

## Behavioral Health Services (BHS) – Contractor Information Notice

<b>To:</b>	<b>BHS Contracted Children, Youth &amp; Families Service (CYF) Providers</b>
<b>From:</b>	<b>Behavioral Health Services</b>
<b>Date:</b>	<b>November 9, 2020</b>
<b>Title</b>	<b>Holiday Closure Fiscal Year 2020-2021 for CYF Programs</b>

### Holiday Closures

As the holiday season approaches, please 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 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 groups, individual sessions, or assessments are expected to continue.

Programs intending to have a closure that is not specified in the Statement of Work 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 of the building/program
- Outgoing phone messages 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 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 2020-2021

### For More Information:

- Contact your Contracting Officer’s Representative (COR)