

## 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](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 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](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: May 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](mailto:bylaw.info@nanaimo.ca)

### 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)

## Basic Needs Drop-In Space

### Drop-In Hub

55 Victoria Road, entrance off Nichol 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/>

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

[www.islandcrisiscareociety.ca](http://www.islandcrisiscareociety.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 Winter Shelter

**Winter Only: Jan 8, 2025 – May 31, 2025**

55 Victoria Road, entrance off Nichol Street  
(Co-ed Shelter) 778.441.5444

Operated by Nanaimo Family Life Association

## 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](mailto:fire.info@nanaimo.ca)

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