

## 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](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 referrals 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

**St. Peter's Cold Weather Shelter**  
**Winter Only: Nov 2, 2024 – Mar 31, 2025**  
Operated by Nanaimo Family Life  
Association  
(Co-ed Shelter) 250.591.5600

- Nanaimo Family Life (office hours):  
250.754.3331

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

## Supportive Housing

**Cornerstone**  
(Co-ed Housing) 250.716.3883



## Public Safety

# Who to Call

## Old City Neighbourhood

*Updated: December 2024*

## Bylaw, Regulation & Community Safety

### To Report (downtown core):

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

### To Report (outside of 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:

[www.nanaimocpvolunteers.ca/programs](http://www.nanaimocpvolunteers.ca/programs)

### Community Policing Coordinator

Call 250.755.4531

## Vandalism Relief Grant Program (downtown businesses)

250.756.1191

## 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 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)

## 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)

## 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

### 24 hours a day, 7 days a week

Call 250.753.7311

[fireinfo@nanaimo.ca](mailto:fireinfo@nanaimo.ca)

