

Debra Thompson

From: Kimberly Hall <khall@hammerandwikan.com>
Sent: Monday, February 1, 2021 11:30 AM
To: Assembly
Subject: Feedback regarding mask mandate

Good day, all. I'm writing to provide my input as an "essential worker" and as a supervisor of a few "essential workers" at Hammer & Wikan – Grocery. This email is my perspective only, and I do not speak on behalf of my employer in any manner.

The lack of enforcement creates a huge divide between those who wish to wear masks and those who do not. Creating a mandate and providing NO support to the businesses in the community to enforce the mandate only creates tensions for everyone. Employees are forced to wear masks (ok fine) but then there's nothing that can be done about the 15-20-30+ customers that walk in and crowd up to gossip about the latest political view or conspiracy theory or something even more menial....WHILE blocking aisles and pathways, forcing others (employees and customers) to walk through their conversation circles. This activity occurs regularly, DAILY. Based on the reasoning behind the creation of the mandate, this sort of behavior is counter productive to reduce the spread of this virus, but our HANDS ARE TIED! After they get finished thoroughly lingering around the store and getting within 5 inches of just about every warm body in the store, they come to the checkout lines and commence to accosting the checkers, courtesy clerks, and anyone else in their general proximity on why WE (essential workers) are supposed to protect them (the customers) from US! Where is OUR protection? Who is looking out for US? I'll tell you who... NO ONE.

We can control the employees. WHO is here to help control the public in our establishments?

If someone were looking out for the essential workers, so that we are able to continue conducting business SAFELY, they would provide the proper follow through so that the mandate would work. Making a mandate, just to walk off without ensuring that it goes as intended, is messy and reckless. I don't even have time to dig into the science or politics behind it. If you can't make a requirement and provide the proper support to see it come to fruition, then stop wasting our time with these mandates, PLEASE. Making ME wear a mask every day, so that I can come into contact with 80+ people daily, in which at least HALF (if not more) are not wearing a mask or practicing any form of social distancing, is counter productive and only makes my job way more DIFFICULT and STRESSFUL.

The only thing I can ask of you to consider is this: PLEASE MAKE SOMETHING THAT WORKS FOR EVERYONE. You are pitting business employees/management against the community and we lose 10 out of 10 times. I don't see what's so hard about taking the next step to create a mandate for businesses that states the business can't let a patron enter without a face covering. IF they do have to refuse a customer entrance at the door, it's not because management said so, and it's not because Hammer & Wikan said so. With support from the Borough we can effectively and clearly communicate to the customers that as a business this is what we're required to do in order to remain open to the public. Make the alternative something like the city remove the company's ability to remain open to the public for allowing violations to occur. The biggest reason customers aren't approached about the whole mask situation is because the city is making THEIR rule, OUR problem. Their rule should mean they are here to regulate and enforce it. If they can't physically be present to enforce it, they should make it clear that the actions of the store is in conjunction with their ability to remain open to the public and if someone disagrees with that, they can talk to the borough about it. Right now the only ones angry customers have to yell at, are the workers here who ARE adhering to the mandate. I feel that if the borough fielded more of these interactions, they would gain better insight as to what all is taking place in their community and as a result they MAY actually be able to come up with a more comprehensive plan to keep everyone safe and happy.

I hope this makes sense. I'm certainly available if anything is needed from me to clarify any of my statements above.

Thank you for your time and for your attention to this matter

Respectfully,

Kimberly R. Hall
Online Ordering Supervisor
Hammer & Wikan, Inc – Grocery
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