

# Who to Call | When to Call

Step Beyond Shelter | 209 16<sup>th</sup> Avenue North, Cranbrook

## GENERAL INQUIRIES

### BC Housing

**Email:** [communityrelations@bchousing.org](mailto:communityrelations@bchousing.org)  
**Website:** [bchousing.org](http://bchousing.org)

- Connect with BC Housing for general questions about shelter, housing and outreach related programs they support.

## DAILY OPERATIONS

### Community Connections Society of Southeast BC (CCSSEBC)

**Email:** [sheltercoordinator@ccssebc.com](mailto:sheltercoordinator@ccssebc.com)  
**Phone:** 778-687-1707  
**Website:** [ccsranbrook.ca](http://ccsranbrook.ca)

- Connect with site management for immediate concerns about the shelter or shelter guests, to communicate neighbour to neighbour, or for information about site programs and day-to-day operations.

## COMMUNITY CONTACTS

### Police

**250-489-3471**

- Call **911** if you see a safety risk or crime in progress or about to be committed.
- Call the non-emergency line at **250-489-3471** if the event has already happened (e.g. after a crime occurs).

### Fire

**250-426-2325**

- Call **911** if you see a fire in progress.
- Call the non-emergency line at **250-426-2325** if you have fire safety concerns.

### Ambulance

**911**

24/7 Dispatch

- Call **911** for a medical emergency, including if you see someone who is non-responsive in a park, on a road or on public property.
- Wait for an ambulance and do not move the person.

### Bylaw

**250-489-9598**

- Reach out to City Bylaw regarding concerns around public property conditions, excessive noise or if you see obstructions on streets/sidewalks or in parks.
- **Website:** [cranbrook.ca/our-city/city-departments/bylaw-services](http://cranbrook.ca/our-city/city-departments/bylaw-services)