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| Open-Door Policy | **Last Revision:** | January 2020 |
| **Last Reviewed:** | January 2020 |
| **Applies to the following THA Group of Companies:** | * Island Health Care * Island Hospice * Independent Life at Home * RightHealth® * THA Services * Palliation Choices |
| **Included in the following THA Manuals:** | Administrative Policies & Procedures  Talent Management |

### PURPOSE

The purpose of an open door policy is to encourage open communication, [feedback, and discussion about any matter of importance](https://www.thebalance.com/provide-feedback-that-has-an-impact-1916642) to an employee.

### POLICY

THA Group has adopted an Open-Door Policy for all employees. The members of the leadership team are interested in you as a person and will be pleased to assist you in any way we can. Our doors are always open, and we welcome your suggestions.

We recognize each of you as an individual who should be treated with consideration and understanding. We believe in fair treatment for each of you from your leaders and peers. Please feel free to contact your leader at any time about any concerns, questions or suggestions you may have concerning your work or you personally.

We all work together. Let's treat each other as we would like to be treated. We will do all we can to help make your employment with us as pleasant as possible.

**Responsibilities Under an Open-Door Policy:**

If any area of your work is causing you concern, you have the responsibility to address your concern with a leader.

Whether you have a problem, a complaint, a suggestion, or an observation, your company leaders want to hear from you. By listening to you, the company is able to improve, to address complaints, and to foster employee understanding of the rationale for practices, processes, and decisions.

**Before You Pursue the Open-Door Policy:**

Most problems can and should be solved in discussion with your immediate leader; this is encouraged as your first effort to solve a problem. An open door policy means that you may also discuss your issues and concerns with the next level of leadership and/or Talent Management.

No matter how you approach your problem, complaint, or suggestion, you will find leaders at all levels of the organization willing to listen and to help bring about a solution and/or clarification.

**No Retaliation Policy:**

THA Group will not condone retaliation in any form against employees who pursue satisfaction of their complaints through the Open-Door Policy. If you feel that action has been taken against you, which is not in accordance with this policy, please see your leader, or Talent Management.