proper performance of our duties. The chain of leadership is an indispensable component for sharing information. Leaders at all levels must be available and willing to listen. When properly used, the chain of leadership can solve problems quickly and at the lowest appropriate level.
2. I'm interested in any issue that concerns the morale, administration, mission accomplishment, and care of this organization and its members. Because our Auxiliarist play an important role in how this District functions, it is vital that I have an Open Door policy that encourages all concerned to communicate important and timely information to me or to seek necessary guidance from me.
3. This Open Door policy is not meant to conflict with similar Order Issuing Authority (OIA), District Commodore or lower level programs which should be used first. However, issues that cannot be resolved at a lower level, despite genuine good faith attempt to fix them, can be brought to my attention. I will be interested in knowing what has previously been done to solve a problem, and will gladly do what is appropriate and feasible at my level to assist. All Auxiliarists requesting an audience will contact Ms. Ruth Fernandez, (305) 415-7051, for an appointment.
4. Use of this Open Door policy is not appropriate to address cases or issues being processed in separate, specific administrative or disciplinary channels designed to resolve the matter (e.g., Auxiliary administrative discipline procedures). Those systems must be allowed to run their normal course as determined by the appropriate Commandant Instruction(s).
5. I will not tolerate retribution of any kind against a member who chooses to use the open door or who chooses to seek assistance from the Civil Rights Directorate, my staff, or anyone else who is in the business of helping our Auxiliary members.
6. A copy of this memorandum shall be posted on all Flotilla and Division bulletin boards.

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Dist: All D7 Auxiliary Units