

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

**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



Public Safety

Who to Call

Old City Neighbourhood

Updated: May 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

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 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

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:

