

## Community Response

**The Vancouver Island Crisis Line**  
**24-hour Crisis Line Service**  
1.888.494.3888

### Island Health

#### **Nanaimo Mental Health & Substance Use Community Outreach Response (COR):**

- Homelessness Outreach Response  
via Team Cell 250.741.7645

#### **Primary Care Outreach (PCO):**

- Medical/wound care, injuries,  
referrals call 250.714.3224

**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, 24/7, in  
over 100 languages
- Includes the Alcohol and Drug  
Information and Referral Service  
(ADIRS), the Problem Gambling Help  
Line, Victim Link BC, and the Youth  
Against Violence Line.

## Shelters & Supportive Housing

**The Salvation Army New Hope Centre**  
Men's Shelter: 250.714.1142

#### **Unitarian Shelter**

Co-ed Shelter: 250.754.3720  
Operator: Nanaimo Family Life Association

#### **Tillicum Lelum Youth Safe House**

Co-ed Shelter – “at-risk” youth ages 12-18  
250.753.8266

#### **Samaritan Place**

Women Only: 250.753.1474  
Operator: Island Crisis Care Society

#### **Haven Society Transition House**

Women Seeking Safety: 250.756.2452

#### **Cornerstone**

51 permanent supportive housing units  
Co-ed Housing: 250.716.3883  
Operated by Connective

#### **Risebridge Temporary Winter Shelter**

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



## Public Safety

# Who to Call

## Old City Neighbourhood

*Updated: April 2026*

## 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.nanaimocpvolunteers.ca/programs](http://www.nanaimocpvolunteers.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 Works

### To Report:

- Discarded needles found on public property for proper disposal
- Garbage or litter on City property
- Overflowing City garbage bins
- Other after-hours City matters

#### 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)

