

Tropicana Student Living

2020-2021 COVID-19 Contract Policy Change Announcement

At Tropicana Student Living [hereinafter Tropicana], our mission is to create safe and academically focused communities where students can grow, mature, develop, and establish lifelong friendships. We know that students [hereinafter Resident or Student] choosing to reside with Tropicana during this tumultuous time are choosing to embrace that mission and are seeking a positive experience amidst the turmoil of the COVID-19 pandemic. In our pursuit of a safe return to college life, we are instituting additional policies related to the COVID-19 pandemic, which are reflective of guidance we have received from UCSB, SBCC, Santa Barbara city, Santa Barbara county, and California state health agencies. **While we are taking steps to reduce risk, there is no guarantee students will not be exposed to COVID-19 in Tropicana communities, UCSB, SBCC, or Isla Vista, Goleta, Santa Barbara communities at large. Even with all the COVID-19 measures in place, and additional steps taken by Tropicana to reduce the risk of COVID-19, there remains a possibility of infection.**

Please keep in mind that the residential experience for students living in Tropicana housing for 2020-21 will be different than in past years, as we take steps to reduce the risk of COVID-19. As we make these adjustments, our Residence Life team remain committed to offering programs, services, and opportunities to build community with your peers and with student residential hall staff.

Students living in Tropicana housing will be asked to do their part to help reduce the risk of COVID-19, including but not limited to the following (which are evolving and subject to change):

- Reduced density housing, including double or single occupancy rooms
- Adhering to public health recommendations including hand hygiene, physical distancing and proper cough/sneeze etiquette
- The potential for regular and ongoing temperature checks
- COVID-19 testing
- Daily self-symptom monitoring and reporting
- Adhering to requirements that students limit their contact with those outside the housing community for 7-14 days immediately upon arriving on campus, if requested by UCSB or Public Health officials.
- Wearing personal face coverings outside of the student's suite, including hallways, cafeteria's, restrooms, etc., and throughout the campus and the Tropicana community
- Understanding that non-resident guests (including family) will not be allowed into Tropicana communities
- Respecting limits on how many residents can use community spaces including bathrooms, common spaces and study areas, and restrictions on events and social activities, per public health guidance
- Accepting limited face-to-face interactions with members of the Tropicana Housing and Residence Life staff, following public health guidance
- Required isolation/quarantine for residents who are exposed to or test positive for COVID-19 (symptomatic or asymptomatic). Please note: The isolation/quarantine housing may be at a nearby offsite location.

Although the residential experience will look different for the 2020-21 academic year, Tropicana remains committed to providing a robust, substantive, and engaging living-learning environment for those who reside here. As always, the well-being of all our community members is our top priority.

These policies are evolving along with the guidance from the UCSB, SBCC, and state and local government health agencies and are subject to change.

All residents and guests (when/if permitted) are expected to abide by these and all Tropicana policies, procedures, and guidelines to minimize the spread of COVID-19 to themselves, to other students, and/or to employees of Tropicana.

The policies and guidelines that follow are incorporated into the housing agreement/contract and/or the Tropicana Student Living Handbook and are applicable to all students and their guests (when/if permitted). As needed, additional updates, guidance, and policies will be distributed to students.

Section 1. Important Information

- a. **Important Notice:** An inherent risk of exposure to the SARS-CoV-2 coronavirus and the disease it can trigger, COVID-19, exists in any public place where people are present. COVID-19 is an extremely contagious disease that can lead to severe illness and death. According to the Centers for Disease Control and Prevention, senior citizens and those with underlying medical conditions are especially vulnerable. By entering and residing in a Tropicana community, you voluntarily assume all risks related to COVID-19. Tropicana will continue to implement and modify its cleaning protocols as mandated by federal or state directives and as suggested by the Centers for Disease Control and Prevention in the interest of minimizing spread of the disease. To the extent it is reasonably practicable, Tropicana will make efforts to educate and inform residents on appropriate cleaning protocols within their assigned spaces to reduce the spread of disease within residence halls. These policies and protocols will be evaluated as the year progresses, and any updates or changes will be communicated to students via email.
- b. **Release & Hold Harmless:** You agree to release Tropicana, its agents, and employees, property owners, and landlords from any and all damages, liability, claims, expenses, or loss (collectively, "Claims") resulting from or arising out of your use of space within a Tropicana community, including those related to the potential exposure to contagious viruses like the SARS-CoV-2 coronavirus and the disease it can trigger, COVID-19, and to indemnify and hold harmless Tropicana, its agents, and employees, property owners, and landlords from any Claims resulting from or arising out of your breach of the terms and conditions of the Contract. You understand that by residing in a Tropicana community, you are assuming the risks associated with communal living and, as in any shared living environment, those risks include potential exposure to communicable diseases, including but not limited to the SARS-CoV-2 coronavirus and the disease it can trigger, COVID-19.

Section 2. COVID-19 Policies

- a. **Amenities:** Tropicana is closing non-essential amenities including, but not limited to, the recreation rooms, the Tropicana Del Norte theater, and the pools. Tropicana hopes to continue offering study lounges in socially distanced setups. Certain areas may be

converted into study areas as possible or may be re-opened and subject to physical distance and face-covering requirements. Printing will still be available through the front desk; however, public computer workstations will be removed. Tropicana's Residence Life team will still coordinate events and programs that fit within the social distancing guidelines, including virtual events, outdoor adventures, and other similar activities.

- b. **Activities and Events:** In-person activities and programs will need to comply with physical distancing and public health guidelines.
- c. **Right to Enter:** In addition to the semester, quarter, and holiday breaks listed in the Contract, student will have no right to enter during any period of closure necessitated by the direction of the Public Health Department, UCSB closure or return to remote only instruction, and/or business necessity.
- d. **Housekeeping:** At the time of this writing, Tropicana still expects to provide housekeeping for students in a residence hall community (Tropicana Gardens and Tropicana Del Norte) 1-2 times a month (Please note: this is very much subject to change. We will be following the guidelines set forth regarding our staff entering student suites to clean. Each student is expected to maintain and clean their own living areas and bathrooms. If housekeeping is permitted to clean rooms, all students would be required to vacate the immediate area (bedroom or common area) during the housekeeping cleaning to maintain social distancing guidelines, and for the safety of our staff and the student(s). If any student refuses to vacate the immediate area, housekeeping will skip that area until the next scheduled cleaning. Students will be given notice prior to the cleaning. Housekeeping will frequently clean common/public bathrooms, common/public areas, and high-touch surfaces multiple times a day.
- e. **Public Health Recommendations:** Residents must adhere to public health recommendations including hand hygiene, physical distancing and proper cough/sneeze etiquette.
- f. **Maintenance:** When maintenance is required or requested, students may be required to vacate the suite. Certain circumstances, determined by the maintenance personnel, may permit the presence of students in areas other than the immediate area of work.
- g. **Interim No-Guest Policy:** We have suspended our overnight-guest policy and are instituting a strict no-guest policy. Guests/visitors are defined as anyone who is not a current leaseholder in one of the Tropicana communities.
- h. **Face Covering Requirement:** All students are required to wear face coverings while in public areas within Tropicana communities. Public areas are considered any area that is not within a student's suite. This includes other students' suites, if a student is not an occupant of a suite, they are expected to be wearing a mask.
- i. **Quarantine / Isolation / Separation:** At any time, Tropicana may request or require a student to leave their assigned space when Tropicana reasonably concludes that the student's continued presence in the housing community poses an actual or potential health or safety risk for community members. Residents are required to comply with requests from Tropicana to leave their assigned space due to COVID-19 or other public health emergency and failure to do so is a violation of the Contract and may subject a student to emergency removal from their assigned space. When at all possible, the student should return to their home or a space provided by Tropicana which could be at

a nearby offsite location. A student's removal from their existing assignment to isolate or quarantine does not constitute a termination or a temporary pause of this Contract. Refusal to relocate, self-isolate, self-quarantine or follow staff directions may be considered a serious violation constituting a nuisance injurious to the health of the community (Civil Code 3479) which may terminate the resident's contract in accordance with California Code of Civil Procedure § 1161(4).-

- j. **Reduced Occupancy/De-Densifying:** Tropicana has already modified its maximum room occupancy to single occupancy, in coordination with the State of California Higher Education Guidelines and UCSB Chancellor Yang. Please be informed that furniture in rooms may not match the actual occupancy, e.g. double furniture accommodation may be present in a single occupancy room. Students are required to comply with any de-densifying efforts needed due to COVID-19 or other public health emergency, including, but not limited to, the relocation of all or some residents to alternative housing. Relocation does not constitute a termination of a resident's housing contract. If Tropicana is not able to accommodate your housing request due to reduced occupancy limits mandated by COVID, it will notify you within seven business days of the standard Contract Start Date and will return all deposits and payments within ten business days. If, during the academic year, there are significant changes related to COVID-19 and the public health concerns subside and/or a vaccine is available, we reserve the right to re-evaluate density levels and students who are living in Tropicana residences may be assigned a roommate. Please know that this would only be done with consultation of health officials.
- k. **Meal Plans/Cafe:** The café hours will be reduced and all meals are **currently** carry-out. This process can and will change in accordance to local guidelines. Students can place orders online and retrieve their order from the designated cafeteria. Each order consisting of a single entrée, up to two sides, and a beverage, is considered one meal use, which will be deducted from a student's weekly meal allowance. Any changes to the meal plan policies will be sent to students via the student's email address provided to Tropicana. Personal face coverings will be required to enter any cafeteria to pick up prepared food. If/when we are able to safely offer dine-in, it is anticipated that a significant portion of the dining business will continue to be take-out for the remainder of the academic year. If/when dine-in options are approved by the County Public Health Department, seating will be on a first-come, first-served basis. Seating will be limited in the dining hall to allow for physical distancing.
- l. **Policy Violations and Incident Management:** Tropicana Resident Assistants (RAs) and Assistant Resident Directors (ARDs) will be monitoring for and documenting possible policy violations in accordance with the Tropicana Student Living Handbook. During a documentation, students will be required to maintain social distancing and wear face coverings. During a documentation/policy violation, students will be required to present themselves in the living room. If a student refuses to wear a mask during a documentation this may factor into any response for the documentation. Residents are required to immediately follow staff directions given in response to a public health concern.

- m. **Termination:** Upon reasonable notice, Tropicana reserves the right to terminate the Contract due to public health emergency needs, including COVID-19. In the event Tropicana terminates the Contract due to public health concerns, Tropicana may offer fair and reasonable reimbursements and/or pro-rated refunds for impacted students as appropriate and based on information available at that time and provided that the resident has removed their belongings and returned their key to the applicable front desk.
- n. **Test Availability:** If you have symptoms, or have been exposed to someone who has tested positive for COVID-19, please contact the Santa Barbara County Department of Public Health for more information about community testing at <https://publichealthsb.org/testing/> You will be expected to notify Tropicana by using the online form at <https://forms.tropicanastudentliving.com/covid/>.