

CORE Frontline Taskforce

TERMS OF REFERENCE

Mandate

As frontline responders, the Frontline Taskforce will coordinate frontline efforts across service areas and collaborate to address the emergency and emerging needs of residents, especially those facing the greatest challenges;

- Share information, updates, and trends to support overall planning and coordination of frontline work.
- Plan and coordinate responses based on need in areas of focus.
- Resolve and respond to issues, as required.
- Share information and updates with leadership to identify longer term/systemic solutions to complex issues.

Frequency of Meetings

The Frontline Taskforce will meet weekly on Tuesdays at 11am at the Neighbourhood Operations Centre (NOC) at 107-50 Rideau Street.

Membership

The Frontline Taskforce is comprised of members representative of service areas supporting a frontline response within the downtown community. Members consist of frontline workers, supervisors, and managers from each service area.

Membership includes.

- Ottawa Police Services
- City of Ottawa-CSSD (CET)
- Ottawa Paramedic Services
- Ottawa Public Health
- Transit Services (Special Constables)
- Ottawa Bylaw Services
- Public Works-Road Services

Roles and Responsibilities

Members will be expected to:

- Attend meetings and contribute agenda items in advance of meetings.
- Prepare for meetings and actively contribute to the discussions.



- Represent their service sector and share relevant expertise, guidance, and information.
- Support coordination and collaboration through meetings, consistent feedback, and shared communication channels.
- Work collaboratively in the identification and implementation of solutions.
- Contribute to or lead work on solutions and actions, as appropriate.
- Inform their leadership of the progress and outcomes of meetings.

Documentation

The Frontline Taskforce will maintain official meetings minutes for the purposes of Records Management.

Proposed agendas and meeting documents will be sent in advance of meetings.

Action items and meeting minutes will be posted and sent to all members up to 72 hours after the meeting to provide enough time to members to review and/or prepare to report on actions/business arising from previous meetings.