

**IN THE DISTRICT COURT OF WAGONER COUNTY  
STATE OF OKLAHOMA**

GABRIELLE C. BLACKWELL, )  
 Plaintiff, )  
 v. )  
 BOARD OF COUNTY COMMISSIONERS )  
 OF THE COUNTY OF WAGONER COUNTY; )  
 JAMES EARL HANNING; individually, and, )  
 MARK KETCHUM, individually, )  
 jointly and severally, )  
 Defendants. )

Case No. CJ-2025- 325

Wagoner County, Oklahoma  
 Filed  
 in District Court  
 AUG 13 2025  
 James E. Hight  
 Court Clerk  
 At \_\_\_\_\_ o'clock \_\_\_\_\_ M

**PETITION**

COMES NOW the Plaintiff Gabrielle C. Blackwell (Plaintiff) and hereby submits her Petition against Defendants, Board of County Commissioners of the County Wagoner County (Board), James Earl Hanning (Hanning), and Mark Ketchum (Ketchum). In support thereof, Plaintiff alleges and states as follows:

1. Plaintiff is an individual who resides in Mayes County, Oklahoma and at all material times herein was employed with E-911.
2. Hanning is a Wagoner County Commissioner who was the Chairman at the time of Plaintiff's termination.
3. Board is the governing body for Wagoner County public officials and is the proper party to be sued for claims against County officials not specified in 19 O.S. § 161. E-911 is a government entity and is subject to control by Board.
4. E-911 is an entity operated by Board. It is responsible for dispatching, mapping and maintaining accurate 911 information. The E-911 employees are subject to the control of the Board to hire, fire, and appoint employees.

5. Plaintiff was working in Dallas Texas as dispatcher and moved in September 2024 to Oklahoma.

6. Plaintiff started in February 2025 in Wagoner County E-911. Her supervisor was Ketchum.

7. In June of 2025 Ketchum harassed a co-worker of Plaintiff. The co-worker was having mental health issues, including anxiety and depression. These issues were significantly exacerbated by Ketchum being a bully and creating a hostile work environment. Ketchum was having the co-worker work more than 40 hours, he put her on the schedule for 65 hours. This worker started crying to Plaintiff, who was friends with her.

8. Plaintiff called Human Resources (HR) on Tuesday, June 3, 2025 and spoke with the HR director to complain about Ketchum's conduct to this worker. A few hours later, HR sent an email to Plaintiff regarding Ketchum that "he did not take it well."

9. Wagoner County Handbook has a specific and detailed policy regarding harassment in the workplace and the requirements imposed by Mark and Hanning described herein are nowhere to be found. Further, the requests by Ketchum and Hanning are flatly prohibited.

10. Specifically, Wagoner County policy and procedures manual provides:

**Policy Against Harassment And Discrimination And Complaint Procedure**

Discrimination, harassment, and/or retaliation in any form constitute misconduct that undermines the integrity of the employment relationship with the County.

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The County expects that everyone will act responsibly to establish a professional work environment. However, if an employee feels he/she has been subjected to any form of harassment and/or discrimination, the employee should promptly report that conduct to his/her immediate supervisor, another member of supervision, or a member of the Board of Commissioners within three calendar days of the offense. Employees are not required to approach the person who is harassing and/or discriminating against them, and they may bypass any offending member of supervision. The person the harassment or discrimination is reported to will take the necessary steps to initiate an investigation of the discrimination and/or harassment claim. Employees who believe they have been discriminated against on the basis of a disability or who believe they have not been properly afforded a reasonable accommodation for a disability should utilize this same complaint and reporting process. **The County will conduct its investigation in as confidential a manner as possible. However, the County will not allow the goal of confidentiality to be a deterrent to an effective investigation.** A timely resolution of each complaint will be reached and communicated to the employee. Appropriate corrective action, up to and including termination, will be taken promptly against any employee engaging in discrimination and/or harassment. The corrective action issued will be proportional to the severity of the conduct. The alleged harasser's employment history and any similar complaints of prior unlawful discrimination and/or harassment will be taken into consideration. **The County prohibits retaliation of any kind against employees, who, in good faith, report harassment and/or discrimination or assist in investigating such complaints. If an employee feels he/she has been subjected to any form of retaliation, the employee should report that conduct to his/her immediate supervisor, another member of supervision, or Human Resources within three calendar days of the offense. Employees are not required to approach the person who is retaliating against them, and they may bypass any offending member of management. Employees are encouraged to use the Complaint Resolution Procedure (Open Door Policy) set out in this handbook as well.**

*See Wagoner County Personnel Policy Handbook – 2023, pp. 48-50, attached as Exhibit*

1. (Handbook) Moreover, the Handbook affords additional protections to Plaintiff as a whistleblower:

### **Whistleblower Protection Policy**

Wagoner County has an open-door policy which includes Whistleblower protections in accordance with Federal Law. In no instance will there be retaliation against a whistleblower whether that individual be an employee or person acting on behalf of an employee or member of the public. This includes, but is not limited to, protection from retaliation in the form of an adverse employment action such as termination or threat of termination, compensation decreases, or poor work assignments, relocation and threats of physical harm. Any whistleblower who believes he/she is being retaliated against must report it immediately. The right of a whistleblower for protection against retaliation does not include immunity for any personal wrongdoing that is alleged and investigated,

unless such conduct is required by the employer. Whistleblower protections are provided in two important areas: confidentiality and retaliation. Insofar as possible, the confidentiality of the whistleblower will be maintained. However, identity may have to be disclosed to conduct a thorough investigation, to comply with the law, and to provide accused individuals their legal rights of defense. The provisions of this policy do not authorize the disclosure of information that is legally required to be kept confidential; or diminish or impair the rights of an employee. "Matter of public concern" means a violation of a state, federal or municipal law, regulation or ordinance; a danger to public health or safety; and/or gross mismanagement, substantial waste of funds or a clear abuse of authority. Procedures: A. If an employee has knowledge of or a concern of illegal or dishonest/fraudulent activity, the employee is to contact his/her immediate supervisor, their Elected Official or Human Resources and shall submit a written report concerning the matter. B. The employee is not required to submit a written report if he or she believes with reasonable certainty that the activity, policy, or practice is already known to the official, that the activity involves the official; or that an emergency is involved. In this instance, a report should be made immediately to Human Resources. C. Any concerns involving Human Resources should be reported to the County Clerk and/or the Board of County Commissioners. D. The whistleblower is not responsible for investigating the alleged illegal or dishonest activity, or for determining fault or corrective measures; appropriate management officials are charged with these responsibilities. E. Reports of illegal activity shall be forwarded to the District Attorney for further investigation.

*Id.* pp. 49-50. Thus, Plaintiff's conduct was protected from retaliation and she was also contractually protected by the Handbook.

11. A few hours later, Mark came in yelled at the co-worker and told her that her schedule was for her eyes only and, believing that she made the complaint, told her that she should not have called HR. Another worker told Plaintiff that Ketchum wanted to fire her immediately but could not find another dispatcher.

12. On June 5, 2025 Ketchum told client that she needs to write a report on what happened in HR meeting, what she told HR and what transpired. This is a clear violation of the Wagoner County Handbook and policy that provides HR complaints are supposed to at least initially be confidential. Further, the target of the complaint is not supposed to do an investigation into his own misconduct. Additionally, retaliation is prohibited.

13. Plaintiff immediately went to HR to complain about Ketchum's request and other County personnel were present at HR. Plaintiff was told by County Clerk Lori Hendricks to write a report because Commissioner Hanning wanted one. Hendricks acknowledged that it is what not appropriate but told Plaintiff "it is what he wants, give him what he wants."

14. Client sent an email to Hanning to confirm that he wanted a written summary of her HR conversation and Hanning confirmed that he did want a written summary. Hanning asserted that he was going to have Ketchum meet with the E-911 employees to discuss how the issue should be handled in the future.

15. Later on June 5, 2025 Ketchum gave Plaintiff a form to sign purporting to be a new policy precluding workers from going to HR unless referred by chain of command, she did not sign paper. *See Exhibit 2.*

16. That afternoon, Plaintiff was fired by Mark.

### **COUNT I-BREACH OF CONTRACT (AS TO DEFENDANT BOARD)**

In support of this claim, Plaintiff restates the foregoing. Additionally, Plaintiff states:

17. The various policies of Board provide as follows:

EMPLOYEE PERSONNEL POLICY HANDBOOK ACKNOWLEDGEMENT FORM I  
I acknowledge that I have received a copy of The Employee Personnel Policy Handbook adopted by Wagoner County and understand that it outlines the policies and practices that apply to me as an employee with Wagoner County. I further understand that I am governed by the contents of The Employee Personnel Policy Handbook and that it is my responsibility to familiarize myself with all information in The Handbook. The information, policies and benefits described in The Handbook are subject to change. I understand and agree that such changes can be made by the County at its sole and absolute discretion. Any changes to the policies and practices described in The Handbook must be made in writing by the County in order to be effective, and I agree to observe these changes in all respects. I understand The Handbook represents the sole policy of the County and replaces and supersedes any and all other oral or written personnel policies or

procedures. I understand that the most updated version of the Handbook will be posted on the county website at

[https://www.ok.gov/wagonercounty/About\\_Wagoner\\_County/Employee\\_Information](https://www.ok.gov/wagonercounty/About_Wagoner_County/Employee_Information).

I further understand The Handbook is not, nor is it intended to be a contract of employment. I further understand the County Elected Official retains the right of employment-at-will to terminate his/her employees at any time for any reason not prohibited by Federal, State or Municipal law. Employees may also terminate at will. I further understand that this signed statement will be a permanent record in my personnel file.

Ex. 1, p. 5.

18. The Handbook expressly provides for overtime and/or comp. time. *Id.* p.

6.

19. The Handbook provides further:

### **Introduction**

An interesting and challenging experience awaits you as an employee of Wagoner County. In order to answer questions you may have concerning the County and its policies, we have written this handbook. Please read it thoroughly and retain it for future reference. This handbook is designed to familiarize you with the policies and practices that apply to your employment. It is not intended to be and does not constitute a contract of employment. This Employee Personnel Policy Handbook has been adopted by Wagoner County pursuant to O.S. 19, § 339 (A)(9). The following personnel policies are designed to inform Wagoner County Employees of the County's operating policies and practices as they apply to all County employees. County employees are defined as those deputies and employees employed by or serving at the pleasure of the elected officials. Each County employee is responsible to the elected official who hires and/or appoints that employee. From time to time as conditions change, it will be necessary to change or add rules and procedures governing employees. Where practical or required by law, such changes will be posted in advance of their effective date, after which time they will become a part of this handbook. The most updated version of the Handbook will be posted on the county website at [https://www.ok.gov/wagonercounty/About\\_Wagoner\\_County/Employee\\_Information](https://www.ok.gov/wagonercounty/About_Wagoner_County/Employee_Information). Should you have any questions regarding policies, please ask your supervisor, elected official or the County Clerk for assistance. We wish you the best of luck in your position and hope that your employment relationship with Wagoner County will be a rewarding experience.

20. The Wagoner handbook prohibits retaliation and interference and also sets forth the policy for obtaining approval from HR. Nowhere in this policy is a county

Commissioner allowed to interfere with FMLA approved leave in the manner that Hanning did.

21. Thus, Plaintiff had a contract, both implied and express with Defendants.

22. Defendant breached this as set forth above.

23. As a result of Defendants conduct, Plaintiff has sustained damages in excess of \$10,000.00 dollars.

24. Plaintiff should be reimbursed attorney fees, and costs.

### **COUNT II-PROMISSORY ESTOPPEL**

Plaintiff incorporates the foregoing allegations in their entirety as though fully set forth herein. Further, Plaintiff states:

25. Board made clear and unambiguous promises to Plaintiff as set forth above.

26. It was foreseeable that Plaintiff would rely upon the promises of Board.

27. That Plaintiff reasonably relied upon the promises to her detriment.

28. Hardship or unfairness can be avoided only by the promises' enforcement.

29. As a result of Board's conduct, Plaintiff has sustained damages in excess of \$10,000.00.

30. Plaintiff should be reimbursed attorney fees and costs.

31. That alternatively, Plaintiff relied to her detriment on the assurances provided by Defendant Board and E-911, and to the extent a contract does not exist, one should be enforced through promissory estoppel and/or detrimental reliance and be equitably enforced.

**COUNT III-MALICIOUS INTERFERENCE WITH A CONTRACTUAL  
RELATIONSHIP- JAMES HANNING AND KETCHUM**

Plaintiff incorporates by reference the foregoing paragraphs as though fully set forth herein. Additionally, Plaintiff asserts:

32. That Hanning and Ketchum interfered with Plaintiff's contractual relationship by terminating her and otherwise retaliating against her.

33. Plaintiff had a contractual interest in her continued employment. Ketchum and Hanning interfered with his employment maliciously and without justification and Plaintiff suffered damages as a result.

34. As a result of the conduct of Ketchum and Hanning, Plaintiff has sustained actual damages in excess of \$10,000.00.

35. Ketchum and Hanning have acted for reckless disregard of the rights of Plaintiff and intentionally with malice and as such Plaintiff should be awarded punitive damages in excess of \$10,000.00.

**COUNT IV-TORTIOUS INTERFERENCE WITH PROSPECTIVE  
ECONOMIC ADVANTAGE**

Plaintiff incorporates by reference the foregoing paragraphs as though fully set forth herein. Additionally, Plaintiff asserts:

36. Plaintiff had a prospective economic advantage in his potential job.

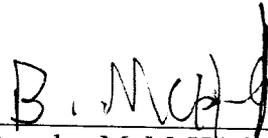
37. Hanning and Ketchum interfered with such contractual relationships by maliciously interfering with her relationship as set forth above.

38. Plaintiff has sustained damages as a result of defendants' conduct in excess of \$10,000.00.

39. Defendants have acted with reckless disregard for the rights of Plaintiff and acted intentionally and with malice and as such punitive damages in excess of \$10,000.00 should be assessed against Defendants.

**CONCLUSION**

WHEREFORE, for all of the foregoing reasons, Plaintiff respectfully requests an award of actual damages in excess of \$75,000.00, an award of punitive damages in excess of \$10,000.00, the costs of this action, a reasonable amount of attorney fees and any other and further relief this Court deems proper.



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Brendan M. McHugh, OBA #18422  
Rt 66 Attorneys, LLC  
P.O. Box 1392  
Claremore, OK 74018  
(918) 343-1773  
Fax: (918) 803-4910  
*Attorney for Plaintiff*

**JURY TRIAL DEMANDED**

**ATTORNEY LIEN CLAIMED**



# WAGONER COUNTY

## PERSONNEL POLICY HANDBOOK

### 2023 Edition

Revisions from the 2021 handbook are underlined.

**ACKNOWLEDGEMENT OF RECEIPT OF THIS DOCUMENT**  
**TO BE PLACED IN EMPLOYEE'S PERSONNEL FILE**



## **COMPLAINT RESOLUTION PROCEDURE (OPEN DOOR POLICY)**

Wagoner County believes it is in the best interest of both the County and its employees to promote free and open communication between employees and all levels of management. Wagoner County encourages employees to discuss work-related concerns with their supervisor, other management personnel, and elected officials. However, even in such discussions, misunderstandings occur. In order to resolve such instances as quickly and easily as possible, we suggest the following to ensure a policy of free and open communication:

Step 1: Should you have a concern, bring it to your supervisor's attention (if appropriate) verbally or in writing. After reviewing the facts, your supervisor will meet with you to discuss your concerns and to respond.

Step 2: If you are not satisfied with your supervisor's response (or if meeting with him or her is not appropriate) then you may present your concern to the next immediate supervisor or to the appropriate elected official who will follow the same evaluation process.

Step 3: If you wish to pursue this matter further, then you may present your concern to the Board of County Commissioners who will investigate the matter.

After considering your position and the available facts, the Board of county Commissioners will make a final determination on how Wagoner County will respond to your concern.

## **POLICY AGAINST HARASSMENT AND DISCRIMINATION AND COMPLAINT PROCEDURE**

Discrimination, harassment, and/or retaliation in any form constitute misconduct that undermines the integrity of the employment relationship with the County. The County prohibits discrimination and/or harassment that is sexual, racial, or religious in nature or is related to anyone's actual or perceived sexual orientation or gender, national origin, age, disability, or any other basis protected by federal, state, or local law. Furthermore, the County will make reasonable accommodations for qualified individuals with known disabilities, unless doing so would result in an undue hardship, health, or safety concern.

Harassment prohibited because of protected status includes but is not limited to verbal conduct such as epithets, derogatory comments, slurs or unwelcome sexual advances, requests for sexual favors, or use of offensive or demeaning terms, including those which have a sexual connotation.

The following are additional examples of conduct which may be legally actionable sexual harassment:

- Use of any offensive or demeaning terms which have sexual connotation.
- Any verbal, visual, or physical conduct of a harassing and/or discriminatory nature including objectionable physical proximity or physical contact.
- Unwelcome suggestions regarding, or invitations to, social engagements or work-related social events.

- Any indication, express or implied, that an employee's job security, job assignment, conditions of employment, or opportunities for advancement depend or may depend on the granting of sexual favors to any other employee, supervisor, or manager.
- Any action relating to an employee's job status which is in fact affected by consideration of the granting or refusal of social or sexual favors.
- The deliberate or careless creation of an atmosphere of sexual harassment or intimidation.
- The deliberate or careless expression of jokes or remarks of a sexual nature to or in the presence of employees who may find such jokes or remarks offensive.
- The deliberate or careless dissemination of materials (such as cartoons, articles, pictures, etc.), which have a sexual content and which are not necessary for our work, to employees who may find such materials offensive.

The County expects that everyone will act responsibly to establish a professional work environment. However, if an employee feels he/she has been subjected to any form of harassment and/or discrimination, the employee should promptly report that conduct to his/her immediate supervisor, another member of supervision, or a member of the Board of Commissioners within three calendar days of the offense. Employees are not required to approach the person who is harassing and/or discriminating against them, and they may bypass any offending member of supervision. The person the harassment or discrimination is reported to will take the necessary steps to initiate an investigation of the discrimination and/or harassment claim. Employees who believe they have been discriminated against on the basis of a disability or who believe they have not been properly afforded a reasonable accommodation for a disability should utilize this same complaint and reporting process.

The County will conduct its investigation in as confidential a manner as possible. However, the County will not allow the goal of confidentiality to be a deterrent to an effective investigation. A timely resolution of each complaint will be reached and communicated to the employee. Appropriate corrective action, up to and including termination, will be taken promptly against any employee engaging in discrimination and/or harassment. The corrective action issued will be proportional to the severity of the conduct. The alleged harasser's employment history and any similar complaints of prior unlawful discrimination and/or harassment will be taken into consideration.

The County prohibits retaliation of any kind against employees, who, in good faith, report harassment and/or discrimination or assist in investigating such complaints. If an employee feels he/she has been subjected to any form of retaliation, the employee should report that conduct to his/her immediate supervisor, another member of supervision, or Human Resources within three calendar days of the offense. Employees are not required to approach the person who is retaliating against them, and they may bypass any offending member of management. Employees are encouraged to use the Complaint Resolution Procedure (Open Door Policy) set out in this handbook as well.

## **WHISTLEBLOWER PROTECTION POLICY**

Wagoner County has an open-door policy which includes Whistleblower protections in accordance with Federal Law. In no instance will there be retaliation against a whistleblower whether that individual be an employee or person acting on behalf of an employee or member of the public. This includes, but is not limited to, protection from retaliation in the form of an adverse employment action such as

termination or threat of termination, compensation decreases, or poor work assignments, relocation and threats of physical harm. Any whistleblower who believes he/she is being retaliated against must report it immediately. The right of a whistleblower for protection against retaliation does not include immunity for any personal wrongdoing that is alleged and investigated, unless such conduct is required by the employer.

Whistleblower protections are provided in two important areas: confidentiality and retaliation. Insofar as possible, the confidentiality of the whistleblower will be maintained. However, identity may have to be disclosed to conduct a thorough investigation, to comply with the law, and to provide accused individuals their legal rights of defense. The provisions of this policy do not authorize the disclosure of information that is legally required to be kept confidential; or diminish or impair the rights of an employee.

“Matter of public concern” means a violation of a state, federal or municipal law, regulation or ordinance; a danger to public health or safety; and/or gross mismanagement, substantial waste of funds or a clear abuse of authority.

Procedures:

- A. If an employee has knowledge of or a concern of illegal or dishonest/fraudulent activity, the employee is to contact his/her immediate supervisor, their Elected Official or Human Resources and shall submit a written report concerning the matter.
- B. The employee is not required to submit a written report if he or she believes with reasonable certainty that the activity, policy, or practice is already known to the official, that the activity involves the official; or that an emergency is involved. In this instance, a report should be made immediately to Human Resources.
- C. Any concerns involving Human Resources should be reported to the County Clerk and/or the Board of County Commissioners.
- D. The whistleblower is not responsible for investigating the alleged illegal or dishonest activity, or for determining fault or corrective measures; appropriate management officials are charged with these responsibilities.
- E. Reports of illegal activity shall be forwarded to the District Attorney for further investigation.

## **WORKER’S COMPENSATION AND REPORTING OF ACCIDENTS AND/OR INJURIES PROCEDURES**

It is the policy of Wagoner County to prevent the occurrence of accidents by maintaining safe working conditions and promoting safety at all times.

Employees must report any injury received while on the job as soon as practical to their supervisor, regardless of the extent of the injury. The Supervisor will determine if the employee should have medical attention and where medical services will be given. If doubt exists, the employee should be sent to a clinic or hospital emergency room where the employee should be examined by medical personnel. The employee must complete a written report as soon as practical. If the employee is unable to complete a report, the supervisor will complete it.

**READ CAREFULLY BEFORE SIGNING BELOW**

**EMPLOYEE PERSONNEL POLICY HANDBOOK  
ACKNOWLEDGEMENT FORM**

I acknowledge that I have received a copy of The Employee Personnel Policy Handbook adopted by Wagoner County and understand that it outlines the policies and practices that apply to me as an employee with Wagoner County.

I further understand that I am governed by the contents of The Employee Personnel Policy Handbook and that it is my responsibility to familiarize myself with all information in The Handbook.

The information, policies and benefits described in The Handbook are subject to change. I understand and agree that such changes can be made by the County at its sole and absolute discretion. Any changes to the policies and practices described in The Handbook must be made in writing by the County in order to be effective, and I agree to observe these changes in all respects. I understand The Handbook represents the sole policy of the County and replaces and supersedes any and all other oral or written personnel policies or procedures. I understand that the most updated version of the Handbook will be posted on the county website at [https://www.ok.gov/wagonercounty/About\\_Wagoner\\_County/Employee\\_Information](https://www.ok.gov/wagonercounty/About_Wagoner_County/Employee_Information).

**I further understand The Handbook is not, nor is it intended to be a contract of employment. I further understand the County Elected Official retains the right of employment-at-will to terminate his/her employees at any time for any reason not prohibited by Federal, State or Municipal law. Employees may also terminate at will.**

I further understand that this signed statement will be a permanent record in my personnel file.

\_\_\_\_\_  
Employee's Name  
(Printed or Typed)

\_\_\_\_\_  
Employee's Signature

Date \_\_\_\_\_

**READ CAREFULLY BEFORE SIGNING BELOW**

**COMPENSATORY TIME OFF FOR OVERTIME AGREEMENT**

I, \_\_\_\_\_, have read, understand and have in my possession Wagoner County's Employee Personnel Policy Handbook. I further understand that overtime for eligible employees pursuant to the Fair Labor Standards Act 29 U.S.C. Section 207 (0)(2) shall be paid as compensatory time off in lieu of cash overtime payment under the guidelines of the Fair Labor Standards Act outlined in the County's Employee Personnel Policy Handbook.

As an exception to this policy, overtime shall be paid as cash overtime payment in the event of any national or state declared emergency, whether it be weather, other natural disaster, or epidemic/pandemic in nature.

I further understand that this signed statement will be a permanent record in my personnel file.

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Employer Representative Signature

\_\_\_\_\_  
Date Signed

Very hot

**911 Personnel Conduct and Issue Resolution Protocol**

This protocol is established to guide the appropriate steps for addressing concerns or conflicts involving 911 personnel, including but not limited to interpersonal disagreements, unprofessional conduct, or other workplace-related issues.

**1. Initial Point of Contact – Supervisor or Acting Supervisor on Duty**

When an issue arises, the first point of contact should be the acting supervisor or supervisor on duty. They are responsible for assessing the situation and attempting an immediate resolution in a professional and respectful manner.

**2. Escalation to 911 Coordinator**

If the matter cannot be resolved by the supervisor, it will be escalated to the 911 Coordinator. The Coordinator will engage with the parties involved to address the issue and facilitate a fair and prompt resolution.

**3. Escalation to Chair of the County Commissioners**

If the issue remains unresolved after the Coordinator's involvement, it will be elevated to the Chair of the County Commissioners. The Chair will serve as a mediator and assist in working toward a satisfactory resolution.

**4. Referral to Human Resources**

Should the issue persist beyond the previous steps, it may be referred to Human Resources. HR will provide further support, guidance, and initiate any formal resolution processes necessary in accordance with county policy.

**Acknowledgment of Receipt and Understanding**

I acknowledge that I have received, read, and understand the 911 Personnel Conduct and Issue Resolution Protocol. I agree to follow the procedures outlined above.

Employee Name (Printed): \_\_\_\_\_

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_

EXHIBIT

2