INSIGHTS + NEWS

Chelsie Vokes Quoted in MetroWest Daily News' "Mask mandates dropping could mean more customers, but mixed messages"

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Although many communities are dropping mask mandates for indoor spaces, businesses within those communities must now decide whether or not to keep a mask mandate in place for their employees and customers. A frequent question from business owners is how to handle different requirements for customers versus employees. Chelsie Vokes spoke with the *MetroWest Daily News* about this issue:

> Many employers have employees who are frustrated because they have to wear masks but customers don't, she said. When businesses still enforce mask-wearing when the community doesn't, it can feel like a mixed message for employees, said Vokes.
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> "It's important for employers to have an explanation and rationale on why you're treating these groups of people different," she said. "Communication is key."
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> A workplace where many employees are working within close quarters throughout the day is considered higher risk, and would be easier to pitch the idea to employees about requiring masks, compared to lower-risk workplaces where there's fewer employees working near each other, or customers, throughout the day and can spread out in a large space, said Vokes.

Continue reading "Mask mandates dropping could mean more customers, but mixed messages" on the *MetroWest Daily News* website (subscription required).

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