

**Date:** November 14, 2019

**CYF Memo:** #13 - 19/20

**To:** CYF Providers

**From:** Yael Koenig, CYF Deputy Director

**Re:** **Holiday Closure FY19-20 for Children, Youth & Families Programs**

As we approach the holiday season we would like to review the office closure protocol for holidays or organizational events. Programs can locate specific program expectations in the contract Statement of Work and or the Substance Use Disorder Provider Operations Handbook (SUDPOH). Outpatient programs generally follow the County holiday schedule which is attached for your reference. Residential programs remain open 365 days a year. Substance Use Disorder programs generally are not closed for more than three consecutive days (including weekends). If staffing is reduced during the holidays, regular program activities (such as groups, individual sessions, or assessments) are expected to continue.

Programs who intend to have program closure that is not specified in the Statement of Work need to pro-actively reach out to the Contracting Officer Representative (COR) to provide rationale and obtain written approval.

For all Children, Youth and Families (CYF) Program closures, the following must be adhered to:

- All clients and/or caregiver 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 of the building/ program
- Outgoing phone messages to inform caller of closure and available resources (i.e. hotline numbers, cell phone numbers, or other emergency numbers)
- Closures of up to 2 hours do not need approval from Contracting Officer's Representative (COR)
- Proposed closures are finalized with written approval by 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 2019-2020

## County Holiday Schedule

### **2019**

January 1	New Year's Day
January 21	Martin Luther King Day
February 18	President's Day
April 1	Cesar Chavez Day
May 27	Memorial Day
July 4	Independence Day
September 2	Labor Day
November 11	Veteran's Day
November 28 & 29	Thanksgiving
December 25	Christmas Day

### **2020**

January 1	New Year's Day
January 20	Martin Luther King Day
February 17	President's Day
March 31	Cesar Chavez Day
May 25	Memorial Day
July 3	Independence Day
September 7	Labor Day
November 11	Veteran's Day
November 26 & 27	Thanksgiving
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