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

St. Peter's Winter Shelter
Winter Only: Oct 1, 2026 – Mar 31, 2027
Operated by Nanaimo Family Life Association (NFLA)
Co-ed Shelter staff: 250.591.9531
(available 7:30pm to 8:30am)
NFLA office hours: 250.754.3331

Centre of Hope Temporary Winter Shelter:
Winter Only: Nov 1, 2026 – Mar 31, 2027
Operated by Salvation Army
Men's Shelter
(available 7:00pm to 7:00am)
250.714.1142

CITY OF NANAIMO
THE HARBOUR CITY

A guide to community safety resources

Public Safety

Who to Call

Updated: October 2026

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

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

CITY OF NANAIMO
THE HARBOUR CITY

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

For updated versions of the Who to Call brochures by neighbourhood, please visit: