

Environmental Health Contacts in MAVEN Communication Events

A new section was added to MAVEN Communication events in February 2025 to capture Environmental Health contacts at Local Boards of Health.

Environmental Health Contacts					
First Name	Last Name	Title	Email	Phone	Mobile Phone
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

This new section will allow DPH MAVEN users in the Bureau of Climate and Environmental Health (BCEH) Division of Food Protection to quickly identify who to contact for various environmental health responses. The listed Environmental Health contact(s) may be emailed or called with notification of:

- Foodborne illness complaints involving one ill person;
- Suspected foodborne illness outbreaks;
- Food traceback requests;
- Recall audit checks; or,
- Complaints involving retail food establishments with no associated illness.

Additionally, LBOH MAVEN users can reference listed contacts when a foodborne illness complaint event needs to be communicated with inspectional staff.

Please log into your city or town's Communication event in MAVEN and add individuals who would be responsive to time-sensitive environmental health communications and requests. Contacts listed should be individuals who oversee and/or conduct inspections of food establishments. If the individual is already listed in another section of the Communication event, they should still be added to the "Environmental Health Contact" section.

Please indicate in the "Comments" section of the Communication Question Package who are designated as primary and secondary contacts for notification of time sensitive communications and specify which method of communication is preferred, email or telephone. Time sensitive communications may include requests for outbreak response, tracebacks, recall audit checks, etc.

For more information on how to access and update your town's Communication event, please visit: [MAVEN Tip Sheet Series: Communication Events](#)

Please reach out to Nichol Smith in the Division of Food Protection with any questions: nichol.l.smith@mass.gov