



Recuperative Care (RC) Program FAQ

Mary Isaak 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 Isaak 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 Issak 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 Isaak 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.