

Who to Call | When to Call

The Willows | 2307 43rd Street, Vernon



EMERGENCIES

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

OPERATIONS

Contact Turning Points Collaborative Society – About the property and daily activities

Email:

naomi.poitras@turningpoints.ngo

Phone:

778-475-1991

Website:

turningpoints.ngo

COMMUNITY SUPPORT

RCMP

250-545-7171

- Call **911** if you see a safety risk or crime in progress or about to be committed.
- Call the non-emergency line at **250-545-7171** if the event has already happened (e.g. stolen items or after a crime occurs).

Fire Department

250-542-5361

- Call **911** if you see a fire in progress.
- Call the non-emergency line at **250-542-5361** 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

250-550-3505

- Contact Bylaw Services if you have concerns about property conditions, excessive noise, or if you see obstructions on streets/sidewalks or in parks.
- **Website:** vernon.ca/government-services/bylaws

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
- **Website:** bchousing.org/feedback