

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

Street Reach (Canadian Mental Health
Association Mid-Island)
250.716.8823

Poison Control
1.800.567.8911

Call 211

- Provides information and referral 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.

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
Operated by Nanaimo Family Life Association

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
<https://www.islandcrisiscareociety.ca>



Public Safety

Who to Call

Newcastle Neighbourhood

Updated: June 2025

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

Crime Prevention and Community Policing Programs:

www.nanaimocpvunteers.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 Nichol Street

Operated by Island Crisis Care Society

9:00 am – 4:00 pm

778.441.5444

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

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

Non-Emergency Assistance (24 hours)

Call 250.754.2345

To report crimes in progress, fires, serious traffic accidents & medical emergencies:

Call 911

Nanaimo Fire Rescue

To Report:

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

Call 250.753.7311

Press 1: General Inquiries Monday-Friday

Press 2: Non-Emergency 24/7

fire.info@nanaimo.ca

Call 911 if you see a fire in progress

