



TWO BLADES ENTERPRISE LLC

EMERGENCY SERVICES NOTICE & EMERGENCY RESPONSE POLICY

Doing Business As: Two Blades Care & Property Services

Effective Date: September 14, 2026

Last Updated: September 14, 2026

1. PURPOSE

Two Blades Enterprise LLC ("Two Blades," "Company," "we," "us," or "our") is committed to protecting the safety of our customers, clients, patients, tenants, employees, contractors, and members of the public.

Because Two Blades may provide both **care-related services and property services**, employees may encounter medical, fire, environmental, structural, security, or other emergencies.

This policy establishes procedures for identifying and responding to emergencies.

The primary principle is:

When an emergency exists, contact the appropriate emergency service first. Two Blades is not a replacement for 911, EMS, fire, law enforcement, or an emergency department.

2. CALL 911 FOR MEDICAL EMERGENCIES

If a person is experiencing a potentially life-threatening emergency, **call 911 immediately.**

Examples include:

- Cardiac arrest;
- Chest pain or suspected heart attack;
- Severe difficulty breathing;
- Severe allergic reaction;
- Stroke symptoms;
- Uncontrolled bleeding;



- Loss of consciousness;
- Severe trauma;
- Serious fall;
- Seizure lasting longer than expected or involving significant injury;
- Severe confusion or sudden neurological changes;
- Suspected overdose;
- Serious poisoning;
- Severe burns;
- Major accident;
- Threat to life or immediate safety.

Do not wait for a Two Blades employee or nurse to respond before calling 911.

South Dakota's 911 system is specifically established to allow individuals to report police, fire, medical, and other emergencies by dialing 911.

3. EMERGENCY CONTACT INFORMATION

Emergency

911

Two Blades Business Phone

[INSERT BUSINESS PHONE]

Two Blades After-Hours Number

[INSERT IF APPLICABLE]

Poison Control

1-800-222-1222

Local Hospital/Emergency Department

[INSERT LOCAL FACILITY]

Local Sheriff's Office/Police Department



[INSERT CONTACT]

Local Fire Department

[INSERT CONTACT]

4. TWO BLADES IS NOT AN AMBULANCE SERVICE

Unless Two Blades separately obtains all licenses, approvals, equipment, staffing, medical direction, insurance, and other requirements necessary to operate an ambulance or emergency medical service, Two Blades is **not an ambulance service and does not provide ambulance transportation.**

Two Blades employees will not represent themselves as EMS personnel merely because they hold a nursing license or other healthcare credential.

South Dakota separately regulates emergency medical services personnel and ambulance-related operations.

5. TWO BLADES DOES NOT PROVIDE 24/7 EMERGENCY RESPONSE UNLESS EXPRESSLY STATED

Unless a specific service agreement expressly states otherwise, Two Blades does **not** provide guaranteed:

- 24-hour emergency response;
- Immediate nurse response;
- Immediate property response;
- Guaranteed response times;
- Emergency transportation;
- Emergency medical treatment;
- Emergency property repair.

Customers should never delay contacting 911 because they are waiting for a Two Blades employee.



6. WEBSITE AND ELECTRONIC COMMUNICATIONS

Website forms, email, text messages, social-media messages, and customer portals are **not emergency communication systems**.

Two Blades does not guarantee that electronic messages will be:

- Received immediately;
- Monitored continuously;
- Read immediately;
- Responded to immediately.

DO NOT USE:

- Website contact forms;
- Email;
- Facebook Messenger;
- Social media;
- Standard customer portals;
- Routine text messages;

for an emergency.

Call 911.

7. MEDICAL EMERGENCY PROCEDURE

When a Two Blades employee encounters an apparent medical emergency, the employee should, within the employee's training, authorization, and circumstances:

Step 1 — Recognize the emergency

Assess whether there is an immediate threat to life or serious injury.

Step 2 — Activate EMS

Call **911** or direct another person to call 911.

Step 3 — Provide location



Give the dispatcher:

- Exact address;
- Apartment/unit number if applicable;
- Patient location;
- Nature of emergency;
- Callback number;
- Access instructions;
- Known hazards.

Step 4 — Follow dispatcher instructions

The employee should follow appropriate instructions provided by the emergency dispatcher while waiting for EMS.

Step 5 — Provide appropriate assistance

A qualified Two Blades employee may provide emergency assistance consistent with:

- Training;
- License;
- Scope of practice;
- Competence;
- Applicable law;
- Applicable clinical policies.

Step 6 — Meet EMS

When reasonably possible, an employee should help emergency responders locate the individual.

Step 7 — Transfer care

When EMS arrives, relevant information should be communicated to the responding emergency personnel consistent with applicable privacy requirements.



8. RN EMERGENCY RESPONSE

A Two Blades RN may encounter emergencies while providing authorized nursing services.

The RN will respond within the RN's lawful scope of practice, training, competence, applicable orders/protocols, and Company policies.

South Dakota law recognizes that an RN's practice includes assessment, care planning, implementation of nursing care, evaluation, teaching, and other nursing functions.

However:

An RN's license does not make Two Blades an ambulance service or emergency medical service agency.

9. EMERGENCY CARE BY A SOUTH DAKOTA RN

South Dakota provides specific civil-liability protection for certain licensed physicians, surgeons, osteopaths, physician assistants, registered nurses, and licensed practical nurses who, in good faith, provide emergency care at the scene of an emergency.

This protection does **not** mean that an RN is required to provide every conceivable emergency intervention or that the Company can disregard professional standards.

Two Blades expects RNs to:

- Act within their competence;
 - Follow applicable law;
 - Follow applicable clinical policies;
 - Use appropriate professional judgment;
 - Activate EMS when appropriate;
 - Document significant emergency events;
 - Protect patient confidentiality.
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10. GOOD-SAMARITAN PRINCIPLES

South Dakota also provides certain protections for individuals who provide emergency care in good faith, subject to statutory limitations.



The statute does not provide protection for conduct involving willful, wanton, or reckless misconduct.

Two Blades employees should therefore act:

- In good faith;
 - Within their training;
 - Within their competence;
 - With reasonable care;
 - Consistent with applicable law.
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11. AUTOMATED EXTERNAL DEFIBRILLATOR (AED)

If Two Blades maintains an AED at a facility or service location, trained personnel may use it during an emergency when appropriate.

South Dakota law provides civil immunity for a person who, in good faith, obtains, uses, attempts to use, or chooses not to use an AED while providing emergency care, subject to statutory limitations. The protection does not apply in cases of gross negligence or willful or wanton misconduct.

If an AED is used:

1. Call 911;
 2. Follow the AED manufacturer's instructions;
 3. Follow dispatcher instructions;
 4. Provide CPR/AED care consistent with training;
 5. Transfer care to EMS when they arrive.
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12. CPR

If a Two Blades employee is trained and authorized to provide CPR, the employee may provide CPR in an emergency consistent with training and applicable law.

When appropriate:



Call 911 → Begin CPR → Retrieve/use AED → Follow dispatcher/AED instructions → Transfer care to EMS.

Employees should not delay activation of EMS while attempting to perform CPR.

13. EMS CPR DIRECTIVES / END-OF-LIFE DIRECTIVES

Two Blades will respect applicable legally valid emergency medical directives when the Company and responding personnel are legally required to do so.

South Dakota law requires emergency medical service personnel and healthcare providers/facilities to comply with an apparent and immediately available EMS CPR directive. The statute also provides specific immunity for good-faith compliance with a directive perceived to be valid.

Relevant documents may include applicable:

- EMS CPR directives;
- Advance directives;
- MOST forms;
- Other legally recognized healthcare directives.

Employees should follow Company clinical procedures for verifying and documenting such directives.

14. DO NOT RESUSCITATE / CPR ORDERS

A statement by a family member, friend, tenant, customer, or other individual that someone is "DNR" should not automatically be treated as sufficient authorization to withhold emergency care.

Employees should follow applicable Company clinical policy and applicable law regarding verification of:

- EMS CPR directives;
- Physician orders;
- MOST documentation;



- Advance directives;
- Other legally recognized documents.

When uncertain in an actual emergency, employees should contact EMS and follow dispatcher/EMS instructions unless a valid applicable directive clearly controls the situation.

15. MENTAL HEALTH EMERGENCIES

If an individual presents an immediate danger to:

- Themselves;
- Another person;
- The public;

or appears to require immediate emergency intervention, employees should activate appropriate emergency resources.

This may include:

911

or other appropriate emergency/crisis resources.

Two Blades' routine care or wellness services are not a substitute for emergency psychiatric intervention.

16. SUICIDE OR SELF-HARM EMERGENCIES

If a person is in immediate danger of suicide or serious self-harm:

Call 911.

Employees should not attempt to manage a potentially imminent suicide emergency solely through routine Two Blades services.

Employees should follow applicable clinical policies regarding:

- Immediate safety;
- Emergency activation;



- Documentation;
- Notification of appropriate individuals;
- Transfer of care.

17. SUSPECTED OVERDOSE OR POISONING

For suspected poisoning or overdose:

Call 911 when there are serious or life-threatening symptoms.

Poison Control:

1-800-222-1222

Employees should not independently direct medication reversal or other emergency treatment outside their training, scope of practice, orders, or applicable protocols.

18. FALLS

If a care client falls:

Employees should first assess for immediate danger and injury consistent with their training and scope.

911 should be activated when appropriate, including circumstances involving:

- Loss of consciousness;
- Suspected head injury;
- Significant bleeding;
- Severe pain;
- Suspected fracture;
- Neck/back injury;
- Inability to safely move;
- Altered mental status;
- Other serious concerns.



Employees should not unnecessarily move an individual when a serious spinal, head, or other significant injury is suspected unless necessary to prevent immediate danger.

19. FIRE EMERGENCY

If a fire or significant smoke condition exists:

1. Protect life first;
 2. Call 911;
 3. Evacuate if safe;
 4. Do not attempt to fight a fire beyond the employee's training and safe circumstances;
 5. Do not re-enter the building until authorized by appropriate emergency personnel.
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20. GAS LEAK

If a gas leak is suspected:

1. Do not create sparks;
 2. Do not operate electrical switches if doing so may create a hazard;
 3. Evacuate the affected area;
 4. Call 911 or the appropriate utility emergency number from a safe location;
 5. Do not re-enter until authorized.
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21. ELECTRICAL EMERGENCY

Employees should not approach an area where exposed energized electrical systems may create an immediate hazard.

When necessary:

- Keep people away;
- Call 911;



- Contact the appropriate utility;
 - Use an appropriately licensed electrician for repair.
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22. STRUCTURAL EMERGENCY

If a building appears to be structurally unsafe:

- Remove people from danger when reasonably possible;
 - Call 911 when there is an immediate threat;
 - Do not enter an unsafe structure;
 - Contact an appropriately qualified professional;
 - Document the condition when safe to do so.
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23. SEVERE WEATHER

Two Blades may operate in areas subject to:

- Tornadoes;
- Severe thunderstorms;
- Lightning;
- Blizzard conditions;
- Extreme cold;
- Flooding;
- High winds.

Employees should follow applicable emergency-management guidance and prioritize personal and customer safety over completion of routine work.

24. PROPERTY-SERVICE EMERGENCIES

Unless specifically contracted for emergency property response, routine property-service requests are not emergency services.



Examples of property problems that may require immediate emergency assistance include:

- Major water leak;
- Active fire;
- Gas leak;
- Electrical hazard;
- Major structural failure;
- Sewage backup creating an immediate health hazard;
- Security breach involving immediate danger;
- Other conditions presenting an immediate threat to life or safety.

Appropriate emergency services should be contacted first.

25. WATER LEAKS

For significant water leaks, customers should:

1. Contact emergency services when there is an immediate safety threat;
2. Shut off the water supply if it can safely be done;
3. Avoid electrical hazards;
4. Contact Two Blades for property-service assistance when appropriate;
5. Contact a plumber or other qualified professional when necessary.

Two Blades does not guarantee immediate emergency response unless the customer has purchased a service specifically providing that response.

26. SECURITY EMERGENCIES

If there is an immediate threat involving:

- Violence;
- Intrusion;
- Assault;



- Robbery;
- Threats;
- Weapons;
- Domestic violence;
- Immediate danger,

call **911**.

Employees should not place themselves in unnecessary danger.

27. EMPLOYEE SAFETY

Two Blades employees are not required to enter an environment that presents an unreasonable threat to their safety.

Examples include:

- Active violence;
- Fire;
- Unsafe structure;
- Exposed electrical systems;
- Hazardous chemicals;
- Aggressive animals;
- Significant biohazards;
- Illegal activity;
- Other dangerous conditions.

The Company may terminate or postpone service until the hazard is controlled.

28. ANIMAL HAZARDS

Customers must disclose known dangerous animals before service.

Two Blades may postpone service if an animal presents an unreasonable safety risk.



Employees should not attempt to restrain or handle an unfamiliar dangerous animal unless specifically trained and authorized to do so.

29. HAZARDOUS MATERIALS

Two Blades employees should not handle hazardous materials beyond their training and authorization.

Examples include:

- Asbestos;
- Lead;
- Certain chemicals;
- Unknown powders;
- Biohazardous materials;
- Illegal drugs;
- Contaminated materials;
- Unknown substances.

Appropriate emergency or specialty professionals may be required.

30. EMERGENCY ACCESS TO PROPERTY

Customers receiving care or property services should provide reasonable information concerning:

- Address;
- Unit number;
- Gate access;
- Lockbox;
- Entry instructions;
- Known hazards;



- Pets;
- Mobility limitations;
- Other information necessary for safe access.

Customers should not rely upon Two Blades as the sole emergency-access mechanism unless expressly agreed in writing.

31. EMERGENCY CONTACTS FOR CARE CLIENTS

Care clients should provide appropriate emergency-contact information when requested.

Emergency contacts may include:

- Family member;
- Legal representative;
- Guardian;
- Healthcare provider;
- Caregiver.

Providing an emergency contact does not replace calling 911.

32. EMERGENCY CONTACT INFORMATION MUST REMAIN CURRENT

Customers and care clients are responsible for notifying Two Blades when emergency-contact information changes.

Two Blades is not responsible for delays caused by outdated, incomplete, or inaccurate emergency-contact information supplied by a customer.

33. EMERGENCY INFORMATION IN THE CUSTOMER RECORD

Where appropriate, Two Blades may maintain emergency information in the applicable customer or clinical record.

Depending upon the service, this may include:

- Emergency contact;



- Address;
- Access instructions;
- Relevant allergies;
- Relevant medical information;
- Advance-directive information;
- Special safety instructions.

Clinical information will be maintained through the Company's designated healthcare systems and procedures.

34. PRIVACY DURING EMERGENCIES

Two Blades will seek to protect customer and patient information during emergencies.

However, applicable law may permit or require disclosure of information when necessary to facilitate emergency care, protect health or safety, or comply with legal requirements.

Employees should disclose only information reasonably necessary for the emergency situation.

35. EMERGENCY INFORMATION TO EMS

When an emergency occurs, Two Blades may provide responding emergency personnel with relevant information necessary for emergency care, subject to applicable law.

This may include:

- Name;
- Location;
- Known medical information;
- Allergies;
- Medications;
- Relevant care information;
- Emergency contact;



- Applicable healthcare directives.

36. NO DELAYING EMERGENCY CARE

No employee, customer, caregiver, family member, or other person should delay contacting emergency services because of:

- Cost concerns;
- Insurance concerns;
- Waiting for a nurse;
- Waiting for a property manager;
- Waiting for family;
- Waiting for a physician;
- Waiting for a Two Blades employee;
- Concern about whether Two Blades will pay;
- Concern about whether the event is "serious enough."

When in doubt about an immediate medical emergency:

CALL 911.

37. BILLING AND EMERGENCY SERVICES

Two Blades does not represent that a customer's membership, service package, insurance, or other arrangement covers emergency services provided by:

- Ambulance services;
- Hospitals;
- Physicians;
- Fire departments;
- Law enforcement;
- Other third-party emergency providers.



Customers may be responsible for charges imposed by third-party emergency providers.

Coverage depends upon the customer's insurance and the applicable provider's billing policies.

38. EMERGENCY TRANSPORTATION

Unless separately licensed and authorized to provide such transportation, Two Blades does not transport individuals requiring emergency medical transportation.

Customers should use an appropriately licensed ambulance service.

39. FAMILY AND CAREGIVER NOTIFICATION

Where permitted and appropriate, Two Blades may notify an authorized emergency contact or caregiver concerning an emergency.

Healthcare privacy requirements may restrict disclosures in some circumstances.

When immediate safety is at issue, employees should follow applicable law and Company clinical procedures.

40. EMERGENCY DOCUMENTATION

Significant emergencies involving Two Blades services should be documented as soon as reasonably possible.

Documentation may include:

- Date/time;
- Location;
- Circumstances;
- Observed condition;
- Actions taken;
- 911 activation;
- EMS arrival;



- Transfer of care;
- Notifications;
- Relevant follow-up.

Clinical incidents should be documented in the designated EHR when applicable.

Property incidents should be documented in the applicable property/service-management system.

41. INCIDENT REPORTING

Employees should notify the appropriate Two Blades supervisor or manager following a significant emergency.

Depending upon the event, additional notification may be required for:

- Company leadership;
- Clinical leadership;
- Property owner;
- Insurance carrier;
- Regulatory agency;
- Law enforcement;
- Healthcare provider;
- Family/authorized representative.

42. EMPLOYEE TRAINING

Employees whose duties reasonably require emergency response may receive training appropriate to their role.

Training may include:

- CPR;
- AED;



- First aid;
- Emergency communication;
- Infection control;
- Workplace safety;
- Fire safety;
- Severe weather;
- Bloodborne pathogens;
- Emergency documentation;
- Incident reporting.

The level of training will depend upon the employee's job responsibilities.

43. MAINTENANCE WORKER EMERGENCY LIMITATIONS

The Two Blades maintenance/property-services employee is **not automatically authorized to provide medical care simply because the employee works alongside an RN.**

The maintenance worker should:

- Call 911 when appropriate;
 - Protect personal safety;
 - Provide first aid/CPR only if appropriately trained and authorized;
 - Avoid practicing nursing or medicine;
 - Avoid making clinical decisions outside training;
 - Follow emergency instructions.
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44. RN EMPLOYEE EMERGENCY LIMITATIONS

An RN employee should not be expected to:

- Act as an ambulance service;



- Provide transportation requiring EMS;
- Practice outside nursing scope;
- Perform procedures for which the RN lacks competence;
- Override valid medical orders/directives;
- Provide care beyond applicable authorization;
- Substitute for a physician, NP, PA, EMS, or other professional when those services are required.

45. PROPERTY EMERGENCIES INVOLVING MEDICAL CONDITIONS

If a property-service employee encounters an unconscious, injured, or medically distressed individual while performing property work, the employee should treat the situation as a potential medical emergency.

The employee should:

Call 911 → Protect the scene → Provide appropriate trained assistance → Follow dispatcher instructions → Meet EMS.

46. EMERGENCY SERVICE BOUNDARIES

Two Blades provides a combination of care and property services, but these services remain distinct.

Care side

May provide authorized nursing/care services.

Property side

May provide authorized property maintenance/support services.

Emergency medical services

Remain the responsibility of appropriately licensed and dispatched emergency medical providers unless Two Blades separately obtains the necessary authorization to provide those services.



47. NO GUARANTEE OF EMERGENCY RESPONSE TIME

Two Blades does not guarantee a specific emergency response time unless expressly stated in a written agreement.

Response time may be affected by:

- Location;
- Weather;
- Staffing;
- Traffic;
- Emergency workload;
- Communication problems;
- Road conditions;
- Safety conditions;
- Other circumstances outside Company control.

48. LIMITATION OF THIS NOTICE

This Emergency Services Notice does not:

- Create an ambulance service;
- Create a 911 service;
- Create a guarantee of emergency response;
- Replace an emergency department;
- Replace EMS;
- Replace a physician;
- Replace a licensed healthcare facility;
- Replace an individualized emergency plan;
- Expand an employee's legal scope of practice.



49. NO WAIVER OF EMERGENCY RIGHTS

Nothing in this policy is intended to waive any nonwaivable rights or protections provided under:

- South Dakota law;
- Federal law;
- Applicable healthcare regulations;
- Nursing laws;
- Emergency medical services laws;
- Disability laws;
- Other applicable regulations.

50. SOUTH DAKOTA EMERGENCY-CARE PROTECTIONS

South Dakota provides specific statutory protections relating to good-faith emergency care.

For example, South Dakota Codified Law § 20-9-3 provides civil-liability protection for certain licensed medical professionals, including registered nurses, who in good faith render emergency care at the scene of an emergency.

South Dakota also provides protections for other individuals who provide emergency care in good faith, subject to statutory exceptions for willful, wanton, or reckless conduct.

These protections should **not** be interpreted as eliminating the need for appropriate training, clinical judgment, documentation, or professional standards.

51. EMERGENCY MEDICAL SERVICES REGULATION

South Dakota separately regulates emergency medical services personnel.

The state's EMS laws distinguish emergency medical responders, EMTs, advanced emergency medical technicians, paramedics, and other EMS personnel.

Two Blades will not represent that an employee is EMS personnel unless the individual actually holds the applicable credential and is functioning within the applicable EMS system and authorization.



52. HEALTHCARE FACILITY POLICIES

If Two Blades personnel provide services within a licensed healthcare facility, they may be subject to that facility's policies and protocols.

South Dakota law specifically provides that EMS personnel rendering services in a licensed healthcare facility are subject to the policies and protocols of that facility.

Two Blades employees will comply with applicable facility requirements when working within such facilities.

53. EMERGENCY POLICY FOR HOME-BASED SERVICES

For home-based care, employees should maintain awareness of:

- Exact service address;
- Entry/access method;
- Emergency contacts;
- Known hazards;
- Patient mobility limitations;
- Relevant clinical information;
- Applicable emergency directives;
- Local emergency resources.

Employees should not place themselves at unreasonable risk to provide routine services during an emergency.

54. AFTER-HOURS PROCEDURE

If Two Blades establishes an after-hours care or property-service telephone line, the voicemail and automated response should clearly state:

If you are experiencing a medical, fire, security, or other life-threatening emergency, call 911 immediately. This number is not monitored as a replacement for emergency services.



55. WEBSITE EMERGENCY NOTICE

The Two Blades website should display the following notice prominently on care/service pages:

EMERGENCY NOTICE

Two Blades Care & Property Services is not a replacement for emergency medical services.

If you are experiencing a medical emergency, call **911 immediately** or go to the nearest emergency department.

Do not use our website contact form, email, text messaging, social media, or customer portal for emergencies.

Two Blades does not guarantee immediate or 24/7 emergency response unless specifically stated in a written service agreement.

56. CUSTOMER ACKNOWLEDGMENT

Customers receiving care-related services may be required to acknowledge:

I understand that Two Blades Care & Property Services is not a replacement for 911, emergency medical services, an emergency department, or other emergency responders. I understand that I should call 911 immediately when an emergency occurs. I understand that website forms, email, text messaging, and routine customer-service channels should not be used for emergencies.

Customer Name: _____

Signature: _____

Date: _____

57. POLICY REVIEW

Two Blades will periodically review this Emergency Services Notice and related emergency procedures.

Review may occur when:



- Services change;
 - A healthcare program is added;
 - Home-health licensing is obtained;
 - EMS requirements change;
 - New employees are hired;
 - A significant incident occurs;
 - Applicable law changes;
 - Clinical protocols change.
-

58. CONTACT INFORMATION

Two Blades Enterprise LLC
Two Blades Care & Property Services

Emergency: 911

Business Phone: (307)281-1476

After-Hours Phone: (307)281-1476

Email: info@twobladesenterprise.com

Website: <https://www.twobladesenterprise.com>

Business Address: 224 Garfield Avenue, PO Box 124, Willow Lake, South Dakota 57278

Clinical Supervisor/Director: Trey Hendrickson / CEO

Operations Manager: Trey Hendrickson / CEO

EFFECTIVE DATE

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