

Exhibit A – Scope of Work

Royal Ambulance (“Royal”) shall perform the following services and shall have the following additional rights and obligations under the Agreement:

- A. Standard of Care.** Royal shall perform the Services in accordance with prevailing standards of care in the EMS industry. To help assure maintenance of such standards, Royal shall operate a quality improvement program consistent with industry standards.
- B. Exclusive Provider.** Royal shall be the exclusive emergency medical services (“EMS”) provider within the Gerlach Ambulance Response Area (the “Response Area”). The Response Area shall be defined by the Washoe County EMS Plan or mutually agreed upon by Royal and the County. Royal shall have the right of first refusal to provide all ground EMS response and transport services within the Response Area. In the event that the County requires additional EMS or rescue services in the Response Area, County and Royal shall meet and confer to negotiate the provision of such services. Nothing in this section shall in anyway inhibit the ability of another EMS provider to respond to or provide patient care within the Response Area when requested by Royal, when Royal is unavailable, or when necessary due to the nature of the incident.
- C. Response to EMS Incidents.** Use commercially reasonable efforts to respond to all request for EMS services within the Gerlach Fire Department response area or other areas as may be requested by Washoe County Sheriff dispatch.
- D. Licensure of Apparatus.** All ambulances and vehicles used to provide Services (the “Apparatus”) shall be licensed and equipped with all supplies and equipment required by Nevada state law.
- E. Operation of County Equipment.** Operate Washoe County’s ambulances and other agreed upon apparatus under Royal’s Nevada State EMS Agency permit or as authorized by the County. Such apparatus are specific in “Exhibit D”.
- F. Medical Equipment.** Provide and maintain advanced life support medical equipment as necessary to ensure that the apparatus meet the standard set forth by the Nevada EMS Agency.
- G. Staffing.** Royal shall provide the following staff to work out of Gerlach, Nevada.
 - a. One Nevada licensed Paramedic or higher (e.g. EMS-RN) twenty four hours per day, seven days a week, three hundred and sixty five days per year.
 - b. One Nevada licensed Emergency Medical Technician (EMT) or higher twenty four hours per day, seven days a week, two hundred and seventy five days per year to operate annually from March 1st until December 1st.
- H. Ambulance Transportation.** Provide ambulance transportation services or arrange for the ambulance transportation of patients, in coordination with Washoe County Sheriff Dispatch, via the most appropriate ground or air transportation method.
 - a. During the periods where there is only a single paramedic in Gerlach, Royal shall only be obligated to provide ALS first response services.
- I. Medical Direction.** Physician medical direction and clinical oversight for all Gerlach EMS related services. Such Medical Directions shall be provided by a Nevada Licensed and board certified emergency medicine physician.

- J. Documentation.** Implement an electronic patient care documentation using ImageTrend Elite electronic patient care record or equivalent
- K. Training.** Conduct initial and on-going training for Royal EMS staff. Royal shall collaborate with County to provide EMS education for County volunteers serving the Gerlach region.
- L. Collaboration with Gerlach Volunteer Fire Department (“GVFD”).** Collaborate closely with GVFD to ensure unified and effective emergency response within the Response Area. During EMS incidents, GVFD personnel shall operate under the direction of Royal. For non-EMS incidents, Royal personnel shall follow the reasonable and safe directives of GVFD command personnel, except where such directives conflict safety standards. Royal personnel shall be granted access to attend any training opportunities provided to GVFD and shall participate in joint training activities as reasonably scheduled. Both parties shall maintain open communication and joint planning efforts to ensure operational cohesion.
- M. GVFD and Other Washoe County Personnel.**
- (i) To support EMS services under this Agreement, GVFD and/or Washoe County may, at its sole and absolute discretion, supply personnel to perform medical services under Royal’s protocols and medical direction (“GVFD Personnel”). GVFD Personnel may support patient care operations in conjunction with Royal-led ambulance transports or under the direction of Royal clinical staff, and may perform patient care consistent with Royal’s protocols, oversight, and medical direction.
- (ii) GVFD Personnel selected to operate under Royal’s medical direction shall be specifically designated and mutually agreed upon by GVFD and Royal. Such personnel shall comply with applicable local, state, and federal regulations and maintain any required qualifications. GVFD Personnel shall follow the direction of Royal’s medical control, leadership, and protocols when engaged in patient care. Royal retains discretion to restrict or remove access to its protocols, equipment, and supplies for any GVFD Personnel. GVFD personnel who are approved to operate under Royal’s medical direction shall individually sign an agreement that outlines the responsibilities of such privilege and ensures clarity on employment obligations.
- (iii) Notwithstanding any other provision of this Agreement or its Exhibits, GVFD Personnel shall at all times remain employees or volunteers of GVFD, and shall not be deemed employees of Royal. These individuals shall only be considered agents of Royal for the limited purpose of delivering patient care while acting under Royal’s medical protocols and supervision. GVFD shall remain solely responsible for compensation, benefits, supervision outside of EMS-related activities, and all other employment or volunteer-related obligations associated with GVFD Personnel. Nothing in this Agreement or its exhibits shall otherwise inhibit Royal from hiring GVFD personnel for services under this Agreement.
- N. Incident Command.** Royal shall provide incident command for all primary EMS incidents within the Response Area and for other incidents where no other public safety responder is present, pursuant to the authority expressly delegated by Washoe County herein. Royal shall retain primary authority and decision-making responsibility over all patient care operations at the scene. In multi-agency responses, Royal personnel shall operate under the principles of the FEMA Incident Command System (ICS) and shall integrate into the unified command structure when appropriate. In the absence of other public safety agency representatives, Royal may serve as the initial incident commander until relieved by the designated authority. Washoe County acknowledges and supports Royal’s delegated responsibility to lead all EMS-related command functions as part of an integrated emergency response.

- O. Non-EMS Incidents.** If requested by Washoe County Dispatch or the public safety agency having jurisdiction, Royal may, at its sole discretion, respond to non-medical incidents for the limited purpose of providing an initial scene size-up or assuming initial incident command. Royal personnel who are appropriately trained and approved by Washoe County may perform additional public safety functions as expressly authorized by the County. In any instance where a Royal employee performs duties outside the scope of this Agreement at the direction of Washoe County, such personnel shall be deemed to be acting as agents of Washoe County for those purposes. Notwithstanding anything to the contrary in this Agreement or its Exhibits, Washoe County shall be solely responsible for any claims, injuries, damages, or liabilities arising from or related to such non-EMS services, including but not limited to personal injury, property damage, or third-party claims, to the extent such services fall outside the defined EMS scope of this Agreement.
- P. Billing and Payment.** Royal Ambulance shall be solely entitled to perform, and responsible for performing, billing of patients and third-party payers for Services provided hereunder. Such rates shall be in accordance with Royal's usually and customary rates. Washoe County shall not bill or permit any other party to bill patients or third-party payors, for EMS, including but not limited to transport, first response or dispatch services provided in connection with an Emergency Call. Royal Ambulance shall comply with all applicable laws governing billing and collection, including but not limited to laws and regulations applicable to patients covered by Medicare, Medicaid, Tricare and other public or private reimbursement programs.
- Q. Branding.** Contractor shall operate services in collaboration with the established Gerlach Volunteer Fire Department and/or Gerlach Fire Department brand. In recognition of Royal's role in providing EMS services and permitting, Royal shall be permitted to co-brand all services and personnel under a dual-branded identity, which includes the Royal's name and/or logo near the Gerlach Fire Department, or Gerlach Volunteer Fire Department name and/or logo. Royal shall be permitted to, at its own expense, affix its logo on both sides and the rear of County-owned apparatus listed in Exhibit D, and on all uniforms, equipment, signage, buildings, training materials, and public communications associated with EMS services provided under this Agreement. Unless otherwise agreed in writing, County grants Contractor a limited, non-exclusive right to use the "Gerlach Fire Department" or "Gerlach Volunteer Fire Department" name and insignia solely in connection with the delivery of services under this Agreement, for the duration of the Agreement.
- R. Compliance.** Royal and its Personnel shall comply with all federal, State and local laws, and with all Agency Policies. All Royal personnel and Ambulances shall be fully licensed or certified as required by law and shall comply with all licensing, certification or other laws.