



For **police, fire, or medical emergencies** when immediate action is required (someone's health, safety or property is in jeopardy or a crime is in progress):

- Dial 9-1-1

For **crimes with no suspect** (e.g. theft), **crimes with suspect not on the scene** (e.g. fraud), **serious crimes with suspect but with lengthy delay** (e.g. assault "last night" at a bar), **non-emergency in progress, on-going crime issues or crimes that are not in-progress** (e.g. graffiti), or **suspicious circumstances that may indicate ongoing criminal activity** (e.g. suspected drug lab):

- Call VicPD's non-emergency line: 250-995-7654 (Front desk hours: 7 a.m.-8 p.m.)
- Report online: <https://vicpd.ca/services/report-a-crime-online/>

For **concerns on public safety or crime** in Burnside Gorge:

- Call or e-mail Cst. Mark Jenkins (Community Resource Officer): 250-888-6491 or [mark.jenkins@vicpd.ca](mailto:mark.jenkins@vicpd.ca)

For **fire safety concerns**:

- Call Victoria Fire Department's non-emergency and administration line: 250-920-3350 or 250-384-1122

For **concerns about a possible hoarding situation**:

- Call Hoarding Education and Action Team: 250-361-0227

For **concerns on building and private property** (e.g. illegal occupancy), **noise** (e.g. amplification), **parks** (e.g. structure/tent), **business licence** (e.g. operating without licence), **street/sidewalk** (e.g. obstruct sidewalk), **signs** (e.g. no permit), and **others**:

- Call or e-mail Bylaw Services: 250-361-0215 or [bylawservices@victoria.ca](mailto:bylawservices@victoria.ca) (open 7 a.m.-4:30 p.m.)
- Report online: <https://www.victoria.ca/EN/main/city/bylaw-enforcement/report-a-bylaw-violation.html>

For **needle disposal** (if you are too nervous to pick it up, if you see needles in a pile in a stairwell or behind a dumpster, if you see broken needles scattered on the ground, or if you have no way of taking the needle in a strong container to a safe place):

- Call Public Works: 250-361-0400 (24 hours)
- Call AIDS Vancouver Island's Mobile Harm Reduction: 250-896-2849 (Wed-Fri 12-4 p.m.)
- *There are also safe disposable needle equipment available at the BGCA reception.*

For **other service requests** to the City of Victoria:

- Contact Public Works: <https://www.victoria.ca/EN/footer/contact/service-request-form.html>

For **crises related to mental health and well-being**:

- Call Community-Led Crisis Response (CLCR): 250-818-2454 (Mon-Fri 2-9 p.m.)
- CLCR is a mobile crisis response team led by persons with lived/living experience and mental health professionals, who are able to de-escalate crises and develop Community Care Plans with persons experiencing crisis.

## Community-Led Crisis Response (CLCR) Team Service Map





## HOUSING SITES

### When to Call

- You have concerns about an individual's behaviour, health or safety/welfare on the property
- Concerns about the state of the property (eg. garbage, needles, unsafe conditions)
- Excessive noise

### What They Can Do

- Staff are only able to deal with incidents or issues that are specific to the property due to Worksafe BC rules. The exception is the Clean and Safe teams that do go out into the neighborhood doing clean up.
- General cleaning and upkeep of the property
- Check on individual's safety/well being on the property
- Address and manage individual's behaviours on the property
- If an individual is behaving violently the staff protocol is to call 911
- Work with Victoria Police and City Bylaw to manage and address concerns on the property

### **Crosstown (formerly Tally Ho)**

Victoria Cool Aid Society  
3020 Douglas Street and 584 Burnside Road  
778-265-0014  
neighbourfeedback@CoolAid.org

### **Douglas Street Community**

PHS Community Services Society  
2915 Douglas Street  
250-385-5568

### **Medewiwin**

Pacifica Housing  
360 Gorge Road East  
250-480-5151

### **Queens Manor**

Victoria Cool Aid Society  
710 Queens Avenue  
250-380-7076  
neighbourfeedback@CoolAid.org

### **Mayfair**

Victoria Cool Aid Society  
650 Speed Avenue  
250-383-1977  
neighbourfeedback@CoolAid.org

### **Waterview**

Pacifica Housing  
246 Gorge Road East  
250-385-2131

## HOTEL SITES

### When to Call

- You have concerns about an individual's behaviour, health or safety/welfare on the property
- Concerns about the state of the property (eg. garbage, needles, unsafe conditions)
- All the hotel sites have Clean & Safe Teams to help keep the property and surrounding neighborhood area clean and safe
- Excessive noise

### What They Can Do

- Hotel Sites are serviced by Paladin Security and the officers can help by asking people to move along from the property and surrounding area - **Paladin 250-208-1754**
- Have their Clean & Safe team clean the property and surrounding area
- Check on individual's safety/well being on the property
- Address and manage individual's behaviours on the property,
- Work with Victoria Police and City Bylaw to manage and address concerns on the property

### **Muncey Place (Tower)**

Victoria Cool Aid Society  
3020 Blanshard Street  
250-383-1977  
neighbourfeedback@CoolAid.org

### **Muncey Place (Main)**

Our Place Society  
3020 Blanshard Street  
250-388-7112

### **Le Soleil**

PHS Community Services Society  
1900 Douglas Street  
250-380-1379

## SHELTER SITES

- The shelters operate Clean and Safe teams in the neighborhood and do a great job!
- See garbage/needles/junk/etc on the properties or surrounding areas the Clean and Safe teams will go in and clean it up for the neighborhood
- If you have concerns about a shelter resident's behaviours or well being on the property

### **Rock Bay Landing**

Victoria Cool Aid Society  
535 Ellice Street  
250-383-1951  
rbl@coolaid.org

### **Douglas Street Community**

PHS Community Services Society  
2915 Douglas Street  
250-385-5568