

Policy and Procedures

53.1

Title: Open Door Policy

Date issued / last revision: December 29 2003

Date effective: Immediately

Open Door Policy

Statement:

Cooperstown Medical Transport, Inc. (CMT) believes that communications is essential for the continuity of operations. CMT is committed to maintain an open door policy with its employees. We hope that this practice will strengthen communications throughout CMT, help to avoid miscommunication, and resolve problems before they escalate.

Purpose:

CMT is establishing guidelines for an open door policy.

Scope:

This policy applies to all employees of CMT, full time, part time, per-diem and interns.

Policy:

1. You are encouraged to discuss any questions, suggestions or complaints freely and fully with your supervisor or member of management.
2. If you feel that you have a problem, question, suggestion, or complaint, you should take the following steps:
 - a. Talk first to your supervisor. If a concern is raised, we hope that the matter can be resolved by a simple examination and discussion of the facts.
 - b. If you are not satisfied with the results of the discussion with your supervisor, or if for some reason you do not want to discuss a particular matter with your supervisor, please contact a member of management.
3. Your job will not be adversely affected in any way by discussing concerns with management in the appropriate setting. We want you to have the opportunity to discuss your concerns and to raise your suggestions freely.
4. Refer to the following policy for further information:
 - a. *Operations Meeting*
 - b. *Incident Reports*
 - c. *Chain of Command*