

## 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):**

- Homelessness Outreach Response  
via Team Cell 250.741.7645

**Information on Safe Handling for Needles**  
[www.islandhealth.ca/safe-needle-disposal](http://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 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.

## 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

### **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](mailto:bylaw.info@nanaimo.ca)

**To Make a Bylaw Complaint Online:**

[www.nanaimo.ca/goto/bylaw-complaints](http://www.nanaimo.ca/goto/bylaw-complaints)

**Crime Prevention and Community Policing  
Programs:**

[www.nanaimocpvunteers.ca/programs](http://www.nanaimocpvunteers.ca/programs)

**Community Policing Coordinator**

Call 250.755.4531

**Vandalism Relief Grant Program**

250-756-1191

[info@nanaimochamber.bc.ca](mailto:info@nanaimochamber.bc.ca)



## Public Safety

# Who to Call

## Newcastle Neighbourhood

*Updated: December 2025*

## 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

### **The Hub Shelter**

55 Victoria Road, entrance off Nicol Street  
Co-ed Shelter: 778.441.5444

### **St. Peter's Temporary Winter Shelter**

Winter only: Nov. 1, 2025 – Mar. 31, 2026  
Co-ed Shelter: 250.591.9440

### **Risebridge Temporary Winter Shelter**

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

## Basic Needs Drop-In Space

### **Drop-In Hub**

55 Victoria Road, entrance off Nichol Street  
Operated by Island Crisis Care Society  
9:00 am – 4:00 pm  
778.441.5444

## 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](mailto:newcastleteam@iccare.ca)  
<https://www.islandcrisiscare.ca>

## 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](mailto: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](mailto: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](http://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](mailto:fire.info@nanaimo.ca)

