

Community Response

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

Island Health

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

- Homelessness Outreach Response
via Team Cell 250.741.7645

Primary Care Outreach (PCO):

- Medical/wound care, injuries,
referrals call 250.714.3224

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 referrals
regarding community, government
and social services in BC, 24/7, in
over 100 languages
- Includes the Alcohol and Drug
Information and Referral Service
(ADIRS), the Problem Gambling Help
Line, Victim Link 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
Operator: Nanaimo Family Life Association

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

Samaritan Place
Women Only
250.753.1474
Operator: Island Crisis Care Society

Haven Society Transition House
Women Seeking Safety
250.756.2452

The Hub Shelter
Co-ed Shelter
778.441.5444
Operator: Nanaimo Family Life Association

Risebridge Temporary Winter Shelter
Winter only: Oct. 1, 2025 – April 30, 2026
Co-ed Shelter
250.268.8428

St. Peter's Temporary Winter Shelter
Winter only: Nov. 1, 2025 – Mar 31, 2026
Co-ed Shelter
250.591.9440
Operator: Nanaimo Family Life Association



**A guide to community
safety resources**

Public Safety

Who to Call

Updated: December 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

To Make a Bylaw Complaint Online:

www.nanaimo.ca/goto/bylaw-complaints

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 Nicol Street

9:00 am – 4:00 pm

778.441.5444

Operator: Island Crisis Care Society

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

Nanaimo City Hall

For general inquiries about City services:

455 Wallace Street

Nanaimo, BC V9R 5J6

250.754.4251

www.nanaimo.ca

RCMP

Call 911 to report crimes in progress, fires, serious traffic accidents, weapons & medical emergencies

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

Call non-emergency line (24/7):

250.754.2345

Nanaimo Fire Rescue

Call 911 if you see a fire in progress

To Report:

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

Call the non-emergency line (24/7):

250.753.7311

Press 1: General Inquiries Monday-Friday

Press 2: Non-Emergency 24/7

fire.info@nanaimo.ca

