**SECTION: MANAGEMENT**

**POLICY:** Open Door **EFFECTIVE DATE:** insert date adopted

**STATEMENT OF PURPOSE:**

The city has adopted an open-door policy to encourage employees to approach their supervisors or other city leaders with concerns, questions, or feedback. Practicing an open-door policy at work can help managers learn about workplace dynamics, facilitate transparency and honest communication with employees, and boost productivity.

**DEFINITIONS:**

1. Open Door Policy: To foster open communication and ensure employees feel comfortable voicing their opinions. This can involve regularly scheduled office hours for managers to meet with employees or simply creating an environment where employees feel free to approach their supervisors anytime.
2. Regularly scheduled office hours: Managers set aside specific times each week for employees to come in and discuss their concerns.
3. One-on-one meetings: Managers schedule individual meetings with each employee on a regular basis to discuss work-related issues and provide feedback.
4. Open communication: Managers actively encourage employees to voice their opinions and concerns during meetings and through other channels.
5. Employee suggestion box: A physical or digital system where employees can submit suggestions for improvements or new ideas.
6. Anonymous feedback channels: May provide anonymous feedback channels for employees to voice concerns without fear of reprisal.
7. Managerial availability: Managers make themselves readily available to employees, whether in their offices, on the phone, or through messaging platforms.
8. Chain of command: Employees are aware that they can escalate concerns through the chain of command if they do not feel comfortable speaking to their direct supervisor.

**APPLICABILITY:**

This policy applies to all employees [see separate policy for civil service employees].

**PROCEDURES:**

An open-door policy should help managers stay updated with their teams' work, set parameters, and communicate these parameters to employees so they know how to proceed. Managers should communicate to their teams the following:

1. The times that managers are assessable. This may be in the morning or afternoon or for limited times during the week; however, communicate this information to your staff.
2. Let employees know that when they find your door open, they can drop in and share their thoughts or ask questions during those times. Conversely, when your door is closed, it may be better for them to schedule some time to meet with you.
3. If you are in a remote or hybrid work setup, consider directing employees to schedule time for a phone or video call based on your availability.
4. Encourage employees to carefully think through a problem and possible solution before approaching you.
5. An open-door policy does not exist to spread gossip or rumors. The focus is always on exploring obstacles or opportunities and developing practical solutions and next steps.
6. An open-door policy does not circumvent the “Chain of Command.” However, for egregious or illegal actions or behavior observed of your direct supervisor/manager, employees may contact Human Resources or the next higher-level supervisor/manager.