



The City of Baltimore Case Study 2021



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The City of Baltimore



The City of Baltimore, a Maryland metropolis rich with culture. The largest City in Maryland, Baltimore is the economic powerhouse of the State, driven by its nearly 600,000 inhabitants. While it may not have been hit the hardest in the state, Baltimore was greatly impacted by the COVID-19 pandemic. In response, the City of Baltimore acted quickly to maintain the well-being of its residents, implementing infection prevention measures, and promoting good hygiene.

“ I definitely feel safer when entering a facility when I see hand sanitizer readily available. ”

— Jason Ludd, Deputy Chief of Facilities

Among the most common COVID-19 recommendations is to implement and adhere to a rigorous cleaning and disinfecting schedule that ensures commonly touched items and surfaces are disinfected daily, at the very least. This can be a lot to juggle for businesses that are also struggling to adapt to a new contactless world where physically visiting their business is discouraged. Partnering with a facility hygiene service provider that understands what facilities need to operate safely during a pandemic can help take the pressure off business owners and facility managers.



Case Study: The City of Baltimore partners with Citron Hygiene

At the onset of the COVID-19, it was becoming increasingly difficult to secure a reliable supply of personal protective equipment (PPE). The City of Baltimore first partnered with Citron Hygiene to provide PPE for their employees and visitors. The partnership quickly expanded to include PPE Disposal, Sanitary Disposal, Hand Sanitizer Services, Deep-Cleaning, Professional Disinfection and Air Purification. Citron Hygiene's PPE Disposal Service provided support to the City's custodial staff who were not trained on how to handle and dispose of hazardous waste.

“Jade was another key component of making people feel safe, making sure they have fresh clean air, and the virus won't have an impact on people while they are at work.”

— Jason Ludd, Deputy Chief of Facilities

In addition to PPE Disposal, City buildings were continuously experiencing costly sewage backups, with plumbers listing improper sanitary disposal as the cause. In turn, Baltimore added Citron's touch-free sanitary disposal units in varying municipal buildings and have not seen plumbing blockage since implementation. Other services were also added to numerous municipal buildings, like SaniRestore deep cleaning, and hand sanitizer dispensers.

“Citron heard my ideas, and our visions aligned once I told our rep what we wanted for our facilities. We were able to implement exactly what I wanted,” comments Jason Ludd, Deputy Chief of Facilities.

In addition, Citron has also provided emergency Professional Disinfection in City buildings containing COVID cases. To elevate their hygiene ever further, Baltimore is implementing Jade Air Purifiers throughout their facilities to offer their employees and visitors additional peace of mind as restrictions are lifted.

The City of Baltimore has kept the health and safety of their employees and residents at the heart of their COVID response. Their commitment to going above and beyond serves as an example to other facility managers and business owners in the area to follow suit.



“We strategically placed PPE Disposal in high-volume areas, close to restrooms, elevators, entrances and exits.”

— Jason Ludd, Deputy Chief of Facilities

Back to Work Solutions

Why chose Citron Hygiene for your facility's hygiene?

The best facilities need the best partners. With specially trained technicians, the latest digital technology, and a 45-year reputation of going above and beyond for our customers, Citron is the go-to partner for restroom and workplace hygiene. See some of the service solutions we can bring to your business.



Professional Disinfection Service

Give your business 360-degree coverage of an EPA-registered disinfectant with our Professional Disinfection Services. Targeting even the neglected and hard-to-reach places, our Professional Disinfection Services have you covered.



Hand Sanitizer Service

Having Hand sanitizer dispensers in high-traffic areas offers peace of mind and is an easy way to promote good hand hygiene and prevent cross-contamination.



PPE Disposal Service

The safe handling of potentially infectious waste is crucial in preventing cross-contamination. PPE Disposal ensures the safe disposal of masks and gloves, and proper handling and disposal of that waste.



SaniGuard Restroom Disinfection

Did you know germs spread 1000X easier through damp hands than dry ones? Keeping all restroom surfaces free of harmful bacteria can be difficult because it's one of the most used rooms in every business. Citron's SaniGuard restroom Disinfection service leaves behind an antimicrobial film for an extra layer of protection in between professional disinfections.



Jade Air Purification

Did you know that COVID-19 can survive in aerosol form for up to 3 hours? Keeping the air free of airborne pathogens is the key to improving indoor air quality and minimizing the spread of COVID-19 through airborne particles. Our Jade Air Purification System works continuously, eliminating over 99% of airborne pathogens.



Touch-free Restroom

Upgrading to automated restroom fixtures like touch-free Menstrual Disposal, AutoFaucet, AutoFlush, HEPA-filtered Dyson hand dryers, and soap dispensers can help minimize hot spots and limit cross-contamination.



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Visit www.citronhygiene.com to find out how we can support your facility today.