



Recuperative Care

COMPLETE REFERRAL PACKET

COTS Mary Isaak Center
900 HOPPER STREET, PETALUMA | COTS.ORG

MAY 2024



RELEASE AND EXCHANGE OF CONFIDENTIAL INFORMATION COTS RECUPERATIVE CARE

COTS Recuperative Care program staff must review the basic medical health information about referred individuals to confirm they have an acute medical need for respite care. For their referral to Recuperative Care to be considered, the referred individual must agree to the exchange and review of this information.

I, _____ hereby authorize the exchange of my health information, either written or verbal, with COTS Recuperative Care for the following purposes:

- To determine eligibility for placement in the COTS Recuperative Care program.

I understand this Release may be faxed to the following institutions to request access to my health records:

1) Institution: _____ Phone: _____

Contact Person: _____ Fax: _____

2) Institution: _____ Phone: _____

Contact Person: _____ Fax: _____

I further agree to hold harmless and save COTS, its officers, employees and designees from any liability resulting from such provision or exchange of information. This authorization automatically expires on the date my Recuperative Care referral is denied OR on the date of my exit/disenrollment from COTS programs, unless otherwise stated by me in writing to COTS.

Referred Individual/Patient Signature

Date

COTS staff: keep a copy of this Release with the individual's Recuperative Care referral form.



Recuperative Care Referral Form

T: 707.789.6389 ▪ F: 707.776.4771 ▪ recuperativecare@cots.org

PLEASE SEE THE RC FACT SHEET FOR INSTRUCTIONS ON SUBMITTING THIS REFERRAL FORM. ONCE RECEIVED, A RECUPERATIVE CARE TEAM MEMBER WILL CALL YOU TO DISCUSS THE REFERRED PERSON.

Referral Date: _____ Desired Date of Intake: _____

Client Information	
Name (first, last)	DOB
Nickname	Gender <input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Transgender <input type="checkbox"/> Other
Primary Language	Current Location
Phone	How will they get to RC?
Will the client first go to a SNF? <input type="checkbox"/> Yes <input type="checkbox"/> No	
SNF Name:	Expected Length of stay:
SNF Phone:	
Reason for SNF Stay:	

Medical Information	
Primary Care Health Center	
Provider Name	
Follow-up appt. date / / (Scheduled appt. required before coming to RC)	Follow-up appt. time : AM/PM
Primary Health Insurance <input type="checkbox"/> Partnership	Member ID

List acute medical need(s) (why the client requires recuperative care services)	
List current medical diagnoses	<input type="checkbox"/> List attached to referral
List current medications	<input type="checkbox"/> List attached to referral

Does the client require... (if the answer is 'yes', please provide additional information)

YES NO

- Oxygen Therapy? Medical Supplier: _____
- CPAP/BiPAP or nebulizer? Medical Supplier: _____
- Mobility Device? Type: _____
- Diabetes Management? Education provider: _____
- Radiation/Chemotherapy? Outpatient Center: _____
- Dialysis? Outpatient Center: _____
- Wound care? Outpatient Provider: _____
- Special Diet? Type: _____

List any current **communicable diseases** and treatments.

Will the client receive **Home Health** while in Recuperative Care? PT/OT RN None

Home Health Agency:

Agency Phone:

Patient Needs + Abilities

Does the client need assistance with bathing or toileting ?	<input type="checkbox"/> No assistance/independent <input type="checkbox"/> Stand-by assistance/supervision <input type="checkbox"/> Minimal assistance <input type="checkbox"/> Significant assistance
Does the client need assistance with getting dressed?	<input type="checkbox"/> No assistance/independent <input type="checkbox"/> Stand-by assistance/supervision <input type="checkbox"/> Minimal assistance <input type="checkbox"/> Significant assistance
Does the client need assistance with transfers in/out of bed/chair?	<input type="checkbox"/> No assistance/independent <input type="checkbox"/> Stand-by assistance/supervision <input type="checkbox"/> Minimal assistance <input type="checkbox"/> Significant assistance
Does the client need assistance with eating and/or drinking?	<input type="checkbox"/> No assistance/independent <input type="checkbox"/> Stand-by assistance/supervision <input type="checkbox"/> Minimal assistance <input type="checkbox"/> Significant assistance
Does the client need assistance with taking their medications as prescribed?	<input type="checkbox"/> No assistance/independent <input type="checkbox"/> Stand-by assistance/supervision <input type="checkbox"/> Minimal assistance <input type="checkbox"/> Significant assistance

Client Expectations

- Can the client safely ambulate 25 ft. to the bathroom? Yes No
- Can the client safely ambulate 150 ft. downstairs to the dining room for meals? Yes No
(ambulation with or without assistive device, using elevator)
- **Is the client at risk for falls?** Yes No

Does client have a behavioral health issue that may impair their ability to safely co-exist in a communal environment with five roommates? Yes No *If 'yes, please explain:*

Does the client understand that they are expected to attend their medical appointments and follow their medical treatment plan while in Recuperative Care? Yes No

Does the client understand that they can only bring a maximum of three bags of belongings? Yes No

Does the client understand that they are expected to not use substances (drugs) or drink alcohol to the degree that it causes a disturbance or impedes their healing process?
(There is absolutely no consumption of alcohol or drugs allowed in RC or on the property.)
 Yes No

Referring Institution

(Recuperative Care accepts referrals from clinical and non-clinical providers.)

Name (First, Last)	Organization
Phone	Fax
Email	

The referred individual's information on this form is accurate and true to the best of my knowledge.

X _____
Referring Person's Signature

Client Agreement

By signing below, I agree to be referred to the COTS Recuperative Care program and grant permission to the above referring individual or organization to share my confidential health information with COTS, as it is required to determine my appropriateness for the recuperative care program.

X _____
Client Signature Date

FOR RC OFFICE USE ONLY: Client approved for RC? Yes No Approving RC Staff: _____

Client's medical records reviewed OR client's case discussed with their medical provider? *(Circle one)*

Intake scheduled on ____/____/____ at ____ AM/PM with _____.



Recuperative Care (RC) Program Fact Sheet

Mary Isak Center, 900 Hopper Street, Petaluma, CA 94952

Overview

COTS Recuperative Care (RC) is a short-term, residential program that provides individuals experiencing homelessness a safe, welcoming place to heal from illness, injury or surgery. Through health care coordination and intensive case management, *the purpose of Recuperative Care is to stabilize the client's health, promote their self-sufficiency with managing their medical treatment plan, and help them work toward achieving their self-identified health and housing goals.*

Why come to Recuperative Care?

Whereas patients typically discharge home from the hospital, our clients do not have a home in which to continue their recovery. Recuperative Care provides an environment for people experiencing homelessness or housing instability to receive up to 90 days of quality post-acute "home" care in hopes that the client recovers fully and does not need to return to the hospital.

What does Recuperative Care offer?

- 24/7 access to a bed in a small congregate setting within COTS Mary Isak Center
- Three meals a day in the MIC dining room
- ADA bathroom and shower
- Laundry facilities and internet access
- Locked storage for personal belongings
- Transportation to medical appointments
- RC Specialists onsite daily for support with health care coordination and case management
- Medical providers onsite two days a week from Petaluma Health Center

How does an individual get into the Recuperative Care program?

Admittance into Recuperative Care is by referral only. Referrals may come from:

- Hospitals
- Managed Care Plans (MCPs)
- Medical providers (FQHCs, community clinics, primary care)
- Skilled nursing and other medical facilities
- Homeless service providers (CBOs, outreach teams)*
- County social service programs*

**Please note: If a referral comes from a non-clinical source, Recuperative Care staff will need to receive the referred client's medical records and/or speak to their medical provider before accepting the client. This is to verify the client's health needs and appropriateness for Recuperative Care services. Please plan on providing this information.*

Basic Eligibility Requirements

- Client is an adult individual (age 18+)
- Client is experiencing homelessness, at-risk of homelessness, or their current home is inaccessible or unsafe due to lack of in-home support
- Client's average median income is "low" or "very low"
- Client has an acute medical condition from which they can recover or a currently unmanageable chronic condition that needs to be stabilized.

- Client can take their medications independently and as prescribed.
- Client is independent with all Basic Activities of Daily Living (BADLs), can transfer in and out of bed or wheelchair without assistance, and can safely ambulate at least 50 feet (with or without an assistive device).

For the health and safety of the client and other clients in COTS Recuperative Care, we generally cannot accept clients who have/require:

- A communicable disease
- Suicidal or homicidal ideations
- Moderate to severe dementia
- Unmanageable incontinence of urine or feces
- Severe behavioral health issues
- An inability to care for oneself
- IV antibiotics
- Soft or mechanical soft diets
- End-of-life care
- Been banned from COTS Mary Isaak Center due to past unsafe behaviors
- A history of arson
- Pets/companion animals from which they are unwilling to temporarily separate

Should one of these above issues exist, you are encouraged to discuss the circumstances with RC staff who will consider making an accommodation, if possible.

Submitting the Referral

- 1) Please send the referral form by fax or secure email. Include medical records showing the individual's diagnoses and medication list. This will expedite service.
- 2) RC staff will respond within two hours. You are always welcome to call to discuss the client's eligibility or follow up on a referral if you have not heard from us.
- 3) If the individual is accepted into Recuperative Care, the soonest the intake will take place is the following day. INTAKES ARE PERFORMED BY APPOINTMENT ONLY, SEVEN DAYS A WEEK FROM 10AM TO 5PM.

Once scheduled for an intake into Recuperative Care, patients must arrive with:

- Submitted orders for 30 days of prescribed medications, and other therapies/treatments* (i.e. oxygen concentrator, home health, wound care)
- Mobility devices (wheelchair, walker)
- A scheduled follow-up appointment with the patient's Primary Care Physician (PCP)
- Discharge summary*
- A negative COVID test result within 72 hours before intake*
- **No more than three bags of belongings** (COTS does not provide storage beyond a locker and under-bed space).

**If coming directly from a medical facility. If the individual is coming from a place not meant for habitation, RC staff will work with their medical providers to satisfy these requirements.*

Thank you for working with us to help our unhoused neighbors regain their health and independence!



Recuperative Care (RC) Program FAQ

Mary Isak Center, 900 Hopper Street, Petaluma, CA 94952

How long can I stay in Recuperative Care?

90 days maximum. However, clients typically stay anywhere from two-to-six weeks. The length of stay is determined by RC staff and your medical providers.

Do I have to stay in the Recuperative Care unit the entire time?

No. You can come and go as you please, but there is a 10pm curfew at Mary Isak Center, and clients are expected to remain inside until 6am. We also encourage you to rest and recover as much as possible, as this is what you are in Recuperative Care to do!

Can I have nights out while in Recuperative Care?

No. The point of Recuperative Care is to rest and recover. Nights out will only be approved under special circumstances. Hospitalization is the only exemption to this policy.

Can I bring my pet with me?

Sorry, we don't allow pets/animals in Recuperative Care. If you have a pet, we have a partnership with North Bay Animal Services who can board your pet for free. It's right next door to Mary Isak Center and you can visit with your pet there.

Can I park a vehicle onsite?

Yes. The vehicle must be operational (no tow-ins). It also must be registered with the DMV, and we require vehicle owners to have car insurance and a valid driver's license. No RVs, trailers or boats can be parked onsite.

Can my partner/spouse, children or parents visit me?

Yes, but we do not allow guests inside the Recuperative Care unit (unless they are performing caregiving tasks for you). You can visit with your guests downstairs in the lobby or outside on the patio. You are also welcome to go off-campus with them to visit.

What am I expected to do while in Recuperative Care?

First and foremost, rest and recover! Secondly, we expect clients to follow their medical treatment plan (go to doctor appointments, take medications as prescribed) and to sit down with their care manager regularly to work on their health and housing goals. We also expect clients to be kind and considerate of their roommates and courteous to RC staff.

Do I have to be sober while in Recuperative Care?

While we recommend clients refrain from drug and alcohol use so it does not impede their healing process, Mary Isak Center does not require sobriety for participation in its services. However, drugs and alcohol may not be on anywhere in the building or on campus, and if someone's off-campus use causes a disturbance in Recuperative Care or interferes with their work with case management, the client will be encouraged to consider accepting recovery services or they may be exited from the program.

I have an oxygen concentrator. Can I use it in Recuperative Care?

Yes.

I have a criminal record. Is this a problem?

Convicted arsonists, registered sex offenders, and those with a history of violent crimes will not be accepted into Recuperative Care. Also, we cannot accept someone with an active warrant for their arrest. Very few exceptions are made to this policy.

Is there a doctor or nurse on staff in Recuperative Care?

No, Recuperative Care does not have clinical staff. However, Petaluma Health Center has a nurse practitioner onsite two mornings a week, and we encourage home health nurses and physical therapists to visit Recuperative Care clients.

Will Recuperative Care staff drive me places?

RC staff will arrange transport to your medical appointments. Otherwise, we'll help you coordinate using public transportation or other ride services. We will provide bus passes for you to run errands. RC staff may drive you if it's urgent or if you need our support. This is determined on a case-by-case basis.

I can't get out of bed and into my wheelchair without assistance. Can RC staff help me?

Unfortunately, no. As much as we'd like to assist, licensing regulations do not allow Recuperative Care staff to provide hands-on assistance. All clients must be able to perform their Activities of Daily Living (ADLs) independently, such as toileting, bathing, dressing, eating, and transferring in and out of bed.

Does Recuperative Care have staff onsite 24/7?

No. Recuperative Care staff is onsite during normal business hours (8am to 5pm) seven days a week. There is shelter staff and security at the front desk downstairs at Mary Isak Center in the evening and overnight. They can assist you with urgent needs.

I do not have health insurance. Am I still eligible for Recuperative Care?

Yes. Health insurance is not required to receive Recuperative Care services. If you do not have health insurance, RC staff will help get you enrolled in Medi-Cal once you are in Recuperative Care. Hospital patients may have this enrollment process started in the hospital as well.

How do you determine when I'm ready to transition out of Recuperative Care?

The RC Team evaluates your progress weekly and considers recommendations from your health care providers. You will be notified at least 48 hours in advance of your exit, and we'll work with you to find your best exit destination. Many clients exit to shelter or interim housing to continue working toward permanent housing.

Do I go into housing after Recuperative Care?

Permanent housing is the ideal exit location, but that's not always possible to achieve in 90 days. Many clients exit to the main shelter downstairs at Mary Isak Center where they can continue working on finding housing for up to six months. Other clients go to live with family, go to Sober Living Environments (SLEs) or another temporary housing situation, or if they require a higher level of care, it's possible that they will transition to a care facility. RC staff work with you on your housing goals to get you where you want to go.

Recuperative Care staff are happy to answer any other questions you may have! Please call (707) 789-6389 or email recuperativecare@cots.org.