



### SUPPORTING DOCUMENTATION

- TEXTS/EMAILS FROM DUSTIN WILLIAMSON AND TALIA WILLIAMSON REGARDING THEIR WALK-OFF FROM THEIR SHIFT.
- TOSHA COMPLAINT RECEIVED, RESPONSE TO TOSHA FROM PRIORITY, AND THE RESPONSE FROM TOSHA TO CLOSE THE FILE.
- CARDIAC MONITOR EQUIPMENT INSPECTION.
- STATE REGULATIONS FOR THE AMBULANCES. ALL UNITS STOCKED TO MEET AND EXCEED THE STATE REQUIREMENTS. PASSED ALL STATE INSPECTIONS (BOTH SURPRISE AND SCHEDULED) THROUGHOUT THE YEAR. THE MOST RECENT SURPRISE INSPECTION IN JULY AND SCHEDULED INSPECTION IN NOVEMBER AND PERMITTING NEW AMBULANCE.
- ALL STAFFING MEETING TN EMS REQUIREMENTS.
- RECEIPTS FROM ROCKY TOP PEST CONTROL FOR 3 TREATMENTS IN 2025 (1 TREATMENT INCLUDED 3 TRIPS).
- FURNITURE REPLACEMENT: WHERE THE WOODEN BEDS WERE REMOVED AND NEW BEDS AND RECLINERS WERE PURCHASED.
- RECEIPTS WHERE NEW RADIOS WERE PURCHASED TO REPLACE LOST RADIOS AND RETAIN SPARES.



STATE OF TENNESSEE  
**DEPARTMENT OF LABOR AND WORKFORCE DEVELOPMENT**  
**Division of Occupational Safety and Health**  
220 French Landing Drive  
Nashville, TN 37243  
(615) 741-2793

12/3/25

Ms. Lindsey Ellison  
Director of Operation  
Priority Ambulance, LLC  
503 Jones Circle  
Newport, TN 37821

RE: 2375253

Dear Ms. Ellison:

On December 3, 2025, the Tennessee Occupational Safety and Health Administration (TOSHA) received a complaint concerning hazards at your worksite at 503 Jones Circle in NEWPORT, Tennessee. The specific nature of the complaint involves the following:

- 1. The HVAC vents have visible mold at that station, causing respiratory and coughing issues with the staff.**
- 2. An active cockroach and bed bug infestation is present in the facility which employees have seen.**
- 3. The facility has a strong reoccurring sewer odor throughout the building that has not been addressed by management.**

We have not determined whether the hazards, as alleged, exist at your workplace; and we are not conducting an inspection at this time. However, since allegations of violations have been made, you should investigate the alleged conditions and make any necessary corrections or modifications. Within (five) 5 working days or less of your receipt of this letter, please advise us in writing of your findings and of the action you have taken. Your response should be detailed, stating specifically what action you have taken to correct any hazards. You should enclose any supporting documentation on the action you have taken, such as monitoring results, new equipment, purchase orders, as well as photographs of the corrected condition. Please send your response to Desiree' Marcella - Complaint Coordinator, 220 French Landing Drive, Nashville, TN 37243. Response via fax to 615-741-3325 or email to [Desiree.Marcella@tn.gov](mailto:Desiree.Marcella@tn.gov) is acceptable.

This letter is not a citation nor is it a notification of proposed penalty which, according to the Tennessee Occupational Safety and Health Act of 1972, as amended, may be issued only after an inspection or investigation of the workplace. If we do not receive a response from you within 5 working days indicating that appropriate action has been taken or that no hazard exists and why, an inspection may be conducted. In addition, to assure that the employer has taken the corrective action asserted in the response, random inspections are periodically conducted.

Finally, any action taken by you in this matter will not automatically remove your workplace from the possibility of an unannounced inspection by duly authorized representatives of TOSHA in accordance with routine scheduling procedures currently in effect.

You are requested to post a copy of this letter and your responses to it where it will be readily accessible for review by all your employees.

If you have any questions concerning this matter, please contact our office at (615) 741-5042. Your personal support and interest in the safety and health of your employees is appreciated.

Sincerely,

*Desiree' Marcella*

Desiree' Marcella  
Complaint Coordinator



OUR COMMUNITY.

OUR PRIORITY.

December 9, 2025

Via Email: Desiree.Marcella@tn.gov

Department of Labor and Workforce Development  
Division of Occupational Safety & Health Administration  
State of Tennessee  
220 French Landing Drive  
Nashville, TN 37243

Re: OSHA Complaint No. 2375253

Dear Ms. Marcella,

I am the Corporate Director of Safety Services for Priority Ambulance, LLC and its affiliates, including Priority Ambulance of East Tennessee, the respondent in the above-referenced complaint. I am responding to OSHA's letter dated December 3, 2025, regarding an anonymous complaint concerning possible "workplace hazards" at 503 Jones Circle, Newport, Tennessee.

As requested, we have posted the OSHA letter at the Priority Ambulance facility. I am enclosing the executed Certificate of Posting (Exhibit 1) as well as a photo of the Notice as posted in the workplace. (Exhibits 2 and 3). The Cocke County station is a county-owned building that is provided for our use as part of our 911 contract with the County.

In response to the complaint letter, I have worked with Rob Webb, our company's Vice President of Operations, for the location that is the subject of the allegations.

**Claim 1: HVAC vents with mold, causing respiratory and coughing issues with staff**

The filter change is maintained by the County monthly and the filter cover has some rust spots on it. Attached photos of the before and after. (Exhibits 4 and 5). The cover had rust from years of use and it was cleaned and painted recently while Rob Webb was on site.

910 CALLAHAN DR. SUITE 101, KNOXVILLE, TN 37912

PRIORITYAMBULANCETN.COM

**Claim 2: Cockroaches and bedbugs at facility.**

Rocky Top Pest Control has worked with us for several years treating the building for bed bugs, and the most recent appointment was Monday, December 8, 2025, at 10:00 am for a general spray. See attached invoice (Exhibit 6) for the bed bug treatment and the invoice from December 8, 2025 (Exhibit 7). Other employees have only reported seeing an occasional individual bug at the premises. We had a general treatment today that should address any remaining presence of bugs.

The built-in beds in the building were removed with the County's permission and delivered to the county dump prior to the pest control appointment. Further, new beds and frames were purchased for the rooms. See the attached warehouse furniture invoice and receipt. (Exhibits 8 and 9).

**Claim 3: Sewer odor.**

As previously stated, the building housing the company's 911 operations is quite old and County-owned. This issue has been present for a few years and the County is currently working with us to try and find a solution to the issue and treat it. Robb Webb personally reminded the County of this problem a few weeks ago (before this complaint) and they are determined to resolve the issue in the coming days. This odor primarily occurs in the summer months.

**Conclusion**

Please know that we take workplace safety very seriously and we thoroughly investigate all incidents that field crews bring to our attention. We have a critical incident reporting process in place that enables crews to report matters to company management. We also have a third-party "Lighthouse" reporting system that allows employees to report matters anonymously if they so desire, and all Lighthouse complaints are promptly and thoroughly investigated as well.

I believe we have fully addressed each area of concern in the complaint letter. However, if you have any questions or need additional information, please do not hesitate to contact me.

Sincerely,

A handwritten signature in black ink, appearing to read "Michael Roethler". The signature is fluid and cursive, with the first name "Michael" and last name "Roethler" clearly distinguishable.

Michael Roethler  
Corporate Director of Safety Services  
[mroethler@priorityambulance.com](mailto:mroethler@priorityambulance.com)  
Cell 317-719-2838

Enclosures



STATE OF TENNESSEE  
**DEPARTMENT OF LABOR AND WORKFORCE DEVELOPMENT**  
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Ms. Lindsey Ellison  
Director of Operation  
Priority Ambulance, LLC  
503 Jones Circle  
Newport, TN 37821

RE: 2375253

Dear Ms. Ellison:

On 12/3/25, the Tennessee Occupational Safety and Health Administration (TOSHA) sent a letter to notify you of alleged safety and/or health hazards at your worksite. Your response to these allegations has been received in our office.

Based on our review of the information you provided in your response to these alleged hazards, we have determined that our file on this matter can be closed, and no further action on this complaint is anticipated at this time.

Please note, however, that the complainant will also be given the opportunity to review the information provided in your response. If the complainant disputes the accuracy of the response, it may be necessary for TOSHA to contact you for additional information or documentation of corrective action in order to resolve these issues. In some situations, it may be necessary to conduct an inspection of your workplace.

We appreciate your prompt response to these allegations. Please feel free to contact this office if you have any questions.

Sincerely,

*Desiree' Marcella*

Desiree' Marcella  
Complaint Coordinator