

To:	BHS Contracted Service Providers
From:	Behavioral Health Services
Date:	November 22, 2024
Title	Holiday Closure Fiscal Year 2024-2025 for BHS 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)/Organizational Provider Operations Handbook (OPOH).

- **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, required program activities such as group sessions, individual sessions, and/or assessments are expected to continue.

Programs requesting to have a closure that is not specified in the Statement of Work or provided for in the SUDPOH/OPOH need to proactively reach out to their Contracting Officer's Representative (COR) in advance of the requested closure to provide rationale and obtain written approval.

Office Closure Protocol

The standard closure procedures for outpatient programs include:

- 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 callers of closure and available alternative resources (i.e., hotline numbers, cell phone numbers, or other emergency numbers).
- Proposed closures to be finalized only upon written approval from the COR.

The BHS team wishes your team and those you serve a happy and safe holiday season!

Attachment: County Observed Holiday Schedule FY 24-25

For More Information:

- Contact your Contracting Officer's Representative (COR)