

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 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

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

Vandalism Relief Grant Program

250-756-1191

info@nanaimochamber.bc.ca



Public Safety

Who to Call

Newcastle Neighbourhood

Updated: May 2026

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

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.islandcrisiscaresociety.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

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

For updated versions of the Who to Call brochures by neighbourhood, please visit:

