Section 8
Course Review and Evaluation

This section provides the major points covered in this LHO online training.

As you have seen in this introductory course, the LHO position is more complex than one might think. You will play many roles as the LHO: mediator, problem solver, enforcer, investigator, and a reporter to Maine CDC. A great positive is that you are not alone. By working with other municipal officials in your municipality, as well as the District Liaison within your district, you will be forming important relationships to assist each other in resolving problems.

Promote Excellent Customer Service.

Good customer service is generally being polite and helpful in a problematical situation.

8.2 Review of Major Points

The following short summary covers the major points of the course.

- ✓ Title 22 M.R.S.A. §451(2) requires that all LHOs meet the qualification requirements that are in rules (10-144 CMR Ch. 294. The state will provide 6 hours of training using various methods, such as this web based training, or in a classroom setting. Training is offered by the State at no charge to the participating LHOs.
- ✓ It is important to remember that if the LHO is incapacitated or absent, the chairperson of the municipal officers is required to perform those duties until the LHO is back on the job or a new one is appointed.
- ✓ Maine law has established other municipal officials who have responsibilities similar to yours. For example, the Animal Control Officer, the Local Plumbing Inspectors, and the Code Enforcement Officer. You should work with these people as they can often be a big help in remedying a problem.
- ✓ The general duties of an LHO apply to complaints, nuisances, and threats ***that can result in any condition or behavior that can reasonably be expected to place others at significant risk of exposure to infection with a communicable disease***.
- ✓ When working to resolve the various problems you will face, the length of time you may ask for corrective action varies and relates directly to how complex and how urgent the matter is. It may be 5 days or 30 days. It is up to the situation.
- ✓ If all else fails, prepare to go to court. If there is nothing that you can do based on current law or ordinances, suggest to the complainant that he or she could individually take action at District Court.
- ✓ Always use due process with the owner, or the owner's representative. This involves being fair and giving the other person the benefit of the doubt. It means you need to hear both sides before you decide what to do.

- ✓ Remember to use your "Emotional Intelligence Quotient" - speak to people in a tone and manner as you would like to be spoken to yourself. You will get a lot more accomplished.
- ✓ Maine statutes contain laws that do not provide a direct remedy but instead provide a legal definition or provide guidance so solving the problem becomes easier.
- ✓ Many nuisances, such as those dealing with noise (squealing tires, barking dogs, etc.) require a municipal ordinance in order to effectively resolve the complaint.

- ✓ The LHO will come up against many animal and some domestic complaints. It is very important to have a relationship with the municipal animal control officer to assist in correcting the problem.
- ✓ In order to be efficient, you need to learn all the facts and not repeat steps someone has already completed.

8.3 Certificate of Completion

Congratulations on finishing the training!

The local health officer has been an important resource for Maine people for 125 years. Thanks again for being part of that proud tradition.

In order to receive credit for this course, please complete the form below before you exit this site. A certificate of completion for this mandatory training will be emailed to you upon completion of this form. This form also serves as your registration form. Please keep a copy of this submittal for your records.

Please note that in order to receive your certificate of completion; the Maine CDC, Local Public Health must receive your town's letter of appointment within 15 working days from completion of the on-line training, or your appointment.

8.4 Certificate of Completion

LHO Online Training Completion Form

http://www.maine.gov/dhhs/mecdc/local-public-health/lho/training/Perfect/Perfect-4.html