# FAQs:

Below are common questions and answers concerning the special release days at the end of the calendar year. Please note that JPL will be open during the campus special release days. The special release days are December 27, 30, and 31, 2024. The holidays during this period consist of two floating holidays, December 24 and 26, 2024. December 25, 2024 is an Institute Holiday. January 2, 2025 will be the first workday in 2025.

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1. **Q. What does observing the "special release days" on December 27, 30, 31, 2024 mean?**
   **A.** *It means that most benefit-based members of the campus community, including LIGO, Palomar, and Owens Valley, may take those days off, with pay, without having to use vacation or personal holiday time.*

2. **Q. Does JPL observe the campus special release days?**
   **A.** *No. JPL does not observe special release days. JPL will observe a normal Regular Day Off (RDO) day on December 27, 2024.*

3. **Q. Will the same policy that applies to Caltech's regular holidays apply to the special release days?**
   **A.** *Although there are many similarities, the special release days will be treated somewhat differently than regularly observed holidays. The information provided in these FAQs covers most of those differences.*

4. **Q. What happens if my supervisor schedules me to work on one or more of the special release days?**
   **A.** *If you are asked to work on a special release day, you will be granted another day off with pay on or before February 28, 2025.*

5. **Q. What if a special release day falls on my regular day off?**
   **A.** *Similar to the way regular holidays are handled, you will be provided an alternative day off, with pay, on or before February 28, 2025.*

6. **Q. What happens if schedules make it impossible to grant the alternative day off?**
   **A.** *Although we anticipate that in most cases it will be possible to grant an alternative day off, with pay, on or before February 28, 2025, there may be some cases where that does not happen. In those cases, you will be paid holiday pay equivalent to your regular work schedule and straight time for the first eight hours worked on a special release day. For any hours you work in excess of eight, you will be paid premium time as defined by Caltech policy.*

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7. **Q. What if I have a non-standard work schedule, how will the Special Release Days be handled?**

   A. *If the special release day falls on a regularly scheduled workday, it will be handled like any other holiday. If a special release day falls on a regularly scheduled day off, please contact either the Payroll Office (626-395-8668) or Employee and Organizational Development (EOD) 626-395-6382 to discuss how to handle the special release day that involves a non-standard work schedule.*

8. **Q. What if I work an alternate work schedule, e.g. 9/80 or 4/10, how will the Special Release be handled?**

   A. *If the Special Release Day falls on a regularly scheduled workday, the Special Release Day will be handled like a regular Institute holiday. Employees will receive pay for the Special Release Day equivalent to one regularly scheduled workday. If a Special Release Day falls on a Regular Day Off (RDO) the employee will be provided an alternative day off, with pay, on or before February 28, 2025.*

9. **Q. What if I am asked or called in to work a partial day on a special release day?**

   A. *You will be paid the equivalent of holiday pay for your regular work schedule, and straight time for the first eight hours worked. For any hours you work in excess of eight, you will be paid premium time as defined by Caltech policy.*

10. **Q. If I am scheduled to work on a special release day, but am sick and cannot come to work, how will that be handled?**

    A. *You will be paid sick time for the hours you were scheduled to work on the special release day, but you will not receive pay for the special release day.*

11. **Q. If I am scheduled to work on a special release day, can my alternative day off come prior to the scheduled workday?**

    A. *No, the alternative day off must be taken after the special release day and on or before February 28, 2025.*

12. **Q. When and how can I get my bi-weekly paycheck before the special release days?**

    A. *Bi-weekly paychecks will be available on the regularly scheduled pay date, December 20, 2024. We strongly encourage employees to sign up for direct deposit.*
    *If you receive a paper check, your check will be mailed to your home mailing address via the USPS. Paper checks cannot be delivered to a Caltech address that uses a Caltech mail code as a mailing address (e.g., 1200 E. California Blvd., MC 104-6). Undelivered paychecks will be returned to Payroll for pick up after the holiday on January 2, 2025.*

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**13. Q. When and how can I get my monthly paycheck before the special release days?**
*Monthly paychecks (for all employees normally paid on the 26th) will be available on December 23, 2024. We strongly encourage employees to sign up for direct deposit. If you receive a paper check, your check will be mailed via USPS to your home mailing address. Paper checks cannot be delivered to a Caltech address that uses a Caltech mail code as a mailing address (e.g., 1200 E. California Blvd., MC 104-6). Undelivered paychecks will be returned to Payroll for pick up after the holiday on January 2, 2025.*

**14. Q. If I need to work, will childcare services *be available at the Child Education Center at JPL and at the Children's Center at Caltech*?**
**A.** *Please contact the Child Educational Center at JPL (CEC) 818-354-3418, or the Children's Center at Caltech (CCC) 626-395-6860 for their schedules during this period.*

**15. Q. What if an international employee or international student needs a travel signature on their immigration documents, will it be available?**
**A.** *A missing travel signature is not considered an emergency. F and J*

*students and scholars will be able to return to the United States without the signature. If individuals have an urgent question for an international advisor during the holiday or special release period, they may call Security at 626-395-4701, and an advisor will be contacted.*

**16. Q. What do I do if there is a work injury and an employee needs medical attention?**
**A.** *Contact Security at 626-395-5000 to coordinate medical treatment.*

**17. Q. What should I do if I have difficulty using my benefits during the special release days?**
If you are experiencing issues or need help accessing your benefits, please contact the insurance carrier. Their contact information may be on the back of your ID or you may visit hr.caltech.edu and click on 'Learn About Benefits' to access the *plan contacts*.

If you still need assistance and have an urgent benefit matter, please contact the Benefits Office at hrbenefits@caltech.edu or (626) 395-6443. The email and voicemail will be checked daily and your message will be returned as soon as possible.

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### Payroll Office

The Payroll Department may be reached at Payroll@Caltech.edu or (626) 395-8668.

### Campus and JPL Services During Special Release Days

Please refer to the specific department's website for information on services that will be available during the special release days.

### Facilities - 2024 Special Release Days Notices

Please refer to the Facilities Department website for information on services that will be available during the special release days.

**Central Utilities Plant:**  The Central Utilities Plant is continuously staffed during the holidays and the special release days to maintain all utility services and to dispatch personnel for facilities maintenance emergencies.

For any building-related **EMERGENCY**, call Campus Security at **626-395-5000**.

### Security

Campus Security will remain in normal operations (24/7) during the Special Release Days.
All injuries should be reported to Security.
Campus Security Emergency line: **626-395-5000**
Campus Security Non-Emergency line: **626-395-4701**
http://security.caltech.edu/