

Pandemic Service Update of January 21, 2021

This Pandemic Service Update is issued for residents, staff and visitors of Co-op City.

In recent weeks, our nation has experienced an upswing in the number of Covid-19 cases and deaths. Given the prognoses of what we may face in the near future, we again reach out to our Co-op City community and reaffirm that our social distancing practices are still the order of the day.

Riverbay remains vigilant in advocating and ensuring pandemic related practices to protect the safety of our residents and staff. We therefore remind our residents of the following:

If you have confirmed information of a positive corona virus diagnosis or related death in your building, please contact the Riverbay call center. This information will be handled with discretion and will allow Riverbay to initiate our enhanced response and sanitizing protocols.

If you leave your apartment, please make sure to wear a face covering over your nose and mouth. This is extremely important! There should be no more than five people in a laundry room, and no more than four people in an elevator at any one time. Occupants in laundry rooms and elevators must wear face coverings. Remember also to stay at least 6 feet or two arms-length from those who do not live in your household. Avoid crowds when possible – the likelihood of exposing yourself to Covid-19 increases with the more people you come in contact with.

With few exceptions, Riverbay Corporation remains closed for regular face to face business. However, we still have a contingent of workers available to respond to maintenance emergencies as well as some plaster, paint and flooring issues. All calls for service should go to the Call Center. **Please be brief when contacting the Call Center so our operators can handle other cooperators' calls expeditiously.**

Riverbay employees will not enter your apartment unless you are wearing a face covering, and you should not allow any worker into your apartment unless they are wearing a face mask. Please dispose of all garbage properly, particularly, used face masks and gloves, into your building compactor or the many receptacles that are located around the grounds and in the garages.

We also want to acknowledge the volunteers from the community and staff, who have worked with our elected officials and various social service agencies to distribute food and face masks. Your service to this community has been exemplary. Although we're not making the noise we did in the summer, our hearts still applaud the many Co-op City residents and **professional** tenants who serve on the medical front lines against a horrible disease.

Throughout this pandemic, most of you have done everything we've asked, and for that, we are grateful. Still we have to remain united in this **crusade to protect ourselves, families, neighbors and our workers.** This clearly is not the time for us to start slacking off.

Keep up the good work. Co-op City. Stay safe, stay smart and wear a mask! The battle is not over yet.