OSHA Addendum – Recurring Employer-Created Staffing Gaps, Forced Early Shifts, and Management Confrontation

Subject: Addendum to OSHA Complaint Filed April 12, 2026

I am submitting this addendum to report a recurring pattern of unsafe staffing practices that directly affect emergency-communications coverage in the PBX office. This information expands on the hazards described in my previous addenda.

1. Management knowingly creates empty PBX shifts in the schedule

Management creates the PBX schedule and is fully aware when the morning PBX shift is left empty. This is not an oversight. They can clearly see the unstaffed shift when the schedule is posted.

Despite this, management does **not**:

- assign a morning PBX operator,
- adjust staffing to cover the gap, or
- schedule my shift to begin at 12:00 PM instead of 2:30 PM.

Instead, they knowingly leave the PBX unstaffed and wait until the day of the shift to call me in early.

2. Forced early shifts occur every 3–4 weeks

Approximately every **3–4 weeks**, management contacts me with little or no notice and asks me to come in **2–3 hours early** because they did not schedule a morning PBX shift.

This is a predictable, recurring pattern.

3. Forced early shifts create extended workdays and multiple unstaffed breaks

When I am called in early, my shift becomes **10–11 hours long**, which legally requires:

- **two lunch breaks**, and
- multiple rest breaks.

As stated in previous addenda, **no one covers the PBX during any of my breaks or lunches**, meaning the PBX is completely unstaffed multiple times per day.

These gaps in emergency-communications coverage are entirely preventable and are created by management's scheduling decisions.

4. April 17, 2026 Incident – GM confrontation after management-created gap

On April 17, 2026, management again failed to schedule a morning PBX shift and called me in **2.5 hours early**. I worked from 12:00 PM to 11:00 PM, requiring two lunches.

After returning from my second lunch, I was in the process of logging back into the PBX computer system. During this time:

- the PBX phone was still in forwarding mode,
- I had only been back for approximately **5–6 minutes**,
- and there was a backlog of calls due to the PBX being unstaffed during my break.

While I was logging in, the General Manager called the PBX from home. Because the PBX was still forwarding and I was not yet logged in, the call was not answered.

The General Manager then:

- called an employee's **personal cell phone** at the front desk,
- demanded to know why the PBX was not being answered,
- instructed the employee to hand the phone to me,
- and expressed anger and frustration at the lack of PBX coverage.

This occurred despite the fact that:

- management created the scheduling gap,
- I had just returned from a legally required lunch break,
- the PBX is unstaffed during all breaks due to management decisions,
- and the system requires time to log in and become operational.

5. This demonstrates employer knowledge and employer-created exposure

This recurring pattern shows that management:

- knows the PBX must be staffed at all times,
- knows breaks leave the PBX unstaffed,
- knows extended shifts require two lunches,
- knows the PBX cannot function while logging in,
- knowingly creates empty shifts in the schedule,
- relies on last-minute call-ins instead of proper scheduling,
- and then blames employees for the consequences of their own decisions.

This constitutes **employer-created exposure** and an ongoing, preventable hazard affecting emergency-communications coverage for employees, guests, and the National Park Service.

OSHA Addendum – Unsafe Staffing, Forced Extended Shift, and Management Confrontation

Addendum: Unsafe Scheduling and Lack of PBX Coverage Resulting in Management Confrontation

On April 17, 2026, management called me and asked if I could come in 2.5 hours early because they had failed to schedule a morning PBX shift. I agreed and worked from 12:00 PM until 11:00 PM, which required me to take **two lunches** and multiple breaks.

As stated in previous addenda, **no one covers the PBX during my breaks or lunches**, meaning the PBX is completely unstaffed during these periods.

After returning from my second lunch, I was in the process of logging back into the PBX computer system. During this time, the PBX phone remained in forwarding mode, and there was a backlog of calls. Approximately 5–6 minutes after I returned from lunch, the General Manager called the PBX from his personal cell phone while off duty. Because I was still logging in, the call was not answered.

The General Manager then called an employee's personal cell phone at the front desk, asked why no one was answering the PBX, and instructed the employee to hand the phone to me. He expressed anger and frustration that the PBX was not being answered, despite the fact that:

- I had just returned from a legally required lunch break,
- the PBX is unstaffed during all breaks due to management decisions,
- the system requires time to log in and become operational,
- and management created the staffing gap by failing to schedule a morning shift.

This incident demonstrates that management is aware that the PBX must be staffed at all times, yet continues to leave the post unstaffed during breaks and lunches, creating unsafe conditions and then blaming employees for the consequences.

OSHA Addendum – Recurring Unsafe Staffing Pattern and Forced Early Shifts

Addendum: Recurring Scheduling Failures Resulting in Unsafe PBX Coverage Gaps

I am submitting this addendum to report a recurring pattern of unsafe staffing practices that directly affect emergency-communications coverage.

Approximately every **3–4 weeks**, management contacts me with little or no notice and asks me to come in **2–3 hours early** because they failed to schedule a morning PBX shift. When this occurs, I am required to work extended shifts of 10–11 hours, which legally require **two lunches** and multiple breaks.

As stated in previous addenda, **no one covers the PBX during my breaks or lunches**, meaning the PBX is completely unstaffed during these periods. This results in predictable and recurring gaps in emergency-communications coverage.

On April 17, 2026, after being called in 2.5 hours early due to another scheduling failure, I returned from my second lunch and was in the process of logging back into the PBX system. During this time, the PBX phone remained in forwarding mode. The General Manager called the PBX from home, received no answer, and then called an employee's personal cell phone to demand an explanation. He expressed anger despite the fact that:

- I had just returned from a legally required lunch break,
- the PBX is unstaffed during all breaks due to management decisions,
- the system requires time to log in and become operational,
- and management created the staffing gap by failing to schedule a morning shift.

This recurring pattern demonstrates that management is aware that the PBX must be staffed at all times, yet continues to leave the post unstaffed during breaks and lunches, and repeatedly creates unsafe conditions through inadequate scheduling.

Yosemite Valley Lodge