

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

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



Public Safety

Who to Call

Newcastle 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

Newcastle Place Housing

To report / inquire about:

- Non-911 concerns related to site operations
- Request support for neighborhood clean-up close to site 250 Terminal Ave N

Island Crisis Care Society
Call 236.362.0087 (24/7)
newcastleteam@iccare.ca
<https://www.islandcrisiscare.ca>

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

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

