

## 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.

## 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)

## 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 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)



## Public Safety

# Who to Call

## South End

*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 of 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.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)

## Shelters & Supportive Housing

### The Salvation Army New Hope Centre

24-hour emergency shelter for men, and supportive housing.

250.714.1142

<https://nanaimosa.ca>

### 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

### Haven Society Transition House

Women Seeking Safety: 250.756.2452

### Risebridge Temporary Winter Shelter

Winter only: Oct. 1, 2025 – April 30, 2026

Co-ed Shelter: 250.268.8428

### Samaritan Place

Shelter Beds & Supportive Housing for Women

Operator: Island Crisis Care Society

250.753.1474

[samaritanhouseteam@iccare.ca](mailto:samaritanhouseteam@iccare.ca)

[www.islandcrisiscaresociety.ca](http://www.islandcrisiscaresociety.ca)

### 1300 Island Highway South HEARTH

Temporary Supportive Co-ed Housing

Operator: Connective

250.713.0459

[Nanaimo1300@outlook.com](mailto:Nanaimo1300@outlook.com)

### 1030 Old Victoria Rd HEARTH

Temporary Supportive Co-ed Housing

Operator: Vancouver Island Mental Health Society

250.824.1718

[info@vimhs.org](mailto:info@vimhs.org)

## RCMP

**Call 911** to report crimes in progress, fires, serious traffic accidents & medical emergencies

To report any suspicious activity or a crime after it has happened:

Call the non-emergency line (24/7):

250.754.2345

## Nanaimo Fire Rescue

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

To report or inquire about:

- Burning complaints & 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)

