



The **North Park Neighbourhood Association (NPNA)** is here to advocate for our community's needs. We encourage you to keep us informed at info@npna.ca, so we can better understand and advocate for everyone in North Park.

EMERGENCY & CRISIS SUPPORT

Medical Emergencies

Call 9-1-1 when there is a concern for immediate personal or community safety

- If someone is unresponsive (no response when called, no chest rise/fall with breathing), provide rescue breathing while waiting for emergency services

Mental Health & Substance Use Crises

CRCL (Crisis Response, Community-Led) Team

- Call 604-818-2454
- Hours: 7:30AM - 12:30AM, 7 days/week
- Services: In-person crisis support for individuals experiencing mental health or substance use crises

FIRE SERVICES

Active Fires

- Call 9-1-1
- For fires in progress or when immediate action is required

Fire Reports (Non-Emergency)

Victoria Fire Department Non-Emergency Line

- Call 250-543-6700
- Use to report fires that have been extinguished (helps track community impact)

TRAFFIC & PARKING

Traffic Violations

Victoria Police Non-Emergency Line

- Call 250-995-7654

Community Feedback

- Email us (info@npna.ca) with your thoughts and concerns about parking and traffic in North Park, so we can advocate for solutions!

Parking Infractions

City of Victoria Parking Services

- Call 250-361-0260
- Email: parkingservices@victoria.ca
- Handles: Expired meters, blocked driveways, illegal parking
- Reporting helps track community impact

PUBLIC WORKS DEPARTMENT

250-361-0400 | pw@victoria.ca

Street Cleaning Schedule

- **Downtown:** Daily cleaning (including Pandora)
- **North Park:** Once every six weeks, based on need
- Request cleaning: Use the [online request form](#) or call Public Works
- Requests help track neighbourhood needs, and measure impact

Enhanced Cleaning (Shigella Outbreak Response)

- The following locations currently on a 24-hour rotation:
 - **North Park:** 2317 Dowler Rd., 1611 Quadra St.
 - **Rock Bay/Burnside:** 535 Ellice St.
 - **Downtown:** 525 Johnson St., 941 Pandora Ave., 919 Pandora Ave.
 - **Fernwood:** 1240 Yates St.

Large Items & Graffiti Removal

- Removes large garbage items on public property
- Graffiti removal on public property

Human Waste on Private Property

- **Current Situation:** No public services available. Property owners are responsible for cleanup on their own property

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Human Waste on Private Property

Your Options:

- Hire a private biohazard cleaning company
- Clean up following safety protocols linked under “**Health Resource Links**”
- Report incidents to:
 - **Public Works:** 250-361-0400 | pw@victoria.ca
 - **Island Health Communicable Disease Environmental Health Office:** HPES.CD@islandhealth.ca
 - Please CC us, the North Park Neighbourhood Association (info@npna.ca), to keep us informed on neighbourhood impact

Health Resource Links:

- [HealthLink resource on shigellosis](#)
- [Shigella Outbreak Guidance: FAQ](#)
- [NPNA Shigella & Human Waste Clean Up on Private Property_- What you should know](#)

Important Note:

Public Works handles human waste on public property but provides no support for private property owners

We recognize this as a **significant service gap affecting community health and safety** and are actively advocating for increased resources and support

Your reports help us advocate more effectively. Please share your concerns and perspectives with us at info@npna.ca

BYLAW SERVICES

250-361-0215

bylawservices@victoria.ca

Response Hours: 8 AM - 4 PM, 7 days/week

(Complaints outside these hours are followed up the next day)

Handles:

- Property conditions
- Excessive noise
- Building safety
- Demolition and construction
- Road use, safety, and compliance
- Snow and ice removal
- Obstructions on streets or sidewalks
- Stormwater management
- Use of pesticides
- Protection of significant trees

NORTH PARK REPRESENTATIVES

Councillor Stephen Hammond

North Park Neighbourhood Liaison

- 250-361-0216
- shammond@victoria.ca
- Councillor Neighbourhood Liaisons Terms of Reference
- Available in person at NPNA community meetings
 - Contact NPNA to add topics to meeting agendas

Doug Clarke

Emergency Management Community Liaison

- 250-920-3373
- EMVic@Victoria.ca or DClarke@Victoria.ca
- Services: Available in person at workshops, community meetings, custom neighbourhood education sessions, and free monthly public Emergency Preparedness Workshops at the Firehall

Gary Pemberton

Neighbourhood Advisor & Staff Liaison

- 250-361-0548
- GPemberton@victoria.ca or neighbourhoods@victoria.ca
- Services: Support for organizing projects, connecting with resources, and navigating city departments
- Available in person at community meetings
 - Contact NPNA to add topics to meeting agendas

Michael Wishlaw

North Park Community Resource Officer

- 250-995-7654 ex. 5702
- Michael.Wishlaw@vicpd.ca
- Services: Links police and the North Park community; works with unhoused individuals

ADDITIONAL RESOURCES

Victoria Public Washroom Map: Where to "go" in Victoria

Needle disposal information:

- Common sense poke prevention
- Solid Street Clean Team: 250-298-9497
- DVBA Clean Team at 250-386-2238