

## Community Response

**The Vancouver Island Crisis Line**  
**24-hour Crisis Line Service**  
1.888.494.3888

### Island Health

#### **Nanaimo Mental Health & Substance Use COR (Community Outreach Response):**

- Mobile Crisis Response via Crisis Line  
1.888.494.3888
- Homelessness Outreach Response  
via Team Cell 250.741.7645

**Information on Safe Handling for Needles**  
[www.islandhealth.ca/safe-needle-disposal](http://www.islandhealth.ca/safe-needle-disposal)

**Street Reach (Canadian Mental Health  
Association Mid-Island)**  
250.716.8823

**Poison Control** 1.800.567.8911

## Call 211

- Provides information and referral regarding community, government and social services in BC, 24 hours a day, 7 days a week, in over 100 languages
- Includes the Alcohol and Drug Information and Referral Service (ADIRS), the Problem Gambling Help Line, VictimLink BC, and the Youth Against Violence Line.

## Shelters

**The Salvation Army New Hope Centre**  
(Men's Shelter) 250.714.1142

**St. Peter's Cold Weather Shelter –  
Winter Only** (open until Mar 29, 2024)  
(Co-ed Shelter) 250.591.5600

**Unitarian Shelter**  
(Co-ed Shelter) 250.754.3720

**Tillicum Lelum Youth Safe House**  
250.753.8266

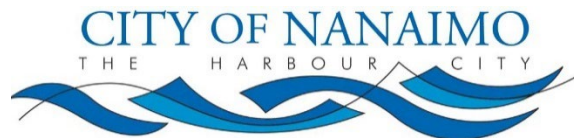
**Haven Society Transition House**  
(Women Only) 250.756.2452

**Samaritan Place**  
(Women Only) 250.753.1474

## Nanaimo City Hall

For general inquiries about City services:

455 Wallace Street  
Nanaimo, BC V9R 5J6  
250.754.4251  
[www.nanaimo.ca](http://www.nanaimo.ca)



## Public Safety

# Who to Call

**A guide to community  
safety resources**

*Updated: December 2023*

## Bylaw, Regulation & Community Safety

### To Report (downtown core):

- Downtown parking issues
- Aggressive panhandling downtown
- Encampment activity downtown
- Safety matters on downtown public property
- Downtown Bylaw matters (noise, unsightly, nuisance activities)
- Connecting individuals in need to services

**Monday to Friday (8:00 am to 4:30 pm)**  
Call 250.755.4422

**Evenings and weekends**  
Call 250.758.5222  
[bylaw.info@nanaimo.ca](mailto:bylaw.info@nanaimo.ca)

### To Report (outside downtown core):

- Parking
- Traffic
- Noise
- Encampment activity
- Unsightly properties
- Nuisance properties

**Monday to Friday (8:00 am to 4:30 pm)**  
Call 250.755.4422

**Evenings and weekends:**  
Call 250.758.5222  
[bylaw.info@nanaimo.ca](mailto:bylaw.info@nanaimo.ca)

**Crime prevention and community policing programs:**  
250.755.3163

**Vandalism Relief Grant Program**  
250-756-1191  
[info@nanaimochamber.bc.ca](mailto:info@nanaimochamber.bc.ca)

## Public Works

### To Report:

- Discarded needles found on public property for proper disposal
- Garbage or litter on City property
- Overflowing City garbage bins
- Other after-hours City matters

**24 hours a day, 7 days a week**  
Call 250.758.5222  
[public.worksinfo@nanaimo.ca](mailto:public.worksinfo@nanaimo.ca)

## Nanaimo Fire Rescue

### To Report:

- Burning complaints
- Burning permits
- Smoke alarm and carbon monoxide detector information
- General fire safety information

**24 hours a day, 7 days a week**  
Call 250.753.7311  
[fireinfo@nanaimo.ca](mailto:fireinfo@nanaimo.ca)

## RCMP

To report any suspicious activity or a crime after it's happened:

Non-Emergency Assistance (24 hours)  
Call 250.754.2345

To report crimes in progress, fires, serious traffic accidents & medical emergencies:  
**Call 911**

## Nanaimo Animal Control

### To Report:

- Unlicensed dogs
- Dogs-at-large
- Care and standards
- Control of livestock

**Monday to Friday (9:00 am to 5:00 pm)**  
Call 250.616.0233  
[animal.shelter@nanaimo.ca](mailto:animal.shelter@nanaimo.ca)

