

# Who to Call | When to Call



Phoenix Pathways, 45867 Trethewey Avenue, Chilliwack



## EMERGENCIES

**Call 911** – For crimes in progress, fires, serious accidents and medical emergencies

## OPERATIONS

**Contact Canadian Phoenix Drug & Alcohol Recovery & Education Society** – About the property and daily activities

**Email:**  
admin@phoenixsociety.com

**Shelter Phone:**  
250-404-0912

**Supportive Housing Phone:**  
236-602-3395

## COMMUNITY SUPPORT

**RCMP**  
**604-792-4611**

- Call **911** if you see a safety risk or crime in progress or about to be committed.
- Call the non-emergency line at **604-792-4611** if the event has already happened (e.g. stolen items or after a crime occurs).

**Fire Department**  
**604-792-8713**

- Call **911** if you see a fire in progress.
- Call the non-emergency line at **604-792-8713** if you have fire safety concerns.

**Ambulance**  
**9-1-1**  
24/7 Dispatch

- Call **911** for a medical emergency, including if you see someone who is non-responsive in a park, on a road or on public property.
- Wait for an ambulance and do not move the person.

**Bylaw Services**  
**604-793-2908**

- Contact Bylaw Services if you have concerns about property conditions, excessive noise, or if you see obstructions on streets/sidewalks or in parks.
- Office hours are Monday through Friday, 8:30 am – 4:30 pm
- Bylaw Officer core on-duty hours are Monday-Friday, 8:30 am - 7:30 pm, and Saturday-Sunday, 8:30 am - 7:00 pm.

## SERVICE FEEDBACK

**BC Housing**  
**604-439-4123**  
Select Option 3

- Contact the BC Housing Complaint Resolution team to share comments, concerns or suggestions about your experience with BC Housing services or programs.
- **Email:** [feedback@bchousing.org](mailto:feedback@bchousing.org)
- **Website:** [bchousing.org/feedback](http://bchousing.org/feedback)