

## Emergency and Safety Resources



### When to Call 9-1-1

- Fire or medical emergency
- Someone is or appears to be overdosing
- Your safety or someone else's is at risk
- You witness a crime in progress



### When to call Vancouver Police Non-Emergency Line: **604-717-3321**

- You require police support (but not immediate)
- Property damage or vandalism (after the crime has been committed)
- Vehicle break-in
- Report any crime after the fact
- Report an encampment on private property



### When to call the Strathcona Community Safety Team: **604-789-4143**

- Someone requires a wellness check (but doesn't need immediate medical attention)
- Needle pick-up request
- Report litter or debris
- Notify of an encampment on your property
- Require assistance in engaging with community members
- Provide an additional safe presence
- Knowledge of community and Strathcona BIA resources



### When to call the Strathcona Community Policing Centre: **604-717-0622**

- Learn about Crime Prevention through Environmental Design
- Report a crime that has already occurred
- Volunteer in the community



## Debris and garbage on private property:

To schedule removal of large debris on private property fill out this online form: [bit.ly/2KRNDBE](https://bit.ly/2KRNDBE).  
Service provided by Mission Possible Maintenance.



## Debris and garbage on public property:

Report debris and garbage on public property including alleyways, rail lines and sidewalks to the City of Vancouver through **3-1-1** or the **Vanconnect App**.



## Needles on private or public property:

To notify the Portland Hotel Society of a needle pickup, call **604-657-6561** or call the SBIA's safety team: **604-789-4143**



## Street Cleaning:

Litter, debris and needle removal on sidewalks and in front of businesses provided by Coast Mental Health, United We Can and Mission Possible Maintenance. To report litter and debris call the SBIA office: **604-258-2727**



## Graffiti removal on private property:

Report graffiti by calling: **1.877.684.4747** or emailing [vancouver@goodbyegrffiti.com](mailto:vancouver@goodbyegrffiti.com).  
Service provided by Goodbye Graffiti

## City of Vancouver VanConnect App

Download the City of Vancouver 3-1-1 Vanconnect App at [vancouver.ca/vanconnect](https://vancouver.ca/vanconnect) to report:

- Debris on public property
- Graffiti on public property (street poles, bus stops, sidewalks etc.)
- Encampments on public property
- Maintenance and unsafe public infrastructure (missing manhole covers, damaged signs & sidewalks etc.)

You can email the SBIA office at [info@strathconabia.com](mailto:info@strathconabia.com) for all other inquiries regarding resources and specific incidences.

## Additional Resources:

The following outreach teams can connect people experiencing homelessness to available services:

- Carnegie Outreach: **604-655-3318**
- Atira Women's Resource Society: **604-331-1407**
- The Watari Research Association: **604-254-6995**
- Coast Foundation Society: **604-562-3221**
- Visit [Bc211.ca](https://Bc211.ca) or call **2-1-1** for information on available community, social and government services