

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

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

Risebridge Temporary Winter Shelter

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

Nikao Housing (2060 Labieux Road)

To report / inquire about:

- Non-911 concerns related to site operations
- Request support for neighborhood clean-up
close to site

Pacifica Housing Advisory Association

Call 778.841.0486 (24 hr office)
Call 250.616.4250 (24 hr staff cell)
communications@pacificahousing.ca
<https://www.pacificahousing.ca>



Public Safety

Who to Call

Labieux / Rock City / Country Club Neighbourhood

Updated: April 2026

Bylaw, Regulation & Community Safety

To Report (outside of downtown core):

- Parking, Traffic, Noise
- Encampment activity
- Unightly properties
- Nuisance properties

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

bylaw.info@nanaimo.ca

To Make a Bylaw Complaint Online:

www.nanaimo.ca/goto/bylaw-complaints

Crime Prevention and Community Policing Programs:

www.nanaimocpvunteers.ca/programs

Community Policing Coordinator

Call 250.755.4531

Public Works

Garbage, discarded items, needles, etc. on public property:

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

