The City of St. John's

Resources and Supports

Updated October 28, 2026



ST. JOHN'S

Resources and Supports

Emergency 911

For all emergencies, please call **911** immediately.

Royal Newfoundland Constabulary (RNC)

You can contact the **Royal Newfoundland Constabulary** at:

Telephone: 1 709 729 8000

Deaf/Hard of Hearing TTY: 1 800 363 4334

Certain incidents may be reported online using the Royal Newfoundland Constabulary's **Online Reporting Form**:

- Lost property
- Theft under $5,000
- Theft from a motor vehicle
- Property damage
- Damage to a vehicle
- Motor vehicle accidents

NL Healthline 811

In addition to being an access point, **811** is also an e-mental health tool, confidential and free, and staffed by experienced Registered Nurses. It is available to all residents of Newfoundland and Labrador any time, day or night.

Text and Video Relay Service (VRS) lines are available for individuals who may be hard-of hearing, identify as having communication disability, or are deaf.

VRS number: 1-888-834-1252.

For texting, please download the 811 NL HealthLine app in the Apple and Google Play app stores.



THRIVE Directory of Services

For a comprehensive listing of services and resources, please visit THRIVE's **Directory of Services**. The Directory contains the following sections:

Emergency Hotlines/Supports
A list of hotlines and supports people can access in St. John's area as well as the province of Newfoundland and Labrador.

2SLGBTQIA+
Resources in the St. John's Metro Area for 2LGBTQIA+ folx, or individuals looking for resources in related areas.

Childcare
All Child-care related supports and programming, such as registered childcare centres, etc.

Community Activities
Recreational programs involving the arts, athletics, and general social events.

Education
Educational programs and support including childcare facilities, tutoring, libraries, etc.

Employment Supports
All types of employment support and skills development programming.

Health
All health-related supports and programming, including mental health, addictions, food security via nutrition and poverty initiatives, advocacy, and support groups.

Housing
Shelters, housing options, and other related supports.

Indigenous
Supports within the Indigenous Communities providing information and resources etc.

Justice
All justice-related supports and programming including crime prevention and reduction, legal aid, victim supports, courts, advocacy, etc.



Domestic Violence Help Line

Callers can speak with **Domestic Violence Help Line** trained professionals who will assist them directly or connect them to the appropriate service or organization in the community.

Telephone: 1-888-709-7090

Intimate Partner Violence Unit (IPVU)

The Royal Newfoundland Constabulary's **Intimate Partner Violence Unit** (IPVU) is a team of dedicated officers trained to assist and support victims of intimate partner violence, by advising of available resources, criminal investigation information, and court process support. The IPVU can help with safety planning, Emergency Protection Orders, and Peace Bond applications.

General advice: IPV@rnc.gov.nl.ca

Emergency situations: 911

Non-emergency assistance: 709-729-8000

Sexual Violence Support and Information Line

Callers can access non-judgmental, empathetic support and information related to sexual violence through a 24-hour crisis line operated by **End Sexual Violence NL**.

Telephone: 1-800-726-2743

Victim Services

Victim Services is a free service offered by the Department of Justice and Public Safety to victims of crime in Newfoundland and Labrador. Victim Services provides assistance to victims of:

- intimate partner violence (domestic violence)
- sexual assault
- criminal harassment (stalking)
- personal violence like assault; assault with a weapon; assault causing bodily harm
- threats
- homicide (family members can access services)
- impaired driving
- property crimes
- theft and fraud

Services are available to adult victims of crime 16 years of age and older whether or not the crime has been reported, or a charge has been laid.

Services are also available to children, youth, or witnesses (under 16 years of age) when charges are laid. A caregiver or legal guardian must consent to services.

St. John's Office
Telephone: 709-729-0900



Bridge the Gapp

Bridge the Gapp is a way to connect with guidance and support for mental health and addictions in Newfoundland and Labrador.

Bridge the Gapp Adult is an online resource designed to support mental wellness for adults.

Bridge the Gapp Youth is an online resource designed to support mental wellness for youth.

SeniorsNL Information and Referral Line

The **SeniorsNL** Information and Referral Line in Newfoundland and Labrador is a toll-free helpline for seniors and those who support them. It provides information and referrals to programs and services available to older adults in the province.

Toll-Free: 1-800-563-5599

An online **contact form** is also available.

Immigration Options for Victims of Family Violence

Government of Canada **Immigration options for victims of family violence**

Office of the Child and Youth Advocate

Telephone: 709-753-3888

Toll Free: 1-877-753-3888

Email: office@ocya.nl.ca

Office of the Seniors' Advocate

Telephone: 709-729-6603

Toll Free: 1-833-729-6603

Email: SeniorsAdvocate@SeniorsAdvocateNL.ca

211 Newfoundland and Labrador

Find community, government and social services:

Live **chat services** are available Monday to Friday from 8:30am-10:30pm local time.

You can also telephone the 211 service anytime.

Citizens' Crime Prevention Association of Newfoundland and Labrador

Website: **ccpanl.ca/index.html**

Email: nlcrimeprevention@gmail.com

