

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):

- Homelessness Outreach Response
via Team Cell 250.741.7645

Information on Safe Handling for Needles
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

Unitarian Shelter
(Co-ed Shelter) 250.754.3720

Tillicum Lelum Youth Safe House
(Co-ed Shelter – “at-risk” youth ages 12-18)
250.753.8266

Samaritan Place
(Women Only) 250.753.1474

Haven Society Transition House
(Women Seeking Safety) 250.756.2452

Risebridge Temporary Winter Shelter
Winter Only: Oct 21, 2024 – April 30, 2025
(Co-ed Shelter) 250.268.8428

The Hub Winter Shelter
Winter Only: Jan 8, 2025 – April 30, 2025
55 Victoria Road, entrance off Nichol Street
(Co-ed Shelter) 778.441.5444
Operated by Nanaimo Family Life Association



Public Safety

Who to Call

**A guide to community
safety resources**

Updated: April 2025

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

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

Crime Prevention and Community Policing Programs:

www.nanaimocpvolunteers.ca/programs

Community Policing Coordinator

Call 250.755.4531

Vandalism Relief Grant Program

250-756-1191

info@nanaimochamber.bc.ca

Basic Needs Drop-In Space

Drop-In Hub

55 Victoria Road, entrance off Nichol Street
Operated by Island Crisis Care Society
9:00 am – 4:00 pm
778.441.5444

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

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



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 Fire Rescue

To Report:

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

Call 250.753.7311

Press 1: General Inquiries Monday-Friday

Press 2: Non-Emergency 24/7

fire.info@nanaimo.ca

Call 911 if you see a fire in progress

Nanaimo City Hall

For general inquiries about City services:

455 Wallace Street
Nanaimo, BC V9R 5J6
250.754.4251

www.nanaimo.ca