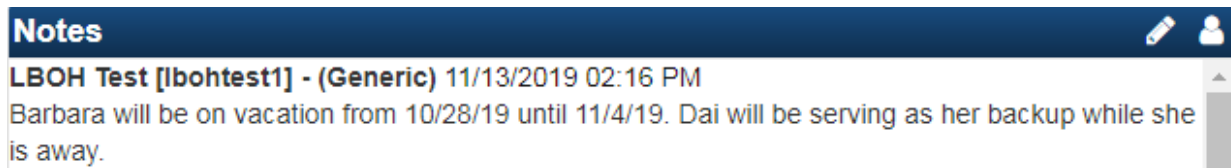


Steps to take if you will be out of the Office and how to notify MDPH about your plans for MAVEN coverage.

If you plan to take time off, you must ensure there is infectious disease response capacity while you are away. The steps you take depend on your circumstance.

If you have a backup with MAVEN access in your LBOH, school, or agency: Have your backup log into MAVEN to make sure their account is active.

* BOH users: you should also add a note in your city/town's Communication Event. Add the dates you will be out of the office and who will be covering MAVEN while you are away. If that person's contact number is not listed, please add it to the note section.



If you do not know how to find your Communication Event, please access the FAQ titled "What are Communication Events and how do I access mine?" in the [MAVEN Help Section](#).

If you do not have a backup with MAVEN access in your LBOH, school, or agency: If you are the only user who is responsible for disease case investigation, and you do not have a back-up, here are steps you can take:

First, reach out to neighboring communities and see if they are willing to monitor your workflows while you are away. This is done quite often and is helpful in developing local public health partnerships. It is necessary that the individual who will be monitoring your workflows is an active MAVEN user.

If you are able to find a backup, **please** call or email MAVEN HELP DESK at mavenhelp@mass.gov so we know who to grant MAVEN access while you are away.

Second, if you are unable to find someone from a neighboring town, please reach out to us immediately at mavenhelp@mass.gov. Depending on the length of time you are away, we may have to deactivate your account or take your town offline in MAVEN while you are gone. These situations are assessed on a case-by-case basis.

It is our recommendation that all health departments have a backup on staff if the primary MAVEN contact is away. This can be a health director, health agent, or other staff member of the local health department. If you are interested in getting an additional staff member online with MAVEN to serve as a backup, please reach out to us at mavenhelp@mass.gov. Please specify that you are looking to have a staff member added as a MAVEN backup, and we will send you the appropriate paperwork for them to complete and submit. **Please be mindful that even backups will be required to complete the full MAVEN training**, so allow adequate time (one month is ideal) to start the process before you go on leave.

If you have any questions regarding how to notify us about leave/vacation, please don't hesitate to reach out to us at mavenhelp@mass.gov.