

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):

- Mobile Crisis Response via Crisis Line
1.888.494.3888
- 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.

Shelters

**St. Peter's Cold Weather Shelter –
Winter Only** – Co-ed seasonal shelter
operated jointly by the John Howard
Society and Nanaimo Family Life
Association
(open until Mar 31, 2022)

- St. Peter's cold weather shelter
(direct line): 778-441-2568
- Kevan Griffith, shelter manager
(office hours only): 250-668-4607
- Nanaimo Family Life (office hours
only): 250-754-3331
- Nanaimo Region John Howard
Society (office hours only): 250- 754-
1266

The Salvation Army New Hope Centre
(Men's Shelter) 250.714.1142

Unitarian Shelter
(Co-ed Shelter) 250.754.3720

Tillicum Lelum Youth Safe House
250.753.8266

Haven Society Transition House
(Women Only) 250.756.2452

Meal Program.

The Salvation Army offers meals, showers,
24-hour emergency shelter for men, and
supportive housing

Salvation Army
Call 250.714.1142

<https://nanaimosa.ca/>



Community Safety

Who to Call

Old City Neighbourhood

Updated: November 2021

Bylaw, Regulation & Security

To Report:

- Parking
- Traffic
- Noise
- Squatters
- 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

Nanaimo City Hall

For general inquiries about City services:

455 Wallace Street
Nanaimo, BC V9R 5J6
250.754.4251

www.nanaimo.ca

Public Works

If you find a discarded needle, call for proper disposal:

24 hours a day, 7 days a week

Call 250.758.5222

public.worksinfo@nanaimo.ca

Nanaimo Fire Rescue

To Report:

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

24 hours a day, 7 days a week

Call 250.753.7311

fireinfo@nanaimo.ca

RCMP

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

Non-Emergency Assistance (24 hours)

Call 250.754.2345

Community Policing Coordinator

Call 250-755-3163

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

Call 911

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

Community Connect

Need assistance reporting any non-emergency issues in the Old City Quarter neighbourhood?

Call 1.778.441.2442

