

WHO TO CALL

Who

When

COMMUNITY SAFETY

t. 250-755-4422
CSO Duty Cell: 250-268-7440
e. Bylaw.info@nanaimo.ca
Mon – Fri · Business Hours
After Hours / Weekends
Contact Public Works

- Minor disturbances
- Aggressive panhandling
- Persons / chattels obstructing roadways, sidewalks, properties
- Nuisance activities
- Security matters on public property
- Connecting individuals in need to services

BYLAW

t. 250-755-4422
e. Bylaw.info@nanaimo.ca
Mon – Fri · Business Hours
After Hours / Weekends
Contact Public Works

- Parking
- Noise
- Unsightly properties
- Nuisance properties
- Signs

POLICE

t. 250-754-2345
Non –emergency
24 hours - 7 Days a Week

- Criminal activity (theft, assault, drug trafficking)
- Crime after it has occurred
- Lost, stolen or found items
- Missing persons
- Trespass on private property
- Property Damage

FIRE

t. 250-753-7311
e. fireinfo@nanaimo.ca
Mon – Fri · Business Hours

- Fires
- Burning Complaints
- Burning Permits
- General fire safety information

911

t. 911
24 hours - 7 Days a Week

- Immediate medical attention
- Crimes in progress
- Reporting a Fire
- Serious Traffic Accidents

CHAMBER OF COMMERCE

t. 250-756-1191
e. info@nanaimochamber.bc.ca
Mon - Fri · 8:30 am – 4:30 pm

- Vandalism Relief Fund

PUBLIC WORKS

t. 250-758-5222
e. Public.worksinfo@nanaimo.ca
24 hours - 7 Days a Week

- Garbage / discarded items on public property
- Discarded needles on public property
- Overflowing city garbage bins
- Repair/maintenance of public property
- Other after-hour city matters

ANIMAL CONTROL

t. 250-616-0233
e. Animal.shelter@nanaimo.ca
Mon - Fri · 9 am to 5 pm

- Dogs at large
- Unlicensed dogs
- Care of animals
- Control of livestock

SECURITY

t. 778-441-2442
Community Connect

- Suspicious persons
- Escort from place of business to parked vehicle

RESPECTFUL CONDUCT

Within your community

Sheltering

- Temporary shelter permitted 7 pm – 9 am in undeveloped areas of parks in accordance to Parks Regulation Bylaw 2022 No 7340.
- Shelters must be taken down and packed up daily. Everyone is welcome to remain in parks during daytime hours.
- Fires are not permitted in parks at any time.

Parkland Regulations

Everyone is expected to not;

- Interfere with use of parks by others
- Allow any animal to run at large
- Litter
- Damage or cut down any tree or vegetation
- Erect a building or structure of any kind
- Leave, discard or store personal belongings
- Interfere with any City employee
- Smoke or consume alcohol

Conduct

Residents, businesses & visitors need to come and go without feeling unsafe or unwelcome.

It is expected that ALL persons will refrain from;

- Swearing, profane language
- Blocking a street or sidewalk
- Fighting
- Littering or creating a mess
- Using any public or private space as a toilet
- Drinking or using drugs in a publicly visible place
- Damaging public or private property

Requesting money

It is acceptable to ask others for food or money, but there are legal limitations on how it can be done.

Soliciting activities which are prohibited;

- Asking persistently or repeatedly
- Obstructing or following someone
- Using abusive or threatening language
- In a group of two or more
- Around bank entrances and ATM machines
- To a captive audience (in a vehicle, at a transit stop, park bench, public washroom)

Parkades

- No one is permitted in a City parkade unless they are parking or retrieving a vehicle.
- Parkades cannot be used as a place to shelter, to store belonging, to use substances, or as a washroom.

