

## 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 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 Winter Shelter**  
**Winter Only: Jan 8, 2025 – May 31, 2025**  
55 Victoria Road, entrance off Nichol Street  
(Co-ed Shelter) 778.441.5444  
Operated by Nanaimo Family Life Association



## Public Safety

# Who to Call

## Newcastle Neighbourhood

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

### 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)

## 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>

## 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](mailto:public.worksinfo@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)

## 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)

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

**Call 911 if you see a fire in progress**