

# Contacts for Community Services



## If you're concerned about someone who is experiencing homelessness

You can contact a Homeless Outreach Program. These teams link people to available social, health and housing services and provide assistance in a non-judgmental, supportive way.

To get in touch with an outreach team in your neighbourhood call:  
**Carnegie Outreach: 604-655-3318**  
**Kettle Society: 604-482-3727**

To report an encampment on private property, call the non-emergency police line, **604-717-3321**. If you'd like to report an encampment on public property, call **3-1-1**.

## If you're worried that someone is at risk of an overdose

For information on addiction services and supports, the Vancouver Coastal Health Overdose Outreach team can help. Call the number below to make a referral.

**PHONE: 604-360-2874**

**If someone is overdosing call 9-1-1 immediately.**

For more information on harm reduction, including where to find Naloxone kits and training, visit [www.towardtheheart.com](http://www.towardtheheart.com)

## If you're concerned about someone's mental health

Vancouver Coastal Health's Access & Assessment Centre (AAC) supports people with mental health concerns. In an emergency—if someone's health, safety or property is in jeopardy—call **9-1-1**. For all other situations, please call the AAC.

**PHONE: 604-675-3700**

## If you need information on community and social services

You can call **2-1-1** for free information and referral to a huge range of services, from information on shelter locations, to addiction services, to free meals services. The 24/7 phone line is operated by bc211, a Vancouver-based non-profit organization.

**PHONE: 2-1-1**  
**WEBSITE: [bc211.ca](http://bc211.ca)**

## If you find a used needle in a public space and you're not sure what to do

The Portland Hotel Society's Mobile Needle Exchange collects needles from all around the city. You can contact the hotline below to report a needle or syringe.

**PHONE: 604-657-6561**  
**EMAIL: [needlevan@phs.ca](mailto:needlevan@phs.ca)**

## If you're not sure whether to call 9-1-1

**9-1-1** is 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.

Call **604-717-3321** should be used for all **non-emergency** police situations, where an immediate response or dispatch of the police IS NOT required.

## Be an advocate

Contact your local municipal, provincial and/or federal representative to show your support for investments into services that you feel are relevant in your neighbourhood.

## For anything else

Connect with the City on the go 24 hours a day, 7 days a week using the VanConnect app which you can download through our website. Just search 'VanConnect' in your browser. You can also call **3-1-1**.