



Baltimore City Health Department  
1001 E. Fayette Street • Baltimore, Maryland 21202  
*Brandon M. Scott, Mayor*  
*Mary Beth Haller, Interim Commissioner of Health*

**TO:** Isabel Mercedes Cumming, Inspector General  
**FROM:** Mary Beth Haller, Interim Commissioner of Health  
**SUBJECT:** Response to OIG Management Report 25-0009-I  
**DATE:** June 30, 2025

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This memo is written in response to the Management Alert from the Office of the Inspector General (OIG) regarding the temperature at Baltimore City Health Department's (BCHD) Sexual Health & Wellness Clinic located at 1515 W. North Avenue, Baltimore, Maryland 21217 (Druid Clinic). The OIG conducted a site visit on June 24, 2025, and noted the impact of temperature regulation issues throughout the sexual health clinic.

Thank you for your inquiry into this matter, we have been exploring resolutions to the concerns noted. Below you will find steps taken to mitigate these ongoing issues and details on some of the actions we have taken.

As noted in the alert, BCHD acknowledges that heating and cooling fluctuations are an ongoing issue in the Druid Clinic. The systems supplying cooling to the facility are over 30 years old and in need of replacement. BCHD, in partnership with the Department of General Services (DGS), began a contingency planning process realizing that extreme heat could result in a failure of the air conditioning unit. On the evening of June 23, 2025, Interim Commissioner Mary Beth Haller was notified the air conditioning unit had failed, resulting in increasing temperatures within the building. The Interim Commissioner notified DGS, who worked to resolve the problem, the unit was repaired and indoor temperatures lowered to an acceptable range by 3:00pm on June 24, 2025. Before that repair was completed, BCHD determined to close the Sexual Health & Wellness Clinic due to excessive heat. The last patient was seen midday and walk-in patients who arrived later that day were provided with round-trip taxi vouchers to the Eastern location (1200 E Fayette Street) to ensure they received necessary care.

Since June 24<sup>th</sup>, temperatures at the facility have remained in an acceptable range. DGS has stationed portable air conditioning units to be available in the event of main unit failure. Should another failure occur, BCHD will take the following actions:

- Remain in close contact with DGS, who has prioritized this building given its importance in the community.
- Receive daily updates from staff throughout the day regarding the temperature in different areas of the Druid Clinic.
- Contact clients to reschedule appointments where possible and provide transportation to clients from the Druid Clinic to the Eastern Clinic (1200 E Fayette Street) to ensure they receive timely services in the event of clinic closure.
- Determine appropriate staffing plan (e.g. re-direct to the Eastern clinic, allow telework, or request permission leave as appropriate), in consultation with the Labor Commissioner.

The long-term plan is to relocate the clinic to a newly renovated facility. Completion of that effort is not anticipated for 18-24 months. Accordingly, BCHD and DGS took action on part of its contingency plan to possibly co-locate services with another provider on the west side of the city. Subsequently, the Department of Real Estate is in negotiation with a provider, who estimates they will have co-location space available beginning August 2025. In the interim, BCHD is working closely with DGS to keep the system in the current location running

BCHD is committed to ensuring the comfort and safety of patients and staff and are continuing to work with the City Administration towards permanent solutions.