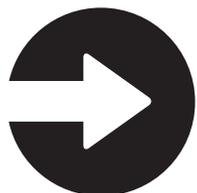


AGENCIES AVAILABLE TO ASSIST Residents, Tenants and/or Family Members:

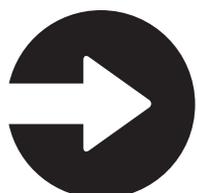


LONG-TERM CARE OMBUDSMAN

Answers questions or assists in resolving concerns raised by or on behalf of people living in nursing homes, assisted living facilities, residential care facilities and elder group homes.

1-866-236-1430 (toll-free)

510 E. 12th Street, Ste. 2, Des Moines, IA 50319

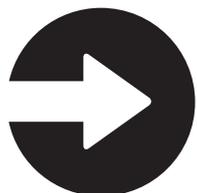


IOWA DEPARTMENT OF INSPECTIONS & APPEALS

The Division of Health Facilities inspects facilities to ensure compliance with state and federal standards.

1-877-686-0027 (toll-free)

Lucas Building, 3rd Floor, Des Moines, IA 50319

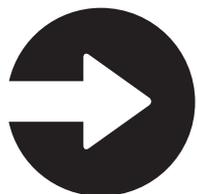


IOWA SENIOR MEDICARE PATROL

Answers questions or addresses concerns regarding Medicare and Medicaid fraud, waste or abuse.

1-800-423-2449 (toll-free)

2101 Kimball Avenue, Ste. 320, Waterloo, IA 50702



DISABILITY RIGHTS IOWA

Provides protection and advocacy for persons with mental illness or disabilities.

1-800-779-2502 (toll-free)

400 E. Court Avenue, Ste. 300, Des Moines, IA 50309