

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

**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

**St. Peter's Cold Weather Shelter –
Winter Only – Operated by Nanaimo
Family Life Association** (open until Mar 29,
2024) (co-ed Shelter) 250.591.5600

- Nanaimo Family Life (office hours only): 250-754-3331

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
250.753.8266

Haven Society Transition House
(Women Only) 250.756.2452

Samaritan Place
(Women Only) 250.753.1474



Public Safety

Who to Call

Old City Neighbourhood

Updated: December 2023

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

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

Call 250.755.4422

Evenings and weekends

Call 250.758.5222

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

Crime Prevention and community policing programs:

250.755.3163

Vandalism Relief Grant Program (downtown businesses)

250.756.1191

Public Works

If you find a discarded needle, call for proper disposal:

24 hours a day, 7 days a week

Call 250.758.5222

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

RCMP

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

Non-Emergency Assistance (24 hours)

Call 250.754.2345

Community Policing Coordinator

Call 250-755-3163

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

Nanaimo City Hall

For general inquiries about City services:

455 Wallace Street
Nanaimo, BC V9R 5J6
250.754.4251