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

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

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

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

CITY OF NANAIMO
THE HARBOUR CITY

Public Safety

Who to Call

Labieux / Rock City/ Country Club Neighbourhood

Updated: October 2026

Bylaw, Regulation & Community Safety

To Report (outside of downtown core):

- Parking, Traffic, Noise
- Encampment activity
- Unsightly 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.nanaimocpvolunteers.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

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: