

Who to Call | When to Call



Temporary Housing – 1030 Old Victoria Road, Nanaimo

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

GENERAL INQUIRIES

BC Housing

Email: communityrelations@bchousing.org

Website: letstalkhousingbc.ca/nanaimo-1030-old-victoria-road

- Connect with BC Housing for general questions about the HEARTH program and temporary housing with supports/supportive housing.

DAILY OPERATIONS

Vancouver Island Mental Health Society

Email: info@vimhs.org

Phone: 250-824-1718

Website: vancouverislandmentalhealthsociety.org

- Connect with operators about the 1030 Old Victoria Road HEARTH property, to communicate neighbour to neighbour, or for information about site programs and day to day operations.

COMMUNITY CONTACTS

Police

250-754-2345

- Call **911** if you see a safety risk or crime in progress or about to be committed.
- Call the non-emergency line at **250-754-2345** if the event has already happened (e.g. stolen items or after a crime occurs).

Fire

250-753-7311

- Call **911** if you see a fire in progress.
- Call the non-emergency line at **250-753-7311** 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

Weekdays 8:00 a.m. - 4:30 p.m.

250-755-4422

Evenings and weekends

250-758-5222

- Reach out to City Bylaw regarding concerns around property conditions, excessive noise or if you see obstructions on streets/sidewalks in parks.
- **Email:** bylaw.info@nanaimo.ca
- **Website:** nanaimo.ca/public-safety/public-safety-contacts