

WHO TO CALL

911 crimes in progress, fires, serious accidents & medical emergencies

AMBULANCE
Non Emergency
250.995.7654

POLICE
Non Emergency
250.995.7654
or report online

FIRE
Non Emergency
250.391.6624



WHO

WHEN TO CALL

POLICE

Report online
<https://vicpd.ca/services/report-a-crime-online>
Cst Sean Hand,
Community Resource Officer
sean.hand@vicpd.ca

- Call 911 if you see a crime or safety risk in progress or about to be committed
- Call the non emergency line or report online when the event has already happened (stolen items, assault, dangerous or suspicious behaviour, crime was committed)
- Contact Cst Hand if you have concerns about public safety or crime in Burnside Gorge

FIRE

- Call 911 if you see a fire in progress
- Call the non emergency line if you have fire safety concerns
- If you have concerns about a possible hoarding situation call the Hoarding Education and Action Team at 250.361.022

AMBULANCE

- Call 911 for a medical emergency
- If you see someone who is non responsive in a yard, a park, a road, or public property
- The person's condition could worsen and become life-threatening on the way to the hospital. Moving the person could cause further harm or injury.

BYLAW

7:00 am to 4:30 pm
250.361.0215
bylawservices@victoria.ca
online @ www.victoria.ca

- Property conditions, graffiti
- Excessive noise
- Obstructions on streets/ sidewalks
- Litter/dumping on public spaces
- Use of parks and other spaces

NEEDLE DISPOSAL

Public Works
• 250.361.0400 (24 Hrs)
Aids Vancouver Island (AVI)
Mobile Harm Reduction
• Wed-Fri noon to 4:00 pm
• 250.896.2849

- If you are too nervous to pick it up.
- If you see many needles in a pile, for example, in a stairwell or behind a dumpster.
- If you see broken needles scattered on the ground.
- If you have no way of taking the needle in a strong container to a safe place.

SHELTER SITES

Rock Bay Landing
Cool Aid 250.383.1951
Manger 250.383.6945

Douglas St Community
Portland Housing Society (PHS)
250.812.2315 or 250.384.0829

THANK YOU CLEAN & SAFE TEAMS

- 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

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HOUSING SITES

Crosstown (Tally Ho)

3020 Douglas
Cool Aid
778.265.0014 or 250.893.4695
Manager 250.893.4695

Douglas St Community

2915 Douglas St
Portland Housing Society (PHS)
250.812.2315 or 250.384.0829

Medewin

360 Gorge Rd E
Pacifica Housing
250.294.5330

Queens Manor

710 Queens
Cool Aid
250.380.7076 or 250.360.7895
Manager 250.208.9113

Speed Ave (was Cedar Grove)

650 Speed Ave
Cool Aid
250.590.9521 or 250.812.7648
Manager 250.213.3865

Waterview

256 Gorge Rd E
Pacifica Housing
250.380.4892

HOTEL SITES

Comfort Inn (Tower)

3020 Blanshard
Cool Aid 778.587.1464

Comfort Inn (Main bldg)

3020 Blanshard
Our Place 250.382.4400

Howard Johnson

310 Gorge Rd
Pacifica 250.360.6223
Lois - 250.580.3850

Travel Lodge

123 Gorge Rd
Greater Victoria Coalition to End Homelessness (GVCEH)
250.216.4505 Angela 250.857.4941

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

"Being a good neighbour means a lot to us. If there is something that we can do to be a good neighbour we want to do it." (PHS)

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

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
- 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