

February 8, 2021

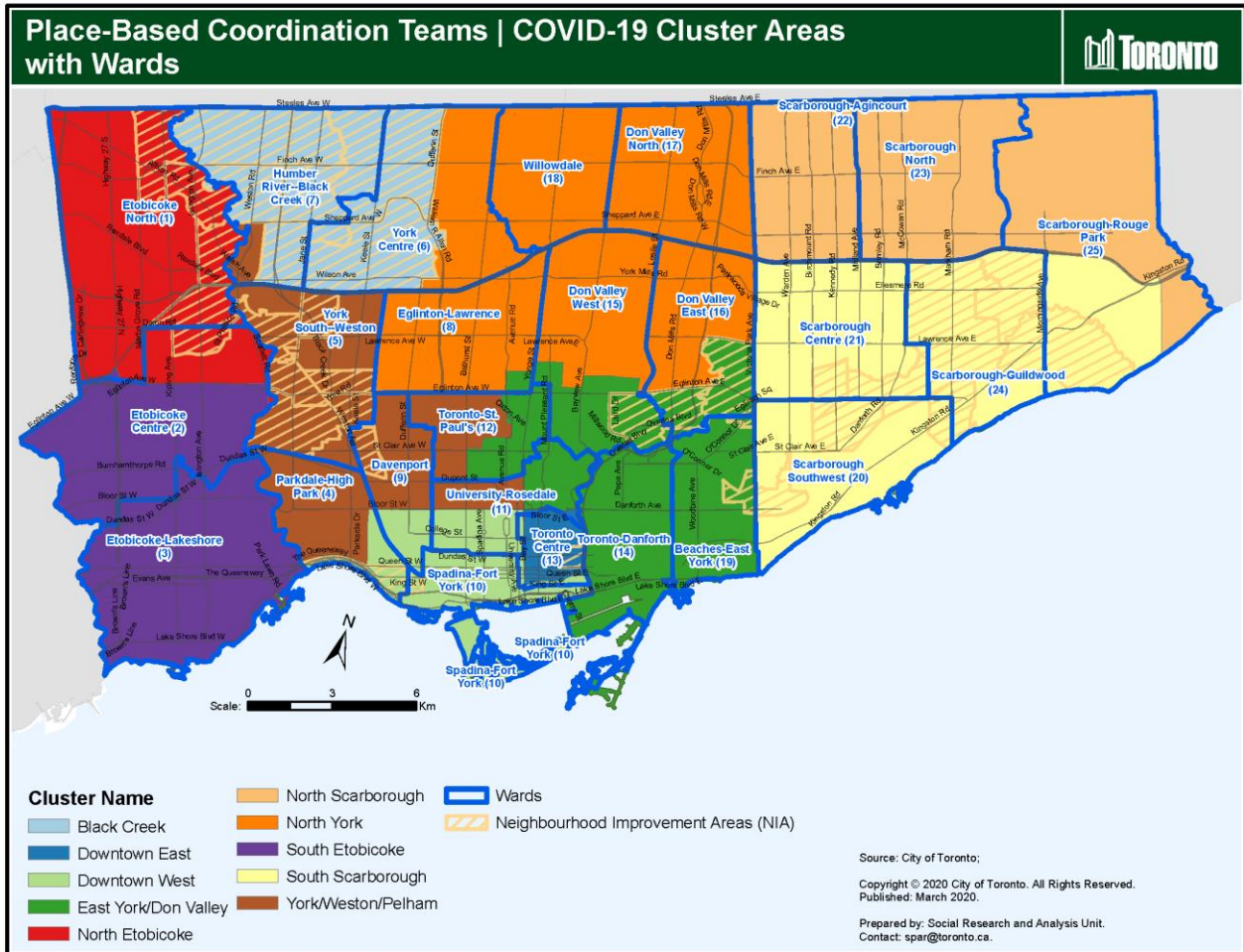
## COMMUNITY COORDINATION PLAN IN RESPONSE TO COVID-19

### PURPOSE OF THE COMMUNITY COORDINATION PLAN:

- To respond to the urgent needs of people who are most vulnerable during the COVID-19 pandemic.
- To identify high priority issues experienced by people who are most vulnerable and develop an immediate action to respond in real time.
- To support community agencies delivering services for people in each geographic Cluster to remain open and operational.
- To triage urgent issues for escalation to appropriate City divisions, SDFAs–United Way Tables, and the City’s Emergency Operations Centre which is the centralized crisis response team.
- Track, analyze and report trends, gaps and solutions.
- This model does not replace existing City of Toronto essential services.

### COMMUNITY CLUSTERS:

- There are a total of 13 clusters:
  - 10 community clusters (Cluster Areas on next page)
  - A city-wide agencies cluster
  - A Black Resilience cluster for African, Caribbean and Black serving organizations
  - A Newcomer Cluster
- **Note:** Engagement of Indigenous-serving organizations is led by the Office of Indigenous Affairs
- Community Cluster boundaries were determined by:
  - [Toronto Strong Neighbourhoods Strategy](#)
  - [Community Safety and Wellbeing programs](#)
  - [Toronto Police Service boundaries](#)



## ROLE OF CLUSTER COORDINATORS:

- Connect with agencies/organizations/networks in geographic Clusters that provide services to people who are most vulnerable during the COVID-19 pandemic.
- Convene Cluster-Agency phone meetings two to three times per week to identify urgent needs (human resources and material items) and resources available.
- Facilitate rapid coordination, communication and connections in real-time to support agencies.
- Update inventory in tracking system that collects information on resources needed and resources available across the city to enable matching.
- Identify urgent issues not resolved at the community level and escalate appropriately for resolution.

## CLUSTER COORDINATOR CONTACTS:

| COMMUNITY COORDINATION PLAN IN RESPONSE TO COVID-19   |              |  |
|---|--------------|--|
| CITY OF TORONTO STAFF DIRECTORY (Jan. 20)             |              |  |
| CITY CLUSTER COORDINATORS                             |              |  |
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| <b>Engagement of INDIGENOUS-SERVING ORGANIZATIONS</b> |              |  |
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