AMENDMENT NUMBER ONE TO PROFESSIONAL SERVICES AGREEMENT WITH ORANGE COUNTY HUMANE SOCIETY

This Amendment Number One ("Amendment") is made and entered into this 5th day of December, 2017 ("Effective Date"), by and between the CITY OF COSTA MESA, a municipal corporation ("City"), and the ORANGE COUNTY HUMANE SOCIETY, a California nonprofit corporation ("Consultant").

WHEREAS, City and Consultant entered into an agreement on January 21, 2015 for Consultant to provide animal shelter services (the "Agreement"); and

WHEREAS, Section 4.1 of the Agreement provides for a term of three (3) years, ending on January 21, 2018; and

WHEREAS, City and Consultant desire to extend the term of the Agreement for six (6) months, through July 20, 2018, and to provide for the option to extend the term of the Agreement for two (2) additional six (6) month periods; and

WHEREAS, City and Consultant desire to amend the Scope of Services to include the additional services set forth in Exhibit "A," attached hereto and incorporated herein by this reference; and

WHEREAS, City and Consultant desire to set forth Consultant's compensation accordingly.

NOW, THEREFORE, for valuable consideration, the receipt and sufficiency of which is hereby acknowledged, the parties agree as follows:

- 1. The term of the Agreement shall be extended through July 20, 2018. The term of the Agreement may be extended for two (2) additional six (6) month periods upon mutual written agreement of both parties.
- 2. The Scope of Services shall be amended to include the additional services set forth in Exhibit A.
- 3. For the period commencing January 21, 2018 and ending July 20, 2018, Consultant's total compensation shall not exceed Seventy-Five Thousand Dollars (\$75,000.00). If City and Consultant agree to further extend the term of the Agreement, Consultant's total compensation shall not exceed Seventy-Five Thousand Dollars (\$75,000.00) per six (6) month extension period.
- 4. All terms not defined herein shall have the same meaning and use as set forth in the Agreement.
- 5. All other terms, conditions, and provisions of the Agreement not in conflict with this Amendment shall remain in full force and effect.

[Signatures appear on following page.]

IN WITNESS WHEREOF, the parties hereto have caused this Amendment to be executed by and through their respective authorized officers, as of the date first written above.

CITY OF COSTA MESA

	Date:	
City Manager		
CONSULTANT		
	Date:	
Signature		
Name and Title	-	
ATTEST:		
City Clerk	-	
APPROVED AS TO FORM:		
	Date:	
City Attorney		
APPROVED AS TO INSURANCE:		
	Date:	
Risk Management		
APPROVED AS TO CONTENT:		
Project Manager	Date:	

DEPARTMENTAL APPROVAL

	Date:	
Police Chief		
APPROVED AS TO PURCHASING:		
Interim Finance Director	Date:	

EXHIBIT A

ADDITIONAL SERVICES

The Scope of Services shall be amended to include the following:

(1) <u>Staffing and Training Requirements</u>

- (a) <u>Shelter Staffing</u>. Consultant shall adhere to the staff schedule set forth in the Shelter Schedule, attached hereto as Attachment "1" and incorporated herein by this reference. Consultant's staff at the animal shelter facility shall include:
 - (i) At least one (1) full-time shelter manager and one (1) part-time shelter manager to provide adequate facility oversight. At least one (1) shelter manager shall be on-site at all times during animal shelter operating hours, seven (7) days a week.
 - (ii) At least two (2) paid kennel attendants, who shall be on-site at all times during shelter operating hours, seven (7) days a week.
- (b) <u>Police Department Volunteers</u>. Consultant shall permit Police Department volunteers to assist City staff in the performance of their duties at the animal shelter.
- (c) <u>Training</u>. Consultant shall, on an annual basis, provide, at Consultant's sole cost and expense, customer service training for all animal shelter staff members. Such training shall be provided by a company experienced in providing customer service training. Consultant shall provide written proof to City that such training has been provided.

(2) <u>Facility Operations</u>

- (a) <u>Sanitation Guidelines</u>. Consultant shall adhere to the sanitation requirements set forth in the Sanitation Guidelines, attached hereto as Attachment "2," and the Costa Mesa Animal Control Infection Control Checklist, attached hereto as Attachment "3," both incorporated herein by this reference.
- (b) <u>Cleaning Cages/Runs</u>. Consultant shall clean cages and runs utilizing an industrial wet/dry cleaning unit for shelter sanitation, equal to the Aqua-Air Portable Wet/Dry Unit or an equivalent industrial quality unit.
- (c) <u>Compliance with All Laws</u>. Consultant shall comply with all applicable laws and regulations, including but not limited to all laws applicable to animal shelters.

(3) Inventory of Animals Available for Adoption

Consultant shall maintain a current inventory of animals available for adoption on the animal shelter website.

(4) <u>Facility Location</u>

Consultant shall provide animal shelter services from its location located at 21632

Newland Street, Huntington Beach, CA 92646. If Consultant opens an animal shelter facility within the City of Costa Mesa, such location will be the primary location for animal shelter services for animals from the City of Costa Mesa, unless otherwise agreed to in writing by the parties.

(5) <u>Office Space</u>

If Consultant opens an animal shelter facility within the City of Costa Mesa, Consultant shall provide to City a securable office space within the animal shelter facility dedicated exclusively for use by City of Costa Mesa personnel, including Costa Mesa Police Department Animal Control Officers and volunteers and any other personnel designated by City. The office space must be able to accommodate a City computer, a dedicated telephone line, and any other reasonable necessities required by Costa Mesa Animal Control staff.

ATTACHMENT 1

SHELTER SCHEDULE

OCHS(Costa Mesa) Shelter Schedule

Kennel Staff Schedule

Kennel Attendants	#	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Attendant	#1	800AM-500PM	800AM-600PM	800AM-600PM	800AM-600PM	800AM-600PM	800AM-600PM	800AM-500PM
Attendant	#2	800AM-500PM	800AM-600PM	800AM-600PM	800AM-600PM	800AM-600PM	800AM-600PM	800AM-500PM

Office Staff Schedule

Office Staff	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Office Manager(FT)	N/A	900AM-600PM	900AM-600PM	900AM-600PM	900AM-600PM	900AM-600PM	N/A
Office Manager(PT)	800AM-500PM	N/A	N/A	N/A	N/A	N/A	800AM-500PM

ATTACHMENT 2

SANITATION GUIDELINES

Sanitation Guidelines OCHS (Costa Mesa)

In providing animal shelter services to the City of Costa Mesa, OCHS shall adhere to the following Sanitation Guidelines, as established by The Association of Shelter Veterinarians' *Guidelines for Standards of Care in Animal Shelters* (2010).

Good sanitation is an integral part of humane animal housing. Proper cleaning and disinfection practices help reduce the transmission of infectious diseases to both animals and people, and result in a cleaner and healthier environment (Cherry 2004; Hoff 1985; Lawler 2006; Weese 2002). A clean shelter also has the added benefits of increasing the comfort level of the animals and presenting a positive image of the shelter to the public.

These are guidelines to be used in conjunction with our daily sanitation checklist.

1. Cleaning and Disinfection

Physical cleaning is defined as the removal of urine, fecal matter, and other organic material from the environment (Gilman 2004; Smith 2005). Cleaning should result in a visibly clean surface, but may not remove all of the harmful pathogens. Disinfection is the process that will kill most of the contaminants in a given area (Gilman 2004). Sanitation, for the purposes of this document, is defined as the combination of cleaning and disinfection, and is a requirement for all shelters.

Whether or not infectious disease occurs is dependent on several factors: the host (exposed animal), the virulence of the pathogen, the amount of the pathogen present, and the duration of exposure (Lawler 2006). Infectious dose defines a threshold amount of a pathogen required to cause infection and disease. By cleaning and using disinfectants properly, the number of pathogens in the environment is decreased, reducing the dose delivered if an animal is exposed. Sanitizing with the proper frequency decreases the duration of exposure. In the event of a disease outbreak, sanitation protocols and practices should be reviewed to determine if there are problems with the products or practices.

(a) Sanitation Procedures

An assessment of the facility, animal population, training, equipment and procedures to be employed must be considered when developing sanitation protocols. Ideally, sanitation protocols should be developed and periodically reviewed in consultation with a veterinarian experienced in shelter medicine. While information about shelter sanitation may be extrapolated from many sources, protocols must be based on current knowledge and recommendations developed specifically for animal shelters, and must include specific methods and agents for achieving the goals of both cleaning and disinfection. An increasing number of resources exist providing guidelines tailored to the shelter environment (Dvorak 2009; Miller 2004b; Peterson 2008; UC Davis 2009).

Enough staff must be assigned to complete sanitation tasks promptly each day so that animals spend the majority of their time in sanitary conditions. As an example, out of the total of 15 minutes recommended per animal for daily sanitation. A 10-minute disinfectant contact time in each kennel because other activities or tasks (e.g., cleaning other kennels, laundry) can be accomplished while the disinfectant sits.

Selection of proper cleaning and disinfecting products is essential. Detergents and degreasers must be used as needed to maintained clean surfaces free of visible dirt and debris. Disinfectants must be chosen that will be effective under the conditions. Present in a given environment (e.g., presence of organic matter), and with demonstrated activity against the pathogens for which the animals are at risk (Etrepi 2008). Unenveloped viruses such as parvovirus, panleukopenia, and feline calicivirus are of particular concern, but other disinfection-resistant agents such as coccidia and Microsporum canis may also be problematic. Some disinfectants have been shown by independent studies not to be effective against these durable pathogens (e.g., quaternary ammonium compounds against unenveloped viruses), in spite of EPA-approved labeling by manufacturers (Eleraky 2002; Kennedy 1995; Moriello 2004; Scott 1980). Products that have not been independently validated against unenveloped viruses and other pathogens of concern should not be used as the sole disinfectant.

The facility should be cleaned in order of animal susceptibility to disease and potential risk to the general population, starting with the most susceptible animals and ending with those who carry the highest risk of transmitting infectious disease. Separate cleaning supplies should be designated for each area. Appropriate protective clothing (gloves, gowns, and/or boots), should be used in each area, and removed before proceeding to care for other animals in the population.

In general, the order of cleaning and care, from first to last, should be:

- (1) healthy dogs and cats;
- (2) healthy adult animals;
- (3) unhealthy animals.

Thorough sanitation of primary enclosures before a new animal enters is essential. Sanitation protocols must include removal of gross organic matter, pre-cleaning of surfaces with a detergent or degreaser, application of a disinfectant at the correct concentration and for sufficient time, rinsing, and drying. When water or cleaning and disinfecting products will be sprayed in or near the area of the primary enclosure, **animals must be removed from the cage or kennel**, or separated from the area being cleaned by guillotine doors to prevent splatter, soaking of the animals and stress. It is an unacceptable practice to spray down kennels or cages while animals are inside them.

Improper cleaning may increase pathogen transmission (Curtis 2004). Practices that track pathogens from one enclosure to another put animals at risk. Mopping should be avoided if possible. When mopping cannot be avoided (e.g., when hosing is not possible) a disinfectant with good activity in the presence of organic matter must be used, and contaminated mop water should not be used from one housing area to another. Acceptable sanitation cannot be accomplished using water alone, nor using only a disinfectant (e.g., bleach) with no detergent properties. Care should be taken when mixing cleaning products as the resulting mixture could be ineffective or even toxic. Alternative methods of disinfection such as ultraviolet (UV) light or reliance on freezing during cold weather are not sufficient for sanitation in shelters or rescue facilities.

(b) Fomite Control

A fomite is an object that may be contaminated with pathogens and contribute to transmission of disease. The human body and clothing may serve as fomites. As apparently healthy animals as

well as those who are obviously ill may be shedding pathogens, any complete sanitation protocol must address proper hygiene of shelter staff, volunteers, and visitors, including signage, supervision, and hand sanitation.

Adequate hand sanitation is one of the best ways to prevent disease transmission and should be required before and after handling animals and fomites. Hand sanitation is achieved through hand washing, use of hand sanitizers, and proper use of gloves. Sinks should be available in all animal housing and food preparation areas, and must be equipped with soap and disposable paper towels. Hand sanitizer dispensers should be provided in all animal handling areas. It should be noted that hand sanitizers are ineffective against some of the most dangerous pathogens found in shelter settings (e.g., parvoviruses, caliciviruses) and cannot be relied on as the sole means of hand sanitation. Hand sanitizers should be used only on hands that appear clean (Boyce 2002) and should contain at least 60% alcohol. Clothing, even if visibly clean, may still carry pathogens. Protective garments (e.g., gowns, gloves, and boots or shoe covers) should be worn during cleaning or other intensive animal-handling activities (such as treatment of sick animals or euthanasia) and changed before going on with other activities of the day. Fresh protective garments should be worn when handling vulnerable populations, including puppies and kittens and newly admitted animals. Garments must be changed after handling an animal with a diagnosed or suspected serious illness such as parvovirus.

All equipment that comes in contact with animals (e.g., muzzles, medical and anesthetic equipment, humane traps, gloves, toys, carriers, litterboxes, food bowls, bedding) including cleaning supplies should be either readily disinfected or discarded after use with a single animal. Items that cannot be readily disinfected, such as leather gloves and muzzles, represent a risk to animals. Their use should be voided especially for animals who appear ill and during disease outbreaks. For example, ringworm has been cultured from leather animal handling gloves in shelter settings. Mobile equipment such as rolling trash cans, shopping carts, and food or treatment carts (including their wheels) may also serve as fomites and should be used with caution or discarded (e.g., plastic litterpans, airline carriers, plastic and unglazed ceramic water bowls). Transport cages and traps, as well as vehicle compartments used for animal transport must be thoroughly disinfected after each use.

All clothing and bedding used at the shelter must be laundered and thoroughly dried before reuse. Organic debris (e.g., feces) should be removed from articles before laundering. Articles that are heavily soiled should be laundered separately or discarded. Bedding and other materials heavily contaminated with durable pathogens such as parvoviruses should be discarded rather than risk further spread of disease (Peterson 2008).

Food and water bowls should be kept clean and must be disinfected prior to use by a different animal. Use of commercial dishwasher is an excellent way to thoroughly clean food and water bowls (Gilman 2004; Lawler 2006). The mechanical washing action and high temperatures attained in dishwashers will destroy the majority of pathogens but may not destroy unenveloped viruses such as parvoviruses. If these viruses are a problem a disinfectant should be applied to the dishes before or after going through the dishwasher. When dishes are sanitized by hand, they must be thoroughly washed and rinsed prior to disinfection. Ideally, food and water receptacles should be cleaned in an area separate from litter boxes or other items soiled by feces. At minimum, litterpans and dishes must not be cleaned at the same time in the same sink, and the sink should be thoroughly disinfected between uses. Footbaths are inadequate to prevent infectious disease spread and should not be relied on for this purpose. Poorly maintained footbaths may even contribute to the spread of disease. Achieving adequate contact time (e.g., 10 minutes) is impractical, and footbaths require frequent maintenance because the presence of organic debris inactivates many disinfectants. Dedicated boots that can be disinfected or disposable shoe covers are more effective and should be used in contaminated areas (Morley 2005; Stockton 2006). It is unacceptable for animals to walk through footbaths.

2. Other Cleaning

Outdoor areas around the shelter must be kept clean, recognizing it is impossible to disinfect gravel, dirt, and grass surfaces. Access to areas that cannot be disinfected should be restricted to animals who appear healthy, have been vaccinated and dewormed, and are 5 months or older. Ideally, feces should be removed immediately from outdoor areas, but at minimum must be removed at least daily. Standing water should not be allowed to accumulate in areas around the shelter because many pathogens thrive and mosquitoes breed readily in these moist environments.

3. Rodent/Pest Control

Many rodents and insects harbor bacteria and other pathogens that can contaminate food products, resulting in food spoilage or direct transmission of disease to the animals (Urban 1998). Areas of food storage are particularly vulnerable to infestation. All food should be kept in sealed bins or containers that are impervious to rodents and insects (New Zealand 1993). Food should be removed from runs at night if rodents and insects are present. If a shelter is experiencing a problem, solutions must be humane, safe, and effective.

By using the guidelines above in conjunction with the daily sanitary checklist will allow us to better care for and house our animals in a safe and clean environment.

ATTACHMENT 3

COSTA MESA ANIMAL CONTROL INFECTION CONTROL CHECKLIST

Costa Mesa Animal Control Infection Control Checklist

ТАЅК	WHEN	PROCEDURE					
PERSONAL PROTECTIVE EQUIPMENT (PPE)							
Wear required PPE	Always	 Put on gloves and scrubs/smock/apron before all cleaning tasks Wear rubber boots when cleaning runs or large floor areas and clean and disinfect boots afterward Wear masks when changing dusty kitty litter, caring for sick birds, or other tasks that create dust 					
		Wear shoe covers in isolation areas					
DOG AREAS -try to keep dogs in the sa	me kennel/cage	throughout their stay					
Runs	1						
Use standard cleaning/disinfection procedures for runs that are occupied by dogs and in between different dogs	Daily Between animals and when dirty	 Disinfect run before placing new animal in it Move dog to a clean cage or separate holding area Remove all items; replace w/ clean ones (dishes, towels, bedding) Remove all solid waste and large debris Scrub the floor and walls Rinse all surfaces with clean water Spray disinfectant on all surfaces and rinse if needed Allow the disinfectant solution to sit for recommended time 					
		Routinely use a degreaser to remove build-up of oils and debris					
Kennels/crates							
Use standard cleaning and disinfection procedures for kennels and crates that are occupied by animals and in between different animals	Daily Between animals and when dirty	 Disinfect kennel/crate before placing new animal in it Remove all items; replace w/ clean ones (dishes, towels, bedding) Scrub inside and outside of kennels/crates with cleaning solution Spray disinfectant in cage and rinse if needed Allow the disinfectant solution to sit for recommended time Routinely use a degreaser to remove build-up of oils and debris 					
Common play areas							
Indoor	Daily	 Spot clean urine and feces throughout the day Vacuum hair from floors before cleaning Thoroughly clean and disinfect floors mid-day and at end of day Allow floors to dry before allowing dogs back into area 					
Outdoor		 Remove feces throughout the day For washable surfaces, clean with a biodegradable soap solution, rinse with clear water, apply bleach solution and allow to dry Make sure wastewater doesn't drain into storm drains 					
CAT AREAS - try to keep cats in the same	ne kennel/cage tl	hroughout their stay					
Cat cages- spot cleaning	I						
Use standard cleaning procedures for cages that are occupied by the same cat and are not very dirty	Daily	 Shake out cage liner; replace if dirty Clean food and water dishes if dirty Clean litter pan Wash bedding/toys if soiled Use clean paper towels for spilled food or waste Wipe all surfaces with clean rag/paper towel dipped in clean water Clean and disinfect cage surfaces where customers touch them 					
Cat cages- cleaning & disinfecting							
Use standard cleaning and disinfection procedures for cages	Between cats or when dirty	 Remove cat and all items from cage Clean litter pans, bedding/toys, and food and water dishes Use clean paper towels for spilled food or waste Use soap or detergent with hot water and a scrub brush or clean rag for cleaning Rinse/wipe surfaces with clean water and dry Disinfect the cage Allow the disinfectant solution to sit for recommended time 					

TASK	WHEN	PROCEDURE
Litter pans		
If pans are disposable, simply empty litter and pan directly into garbage and use a new pan	Daily Between cats or when dirty	 Scoop feces from pan on a daily basis Gently dump litter from pan directly into garbage If dusty, carefully wet litter with disinfectant first Clean the pan with soap or detergent and hot water using a scrub brush or a clean rag Rinse with clean water and dry Disinfect the pan
		Allow the disinfectant solution to sit for recommended time
Cat trees and scratching posts		
Discard if used by a cat with ringworm or when worn/dirty	Daily, between cats or when dirty	 Vacuum to remove hair and debris when visibly dirty Clean between groups of cats with a hot steam cleaner or disinfectant spray and allow to dry
GENERAL CLEANING		
Grooming tools - blades, scissors, brushes and combs	Daily,	 Remove hair and debris from tools Soak used tools in a disinfectant solution or barbacide Spray or soak clipper blades in a disinfectant cleaner or sanitizing blade wash/spray
Tables – grooming, exam, treatment Tubs	between animals	 Vacuum or sweep all hair and nail debris off of the table Clean and disinfect table Allow the disinfectant solution to sit for recommended time Rinse tub free of debris and clean hair trap
		Apply disinfectant to all tub surfaces Allow the disinfectant solution to sit for recommended time
Food and water bowls Plastic toys Tethers and leads	Daily, between	 Clean dishes and plastic items in dishwasher, or with soap and hot water and air dry; items must be dry before using or storing Wash tethers and leads in washer or soak in a disinfectant solution Items that cannot be disinfected or washed should be thrown away
Laundry - towels, bedding, fabric toys, smocks, rags and mops	animals, when dirty	 Pre-clean heavily contaminated objects by shaking off or soaking Wash dirty bedding and fabric toys in washer, dry in hot dryer Use laundry detergent, hot water, and ½ to 1 cup bleach per load
Kitchen areas and bathrooms	Daily, as	 Clean and disinfect food prep areas and all sinks Clean bathrooms, including sinks and toilets
Floors, walls, shelving/storage, and any other areas	needed	 Vacuum or sweep up hair and dirt (don't vacuum in bird areas) Clean floors with a disinfectant at end of the day Clean and disinfect surfaces where hair, dirt or debris accumulate
Garbage	Daily, weekly	 Store garbage in pest proof containers with a tight fitting lid Remove garbage at least weekly
ISOLATION AREAS		
Isolation areas should be cleaned/disinfected last	Daily when occupied or when animal is moved out	 PPE used in the isolation area should not be used in other areas of the facility or with animals not in isolation Use separate cleaning supplies for the isolation area Dogs and cats should have separate isolation areas

ТАЅК	WHEN		PROCEDURE			
SMALL ANIMAL ENCLOSURES Small animal bedding contaminated with urine and feces may spread harmful germs. Make sure						
to wear appropriate PPE when cleaning Deep cage cleaning Days between cleaning cages will vary depending on the number and type of animals in the cage and size of the enclosure	ng small animal cages. Weekly or more often if needed Spray bedding and cage down with a disinfectant spray to reduce dust and scoop out bedding Spray entire enclosure and lid w/ cleaning solution & remove debriwith paper towel or clean towel- use a clean towel for each cage Spray entire enclosure and lid with disinfectant solution Allow the disinfectant solution to sit for recommended time Rinse enclosure with clear water to remove disinfectant residue					
		 Dry enclosure with a clea Add fresh bedding, food a 	n paper towel			
		Return animal(s) to cage-	-			
REPTILE/AMPHIBIAN (HERP) ENCLOS						
appropriate PPE when handling animal						
Aquatic environments need to be cleaned when the water is dirty or weekly	Semi-aquatic environments should be spot cleaned daily & have a partial water change during the week and a full water change and substrate removal weekly or bi-weeklyLand environments should be spot cleaned daily to remove feces & have full substrate and tank breakdown weekly or bi-weekly					
Deep cleaning or full tank changes	Weekly to bi- weekly	Move herp(s) to a clean c Remove and sanitize encl	age or holding area osure items (food and water bowls, toys,			
Cleaning herp enclosures will vary depending on the needs of the species, size of the enclosure and the number of herps in the enclosure	weekiy	nesting huts, etc.) Remove substrate (artific Spray entire enclosure an with paper towel or clea Spray entire enclosure an Allow the disinfectant so 	ial turf, shavings, sand, moss, etc.) Ind lid w/ cleaning solution & remove debris In towel- use a clean towel for each cage Ind lid with disinfectant solution Induction to sit for recommended time In water to remove disinfectant residue In paper towel			
BIRD CAGES Aerosolized bird feces can	spread harmful g		ropriate PPE when cleaning bird cages.			
Bird cages- spot cleaning						
Use standard cleaning procedures for cages that are occupied by the same bird(s) and are not very dirty	Daily	 Remove cage tray, newsp Wipe down cage exterior, disinfectant solution to r 	ed cage items (food & water dishes, toys) paper, bedding, and any debris /interior with a rag that is soaked in remove feces r, clean bedding/newspaper, and toys			
Bird cages- deep cleaning						
Use standard cleaning and disinfection procedures for cages	Weekly	perches, etc.) Remove cage tray, newsp Scrub entire cage with cle Rinse surfaces with clean enclosures) Spray disinfectant in cage	e items (food and water dishes, toys, paper, bedding and any debris eaning solution water (squeegee Plexiglas or plastic e and wipe with a clean paper towel plution to sit for recommended time edding and toys			