

Who to Call | When to Call



Bridge Street Pathways Shelter (2920 Bridge St, 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 and temporary housing with supports/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 site operations about the Bridge Street Pathways Shelter property, to communicate neighbour to neighbour, or for information about site programs and day-to-day operations.
COMMUNITY CONTACTS	
Police 250-995-7654	<ul style="list-style-type: none">▪ Call 911 if you see a safety risk or crime in progress or about to be committed.▪ Call the non-emergency line at 250-995-7654 if the event has already happened (e.g. stolen items or after a crime occurs).
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 in a park, on a road, or on public property.▪ Wait for an ambulance and do not move the person.
Bylaw Weekdays 7:00 a.m. - 4:00 p.m. 250-361-0215	<ul style="list-style-type: none">▪ Reach out to City Bylaw regarding concerns around property conditions, excessive noise or if you see obstructions on streets/sidewalks in parks.▪ Email: bylawservices@victoria.ca▪ Website: victoria.ca/city-government/community-safety-bylaw-services