

Behavioral Health Services (BHS) – Information Notice

To:	BHS Contracted Children, Youth & Families Service (CYF) Providers
From:	Behavioral Health Services
Date:	November 8, 2022
Title	Holiday Closure Fiscal Year 2022-2023 for CYF Programs

Holiday Closures

As the holiday season approaches, please review the office closure protocol for holidays or organizational events, provided below. Programs can locate specific program expectations in the contract Statement of Work and/or in the Substance Use Disorder Provider Operations Handbook (SUDPOH). Outpatient programs generally follow the County of San Diego (County) holiday schedule which is attached for reference. Residential programs remain open 365 days a year. If staffing is reduced during the holidays, regular program activities such as group sessions, individual sessions, or assessments are expected to continue.

Programs intending to have a closure that is not specified in the Statement of Work or provided for in the SUDPOH need to pro-actively reach out to the Contracting Officer's Representative (COR) to provide rationale and obtain written approval.

Office Closure Protocol

For all CYF programs, the following closure procedures must be adhered to:

- All clients and/or caregivers to receive advance notice of closure.
- Stakeholders and referral sources to be notified of closure in advance.
- Visible and legible signs regarding closure to be displayed, minimally, at the entrance(s) of the building/program.
- Outgoing phone and email messages (such as out of office alerts) to inform caller of closure and available alternative resources (i.e., hotline numbers, cell phone numbers, or other emergency numbers).
- Closures of up to two hours do not need approval from the COR.
- Proposed closures are finalized only upon written approval from the COR.

The Children, Youth, and Families team wishes your team and the children and families you serve a happy and safe holiday season!

Attachment: County Holiday Schedule 2022-2023

For More Information:

- Contact your Contracting Officer's Representative (COR)