



TWO BLADES ENTERPRISE LLC

ACCESSIBILITY STATEMENT & POLICY

Doing Business As: Two Blades Care & Property Services

Effective Date: September 14, 2026

Last Updated: September 14, 2026

1. OUR COMMITMENT

Two Blades Enterprise LLC ("Two Blades," "Company," "we," "us," or "our") is committed to providing an accessible, inclusive, and welcoming experience for all individuals.

We believe that customers, patients, tenants, property owners, employees, applicants, and members of the public should have meaningful and reasonably equal access to our:

- Website;
- Services;
- Care services;
- Property services;
- Customer communications;
- Online forms;
- Customer portals;
- Rental information;
- Rental applications;
- Physical facilities;
- Service locations;
- Membership programs;
- Other programs and services offered to the public.

Two Blades will make good-faith efforts to reasonably accommodate individuals with disabilities, consistent with applicable federal and South Dakota law.



South Dakota law specifically provides that people with disabilities are entitled to reasonably equal accommodations, advantages, facilities, and privileges in places of public accommodation.

2. APPLICABLE LAW

Two Blades seeks to operate consistently with applicable accessibility and nondiscrimination requirements, including, as applicable:

- The Americans with Disabilities Act ("ADA");
- Applicable ADA regulations;
- South Dakota Human Relations Act;
- South Dakota Codified Law Chapter 20-13;
- South Dakota Codified Law Chapter 20-15;
- Applicable fair-housing requirements;
- Applicable healthcare accessibility requirements;
- Applicable federal accessibility requirements;
- Applicable local accessibility and building requirements.

The specific requirements applicable to a particular service, property, employee, website feature, or facility may differ depending upon the circumstances.

3. SOUTH DAKOTA PUBLIC ACCOMMODATION REQUIREMENTS

South Dakota law defines public accommodations broadly to include establishments or facilities that offer services, facilities, or goods to the general public.

South Dakota law prohibits a provider of public accommodations from denying a person access to or the benefit of its services or facilities because of disability or providing unequal treatment concerning the availability, price, scope, quality, or terms of those services.

Two Blades therefore seeks to provide its services without unlawful discrimination based on disability.



4. WEBSITE ACCESSIBILITY

Two Blades recognizes that our website is an important method by which customers access our services.

Our website may provide access to:

- Service descriptions;
- Pricing;
- Membership information;
- Service-request forms;
- Contact information;
- Scheduling;
- Rental-property information;
- Rental applications;
- Customer portals;
- Payment information;
- Healthcare-related information;
- Company policies;
- Accessibility information.

We are committed to making reasonable efforts to make these online services accessible to individuals with disabilities.

South Dakota's accessibility statute expressly includes a website owned and operated by an entity physically located in South Dakota within its definition of "property."

5. WEBSITE ACCESSIBILITY STANDARD

Two Blades intends to use the **Web Content Accessibility Guidelines (WCAG)** as a technical reference for improving website accessibility.

Our target is:



WCAG 2.1 Level AA

where reasonably applicable and technically feasible.

The WCAG standard may be used as a framework for identifying and correcting accessibility barriers involving:

- Vision;
- Hearing;
- Mobility;
- Speech;
- Cognitive disabilities;
- Neurological disabilities;
- Other disabilities affecting use of digital content.

The U.S. Department of Justice recognizes WCAG as an important technical resource for website accessibility, while explaining that the ADA's general nondiscrimination and effective-communication requirements remain the governing legal framework for businesses covered by Title III.

6. ACCESSIBLE WEBSITE FEATURES

Two Blades will make reasonable efforts to incorporate accessibility features into our website, including, where applicable:

Keyboard accessibility

Users should be able to navigate important website functions using a keyboard rather than requiring a mouse.

Alternative text

Meaningful images should include appropriate alternative text where necessary to communicate their purpose or information.

Decorative images may be identified as decorative.

Headings

Pages should use logical heading structures.



Color contrast

Text and important visual elements should have sufficient contrast against their backgrounds.

The Department of Justice specifically identifies adequate color contrast as an important accessibility practice.

Forms

Forms should include:

- Clearly identified fields;
- Descriptive labels;
- Instructions;
- Error messages;
- Required-field identification;
- Logical navigation.

Links

Links should use descriptive language whenever practical.

Video

Videos should use captions when appropriate.

Audio

Important audio information should have an accessible alternative where reasonably necessary.

Documents

We will make reasonable efforts to provide important documents in accessible formats when practical.

7. ASSISTIVE TECHNOLOGY

Our website is intended to work with commonly used assistive technologies, including where reasonably feasible:



- Screen readers;
- Screen magnification software;
- Keyboard navigation;
- Voice-control technology;
- Browser accessibility tools;
- Other commonly used assistive technology.

However, third-party technology, browser updates, software updates, embedded applications, and other technical factors may affect accessibility.

8. THIRD-PARTY CONTENT

Some portions of the Two Blades website may rely upon third-party platforms or services.

Examples may include:

- Wix;
- Method;
- Payment processors;
- Scheduling systems;
- EHR systems;
- Rental-application systems;
- Property-management software;
- Maps;
- Embedded forms;
- Social-media platforms;
- Video platforms.

Two Blades does not control all accessibility characteristics of third-party systems.

When a third-party system creates an accessibility barrier, we will make reasonable efforts to:



1. Identify the problem;
2. Contact the applicable vendor when appropriate;
3. Seek a correction;
4. Provide an alternative method of access where reasonably available.

9. ALTERNATIVE METHODS OF ACCESS

If you are unable to use a website feature because of a disability, please contact us.

We will make reasonable efforts to provide an alternative method of accessing the requested information or service.

Examples may include:

- Telephone assistance;
- Email assistance;
- In-person assistance;
- Accessible electronic documents;
- Alternative application methods;
- Staff assistance;
- Alternative scheduling methods;
- Alternative communication methods.

Our goal is not merely to direct a customer away from the website. Whenever reasonably possible, we will seek to provide meaningful access to the underlying service or information.

10. SERVICE REQUESTS

If you are unable to complete an online service-request form because of an accessibility barrier, you may contact Two Blades through another available method.

Contact:



Two Blades Enterprise LLC
Two Blades Care & Property Services

Phone: [INSERT PHONE]

Email: [INSERT EMAIL]

Website: [INSERT WEBSITE]

11. HEALTHCARE AND CARE SERVICES

Two Blades recognizes that accessibility is particularly important when providing care-related services.

Where applicable, Two Blades will make reasonable efforts to accommodate individuals with disabilities in connection with:

- Healthcare communications;
- Care coordination;
- Assessments;
- Scheduling;
- Appointments;
- Documentation;
- Patient communications;
- Care planning;
- Educational materials;
- Service delivery.

Where healthcare-specific accessibility requirements apply, Two Blades will follow the applicable federal and state requirements.

12. EFFECTIVE COMMUNICATION

Two Blades will make reasonable efforts to provide effective communication to individuals with disabilities when necessary to provide meaningful access to our services.



Depending upon the circumstances, appropriate auxiliary aids or services may include:

- Written communication;
- Accessible electronic documents;
- Captioning;
- Qualified interpreters;
- Assistive listening technology;
- Communication through an authorized representative;
- Other appropriate communication methods.

The appropriate method will depend upon the individual's needs, the nature of the communication, and applicable law.

The ADA recognizes that businesses open to the public may need to provide appropriate auxiliary aids and services when necessary for effective communication.

13. SERVICE ANIMALS

Two Blades recognizes applicable rights concerning service animals.

South Dakota law specifically provides that qualified individuals with disabilities may be accompanied by specially trained service animals in covered public accommodations without an additional charge.

Two Blades will comply with applicable federal and South Dakota requirements concerning service animals.

Important distinction

A service animal is not the same as a pet or an animal provided solely for emotional comfort.

Questions concerning service animals will be handled in accordance with applicable law.

14. RESIDENTIAL RENTAL PROPERTIES

Two Blades may own, operate, lease, or manage residential rental property.



Accessibility and reasonable-accommodation requirements may apply differently to residential housing than they do to ordinary public accommodations.

Two Blades will comply with applicable fair-housing and disability-accommodation requirements.

South Dakota law prohibits discrimination based on disability in the terms and conditions of the sale, rental, or lease of housing.

15. REASONABLE ACCOMMODATIONS IN HOUSING

When applicable, Two Blades will consider reasonable accommodation requests from qualified individuals with disabilities.

Examples may include requests concerning:

- Communication;
- Assistance animals;
- Physical accessibility;
- Policies;
- Procedures;
- Parking;
- Access to common areas;
- Other reasonable accommodations.

Each request will be evaluated based on the circumstances and applicable law.

16. REASONABLE MODIFICATIONS

Where applicable, Two Blades will handle reasonable modification requests according to federal and South Dakota housing requirements.

South Dakota law specifically addresses reasonable modifications to residential property for individuals with disabilities and provides protections concerning necessary modifications.

Requests should be directed to:



Two Blades Enterprise LLC
Accessibility / Accommodation Contact

Phone: [INSERT PHONE]

Email: [INSERT EMAIL]

17. MULTIFAMILY PROPERTY ACCESSIBILITY

If Two Blades develops, acquires, constructs, or manages applicable multifamily housing, the Company will consider accessibility requirements during acquisition, design, construction, alteration, and property-management activities.

South Dakota law establishes accessibility requirements for certain multifamily dwellings containing more than four units, including accessibility of ground-floor common areas and usability of ground-floor housing units, with additional requirements when elevators are present.

Applicable federal accessibility and fair-housing requirements may impose additional obligations.

18. COMMERCIAL PROPERTY ACCESSIBILITY

For commercial properties, Two Blades will seek to maintain accessibility consistent with applicable federal, state, and local requirements.

This may include consideration of:

- Entrances;
- Parking;
- Routes of travel;
- Doors;
- Restrooms;
- Signage;
- Common areas;
- Service counters;



- Accessible communication;
- Building alterations.

Specific requirements depend upon the property's use, construction date, alterations, occupancy, and applicable law.

19. PHYSICAL ACCESSIBILITY

Two Blades will make reasonable efforts to identify and address accessibility barriers associated with facilities under our control.

Where reasonably applicable, we may evaluate:

- Accessible parking;
- Building entrances;
- Doorways;
- Hallways;
- Restrooms;
- Lighting;
- Signage;
- Walkways;
- Elevators;
- Ramps;
- Common areas;
- Service areas.

The ADA contains separate requirements concerning accessibility of public accommodations and alterations/new construction.

20. EMPLOYEE ACCESSIBILITY

Two Blades is committed to providing equal employment opportunities to qualified individuals with disabilities.



South Dakota's disability-discrimination requirements apply to employers and are broader than the federal ADA's 15-employee threshold; South Dakota states that its disability protections apply to **all employers**.

Two Blades will consider reasonable workplace accommodations consistent with applicable law.

Examples may include:

- Modified equipment;
- Scheduling adjustments;
- Accessible workspaces;
- Assistive technology;
- Modified communication methods;
- Job restructuring where appropriate;
- Other reasonable accommodations.

21. ACCOMMODATION REQUESTS FROM EMPLOYEES

Employees or applicants needing an accommodation should contact:

Two Blades Enterprise LLC

Human Resources / Accommodation Contact

Phone: [INSERT PHONE]

Email: [INSERT EMAIL]

Requests will be handled confidentially to the extent reasonably possible.

22. ACCESSIBLE CUSTOMER COMMUNICATION

Customers may request communication through an alternative format when reasonably necessary because of a disability.

Examples may include:

- Large-print materials;



- Electronic documents;
- Written communication;
- Telephone communication;
- Captioned materials;
- Other reasonable communication methods.

23. ACCESSIBILITY FEEDBACK

We encourage customers to report accessibility barriers.

If you experience difficulty accessing any part of our website or services, please contact us.

Please provide:

- Your name;
- Contact information;
- Website page or service involved;
- Description of the accessibility problem;
- Assistive technology being used, if known;
- Preferred method of communication.

You are **not required to provide medical information or disclose the nature of your disability** simply to report a website accessibility problem.

24. ACCESSIBILITY CONTACT

Accessibility Coordinator

Two Blades Enterprise LLC

Two Blades Care & Property Services

Contact: [INSERT NAME/TITLE]

Phone: [INSERT PHONE]

Email: [INSERT ACCESSIBILITY EMAIL]



Mailing Address: [INSERT BUSINESS ADDRESS]

25. ACCESSIBILITY COMPLAINT PROCESS

If you believe that you have encountered an accessibility barrier, we encourage you to first contact Two Blades.

We will make reasonable efforts to:

1. Receive the complaint;
 2. Acknowledge the concern;
 3. Identify the alleged barrier;
 4. Determine whether the barrier is within our control;
 5. Investigate the concern;
 6. Determine an appropriate corrective action;
 7. Implement a correction when reasonably necessary;
 8. Provide an alternative method of access when appropriate;
 9. Communicate with the individual regarding the resolution.
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26. SOUTH DAKOTA ACCESSIBILITY NOTICE PROCEDURE

South Dakota has a specific statutory process concerning alleged accessibility-law violations.

South Dakota Codified Law Chapter 20-15 provides that a person alleging an accessibility-law violation may provide notice to the property owner, agent, or responsible party before filing a civil action. The statute expressly states that "property" includes a website owned and operated by an entity physically located in South Dakota.

Two Blades will take accessibility notices seriously and will evaluate them promptly.

27. RESPONSE TO FORMAL ACCESSIBILITY NOTICE



Under South Dakota Codified Law § 20-15-4, a property owner, agent, or responsible party receiving a statutory accessibility notice must respond within **15 business days** by personal service or certified mail. The statute provides three response options:

1. State that improvements will be made to bring the property into compliance;
2. Challenge the validity of the alleged violation; or
3. State that the alleged violations have already been corrected and provide supporting evidence.

Two Blades will maintain procedures for routing such notices to the appropriate company representative and, when appropriate, legal counsel.

28. CORRECTIVE ACTION

When Two Blades determines that an accessibility barrier exists, we will evaluate appropriate corrective action.

Corrective action may include:

- Website modification;
- Content modification;
- Form modification;
- Alternative communication;
- Physical modification;
- Policy modification;
- Staff training;
- Vendor correction;
- Replacement of inaccessible technology;
- Alternative access to a service.

South Dakota law provides a process under which a party responding that improvements will be made generally has 30 days to remedy the alleged violation, with a possible extension of up to 30 additional days when a reasonable explanation is provided.



29. WEBSITE MONITORING

Two Blades intends to periodically review its website for accessibility barriers.

Reviews may include:

- Keyboard testing;
- Screen-reader testing;
- Color-contrast testing;
- Form testing;
- Link testing;
- Heading-structure review;
- Alternative-text review;
- Mobile accessibility review;
- Document accessibility review.

We may use automated accessibility-testing tools in combination with manual review.

Automated tools cannot identify every accessibility barrier.

30. WEBSITE VENDOR RESPONSIBILITY

Two Blades may use third-party website developers, software providers, and platforms.

When selecting or replacing important digital systems, Two Blades may consider:

- Accessibility features;
- WCAG support;
- Keyboard accessibility;
- Screen-reader compatibility;
- Accessible forms;
- Captioning;
- Accessibility documentation;
- Vendor support;



- Accessibility remediation capabilities.

However, the use of an accessibility-capable platform does not guarantee that every page or feature of the Two Blades website will automatically be accessible.

31. ACCESSIBILITY TRAINING

Two Blades may provide accessibility training to employees whose responsibilities involve:

- Customer service;
- Healthcare services;
- Property management;
- Rental applications;
- Website administration;
- Marketing;
- Scheduling;
- Human resources.

Training may include:

- Disability etiquette;
- Reasonable accommodations;
- Effective communication;
- Service animals;
- Website accessibility;
- Housing accommodations;
- Complaint handling.

32. NON-RETALIATION

Two Blades will not knowingly retaliate against an individual for:

- Requesting an accommodation;



- Reporting an accessibility barrier;
- Raising an accessibility concern;
- Participating in an accessibility investigation;
- Exercising rights protected by applicable law.

South Dakota law prohibits retaliation associated with supporting or participating in the enforcement of its human-rights protections.

33. LIMITATIONS

Although Two Blades will make reasonable efforts to improve accessibility, we cannot guarantee that every portion of our website, every third-party platform, every document, or every physical location will always be accessible to every individual.

Technology changes, third-party applications, software updates, browser changes, and other circumstances may create temporary accessibility barriers.

When we become aware of such a barrier, we will make reasonable efforts to address it.

34. NO WAIVER OF LEGAL RIGHTS

Nothing in this Accessibility Statement is intended to:

- Limit rights provided by law;
 - Waive protections under the ADA;
 - Waive rights under South Dakota law;
 - Limit fair-housing protections;
 - Limit healthcare-related accessibility protections;
 - Prevent an individual from exercising rights provided by applicable law.
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35. UPDATES TO THIS POLICY

Two Blades may update this Accessibility Statement periodically.

Updates may be made when:



- Laws change;
- New services are introduced;
- New technology is implemented;
- Website functionality changes;
- Accessibility standards evolve;
- Internal accessibility procedures change.

The latest version will be posted on our website.

36. CONTACT INFORMATION

Two Blades Enterprise LLC

DBA: Two Blades Care & Property Services

Accessibility Contact: Trey Hendrickson / CEO

Phone: (307)281-1476

Email: info@twobladesenterprise.com

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

Mailing Address: PO Box 124, Willow Lake, South Dakota 57278

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