

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 referral 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.

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

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 City Hall

For general inquiries about City services:

455 Wallace Street
Nanaimo, BC V9R 5J6
250.754.4251
www.nanaimo.ca



Public Safety

Who to Call

South End

Updated: June 2025

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

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

Basic Needs Drop-In Space

Drop-In Hub

55 Victoria Road, entrance off Nicol Street
Operated by Island Crisis Care Society
9:00 am – 4:00 pm
778.441.5444

Shelters & Supportive Housing

The Salvation Army New Hope Centre

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

To report/inquire about any non-911 concerns related to site operations:

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

The Hub Shelter

55 Victoria Road, entrance off Nicol Street
(Co-ed Shelter) 778.441.5444
Operated by Nanaimo Family Life Association

1300 Island Highway South HEARTH

50 units of transitional housing
Operated by Connective
For neighbourhood concerns, questions, donations, etc.:
General Phone: 250.713.0459
Email: Nanaimo1300@outlook.com

Samaritan Place

52 supportive housing units and 14 bridge to housing beds.

Call with any concerns about resident behaviour/health/safety, state of or excessive noise on property

Operated by Island Crisis Care Society

Call 250.753.1474 (24/7)

Email: samaritanhouseteam@iccare.ca

www.islandcrisiscare.ca

RCMP

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

Non-Emergency Assistance (24 hours)

Call 250.754.2345

To report crimes in progress, fires, serious traffic accidents & medical emergencies:

Call 911

Nanaimo Fire Rescue

To Report:

- Burning complaints & permits
- Smoke alarm and carbon monoxide detector information
- General fire safety information

Call 250.753.7311

Press 1: General Inquiries Monday-Friday

Press 2: Non-Emergency 24/7

fire.info@nanaimo.ca

Call 911 if you see a fire in progress