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.nanaimocpvolunteers.ca/programs
Community Policing Coordinator
Call 250.755.4531

Vandalism Relief Grant Program
250-756-1191
info@nanaimochamber.bc.ca

CITY OF NANAIMO
THE HARBOUR CITY

Public Safety

Who to Call

Newcastle Neighbourhood

Updated: October 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

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

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

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: