

Who to Call | When to Call



Bridge Street Pathways Shelter (2920 Bridge Street, Victoria)

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

GENERAL INQUIRIES	
BC Housing Email: communityrelations@bchousing.org	<ul style="list-style-type: none"> Contact BC Housing for general questions about the HEARTH program, temporary housing and/or shelters.
SITE OPERATOR	
Connective Email: BSPS@connective.ca Phone: 778-405-4823 Website: connective.ca/services/bridge-street-pathways-shelter	<ul style="list-style-type: none"> Contact Connective about the Bridge Street Pathways Shelter property or for information about site programs and day-to-day operations.
COMMUNITY CONTACTS	
For a full breakdown of who to call for different needs or concerns, visit: downtownvictoria.ca/neighbour-network/#by-issue	
Police 250-995-7654	<ul style="list-style-type: none"> For crimes in progress call 911. If the criminal or suspicious activity is no longer taking place, call the VicPD non-emergency line at 250-995-7654, or report online.
Fire 250-920-3350	<ul style="list-style-type: none"> Call 911 if you see a fire in progress. Call the non-emergency line at 250-920-3350 if you have fire safety concerns.
Ambulance 9-1-1 24/7 Dispatch	<ul style="list-style-type: none"> Call 911 for a medical emergency, including if you see someone who is non-responsive. Wait for an ambulance and do not move the person.
Community Safety and Bylaw Services 250-361-0215 7 days a week, 7:00 a.m. - 4:00 p.m. Email: bylawservices@victoria.ca Website: victoria.ca/city-government/community-safety-bylaw-services	<ul style="list-style-type: none"> Call Community Safety & Bylaw Services for obstructions, encampments, aggressive panhandling, noise issues or work taking place without a permit. After Bylaw hours, call the VicPD non-emergency line at 250-995-7654 and be clear that the issue needs immediate attention and request that the call taker generate a report. To report hazards or request litter removal in public spaces, call Public Works at 250-361-0400, available 24/7.