

When and Who to Call: A Guide for Business and Community

ABOUT THIS GUIDE: A number of resources are available to help business and community to access the right assistance for their needs and the needs of vulnerable persons. Below are some guidelines to help you to know who you should best call for different situations. Use the information provided as a guide to help you know WHEN & WHO TO CALL.

DIAL 9-1-1

DURING AN EMERGENCY, Ambulance, Fire, Police

RCMP: Call 911

- When someone's life is in danger
- When a crime is in progress
- Incidents involving violence

RCMP NON-EMERGENCY: Call 250-638-7480

Online Crime Reporting Tool

<https://ocre-sielc.rcmp-grc.gc.ca/bc/en>

- Includes reporting a crime after crime has occurred AND
- trespass, safety/security concerns on private property.

NOTE: RCMP works with City Bylaw & CSO staff and northern health staff to respond to concerns related to vulnerable persons.

Bylaw: Community Safety Officers (CSOs)

CALL (office) Non-emergency: 250-615-4019 Or Call the CSO number on the card attached if applicable

- work closely with Bylaw, RCMP and social/health services
- are a good first choice for **non-emergency** support with safety and security concerns in and around public property/facilities and/or with vulnerable persons
- work to understand needs, connect persons to supports and services and resolve issues in a restorative manner
- provide awareness support/training: incident prevention and de-escalation

Issues in & around public properties/facilities – assistance with nuisance behaviours, intrusive shelters, smoking/ substance/alcohol use

Bylaw: Bylaw Compliance Officers,

- Provide public education and enforcement of all municipal bylaws
- provide awareness support/training: Crime Prevention Through Environmental Design, Incident prevention and de-escalation
- work closely with CSOs in addressing concerns with regards to street entrenched/vulnerable persons

If you have concerns/questions re: City of Terrace Bylaws call: 250-615-4019 or

Please see form on City website under Bylaw-Compliance- General Complaints

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Outreach Workers: often have positive relationships with our vulnerable persons and are a good choice to call in non-emergency situations to assist with agitated, at-risk or requesting outreach assistance persons.

Kermode Outreach: Steve/Jamie: 250-615-6051, Crystal: 250-975-1498, Tarea: 250-631-2841

GNTS Peer Outreach: 250-635-8050

A variety of harm reduction supplies, resources, and take-home naloxone kits are available at the following Northern Health locations in addition to many local community agencies and pharmacies:

- Terrace Health Unit, 3412 Kalum Ave. (Health Unit): Monday to Friday (closed statutory holidays and between 12:00p.m. and 1:00p.m.). PHONE: 250-631-4200
- Terrace Specialized Mental Health and Substance Use Outreach Services (ICMT), 101-4450 Greig Ave: Monday to Friday; 8:30 a.m. to 8:00 p.m., and weekends/statutory holidays; 9:30a.m. to 8:00p.m. PHONE: 250-631-4647

In addition to harm reduction and overdose prevention resources, Northern Health provides a variety of community based mental health and substance use related services. Level and type of service depends on an individual's needs and goals. More information can be found at northernhealth.ca

*If someone is requesting VOLUNTARY mental health or substance use services and DOES NOT REQUIRE 911 emergency response,
PHONE 250-631-4647 (Specialized MHSU services) or 250-631-4202 (Terrace Community MHSU services)*

SAFE NEEDLE DISPOSAL GUIDE:

See 'discarding a needle' at:

www.northernhealth.ca/health-topics/harm-reduction

OR scan QR Code with your device

