



WELCOME GUIDE

Your Guide to Living Here

Parksville • Vancouver Island



Welcome to the City of Parksville

The City acknowledges with gratitude we are located on the traditional territory of the Coast Salish Nations, home to the Snaw-Naw-As First Nation and the Qualicum First Nation.

Welcome to Parksville! We encourage you to discover the many amazing things our City and the Parksville-Qualicum Beach region offer both residents and visitors. With its small-town charm, the City of Parksville is home to 13,642 (2021 Census) residents. Our City is a wonderful place to live, work, play, visit, do business, and prosper.

Parksville offers spectacular mountain vistas and many recreational opportunities. The Parksville Community Park features amenities, gardens, sports facilities, and Parksville Bay offers an endless sandy beach at low tide and a waterfront walkway. Also, within the City is Rath Trevor Beach Provincial Park, BC's most popular provincial park and another four other provincial parks within a fifteen-minute drive. The City of Parksville is situated in the Mount Arrowsmith Biosphere Reserve; a UNESCO recognized area, dedicated to providing models of sustainable development.



The Oceanside region boasts a moderate, year-round climate to enjoy the many adventures which await year long, from walks on the beach to mountain biking, fishing, camping, and golf. Our City features fine restaurants and a variety of accommodations. We are known for our hospitality; visitors return, often making Parksville their home.

The Parksville Civic and Technology Centre at 100 Jensen Avenue East is home to the City of Parksville, Vancouver Island Regional Library, School District #69 Qualicum, Oceanside Community Safety, and Vancouver Island University, Parksville-Qualicum campus.

The Parksville and District Chamber of Commerce, Parksville Qualicum Beach Tourism Association and the Parksville Downtown Business Association promote and support the growth of existing and new businesses.

Should you have questions, we would be happy to help you. Our general number is 250 248-6144 or email info@parksville.ca. *Welcome home!*



New to Canada?

Please note that this is not a comprehensive newcomers' guide to the Parksville area. If you are a recent immigrant to British Columbia, the [BC Newcomers' Guide](#) is an excellent resource for information on Canadian health care, currency, employment, laws, and culture. For assistance with transition and settlement issues, learning English and finding work in the Oceanside area, contact the Central Vancouver Island Multicultural Society at 250 753-6911 or cvims.org.

If you are a new Parksville resident and seeking information on local health care, education, recreation community services and more, refer to the [Community Profile](#) on our website.

General Inquiries**250 248-6144**info@parksville.ca*8 am to 4 pm Monday to Friday except statutory holidays***P O Box 1390, 100 Jensen Avenue East, Parksville, BC V9P2H3****Afterhours Emergency (City of Parksville)**

250 248-6144 (Select 8)

4 pm to 8 am, Monday to Friday, Saturdays, Sundays, and holidays

Police - RCMP Oceanside Detachment (non-emergency)

250 248-6111

Fire - Parksville Fire Rescue (non-emergency)

250 248-3242

Ambulance - BC Ambulance Service (non-emergency)

250 248-5632

Emergency - 24 Hour Police, Fire and Ambulance**911**

***Disclaimer:** The information presented in this guide is for general information purposes only and does not constitute a legal document. The City of Parksville cannot guarantee the completeness or accuracy of the information contained in this guide, although every attempt has been made to ensure the information is current and correct at publication. (February 2023)*

Table of Contents

COUNCIL AND ADMINISTRATION	3-5
BYLAW COMPLIANCE AND BUSINESS LICENCES	6-7
COMMUNITY PLANNING AND BUILDING	8
ENGINEERING	9
OPERATIONS	10-12
FINANCE	13-14
PARKSVILLE FIRE RESCUE	15
OCEANSIDE DETACHMENT RCMP	16
EMERGENCY PREPAREDNESS	16
REGIONAL DISTRICT OF NANAIMO	17
QUICK REFERENCE TELEPHONE NUMBERS	18



Parksville Council consists of an elected Mayor and six Councillors, serving a four-year term of office. The current Council's term which began in November 2022, will end November 2026, following a local government election on October 17, 2026. The *Community Charter/Local Government Act* gives Council the authority to set budgets, levy taxes, and establish policies to guide the growth, development, and operation of the City for the benefit and protection of its citizens. City staff is tasked with the responsibility of implementing the services and priorities established by Council.

The powers of the Mayor and Council are exercised through the adoption of resolutions or the enacting of bylaws at regularly scheduled Council meetings. The Mayor chairs all meetings of Council. Rules governing the conduct of the meetings are outlined in the Council Procedure Bylaw and *Robert's Rules of Order*.

Council meetings are held in the Forum, Parksville Civic and Technology Centre on the first and third Monday of the month. If Monday is a statutory holiday, the regularly scheduled Council meeting is held on Wednesday of that week. An open question period is available for members of the public, fifteen minutes before the start of regular Council meetings. Refer to the City [calendar](#) for meeting dates and times.

Council agendas and minutes may be viewed from our website. Agendas are posted on the Friday prior to the Monday meeting and minutes posted following adoption.

Highlights of the Council meeting are available on the website within a day or two of the meeting and provide a summary of the meeting and decisions made by Council.

Webstreaming - Council meetings and public hearings held in the Forum are webstreamed live and archived from our website to accommodate those unable to attend meetings and who wish to keep up-to-date on Council proceedings.

Advisory bodies, commissions, and boards often consisting of representatives from both Council and the community, deal with specific issues related to the municipality. The role of a Council member appointed to any committee or commission is to facilitate cooperation and communication with the City. Citizens appointed by Council to an advisory body, voluntarily contribute their time and experience without remuneration.



Left to right: Councillor Sylvia Martin, Councillor Adam Fras, Councillor Amit Gaur, Mayor Doug O'Brien, Councillor Mary Beil, Councillor Joel Grenz and Councillor Sean Wood.

PARKSVILLE COUNCIL (2022-2026)



Mayor Doug O'Brien
mayor@parksville.ca
250 937-1389
Elected to Council 2018 to 2022;
elected as Mayor in 2022.



Councillor Mary Beil
CouncillorBeil@parksville.ca
250 927-4097
Elected to Council 2014 to 2018;
elected again in 2022



Councillor Adam Fras
CouncillorFras@parksville.ca
250 228-3727
Elected to Council 2018 to 2022;
elected again in 2022



Councillor Amit Gaur
CouncillorGaur@parksville.ca
250 954-3060
Elected to Council 2022



Councillor Joel Grenz
CouncillorGrenz@parksville.ca
250 954-3060
Elected to Council 2022



Councillor Sylvia Martin
CouncillorMartin@parksville.ca
250 954-3060
Elected to Council 2022



Councillor Wood
CouncillorWood@parksville.ca
604 868-7914
Elected to Council 2022

Administration

Contact: 250 954-3060 admin@parksville.ca

Municipal Liability Insurance Claims

Section 744 of the *Local Government Act* states that municipalities are not liable in any action based on nuisance where the damages arise, directly or indirectly, out of the breakdown or malfunction of a sewer system; a water or drainage facility or system; or a dike or a road. Nuisance actions are defined as instances in which a home or business is damaged because of a sewer, drainage or water system, or roadway or dike breaking down and malfunctioning.

As Section 744 releases a municipality from liability for nuisance actions, homeowners or business owners may not be aware municipalities have immunity against certain nuisance actions and their private insurance coverage policy may not provide this protection. All homeowners and business owners are strongly urged to review their insurance policy with their individual brokers to ensure adequate coverage in the event of such incidents occurring.

Public Engagement

We are committed to improving communications in our community. Your input is important, and we look forward to hearing from you. The many ways you can communicate and stay connected with the City are listed on the website under "[Engage With Us.](#)" Contact 250 954-3073 or communications@parksville.ca with questions or suggestions.

Website and Let's Talk Parksville

[Let's Talk Parksville](#) is the City's online public engagement platform which provides residents the opportunity to follow along and contribute ideas and opinions on important community matters. Parksville.ca, the City's website, should have most of the information you will need.



Social Media

Residents may follow the City of Parksville on:



Facebook.com/cityparksville



bsky.app/profile/parksville.ca



Instagram.com/parkvillecity

Publications

The City distributes two monthly publications - *It's Your City* is published in the PQB News and archived on our website and an newsletter by email. Signup is from our [website](#).

Contact: 250 954-4650 bylaw@parksville.ca

Neighbourhood Living

The best way to deal with neighbourhood problems is for residents to discuss their concerns with one another and work together to find an acceptable solution. Complaining to a neighbour or receiving a complaint may be an awkward situation for some; however, such action can develop and strengthen neighbour relations. Often neighbours are not aware a situation is bothering other neighbours and are more than happy to resolve the concern once brought to their attention. If communication between neighbours is not successful or possible, residents may then wish to contact the City for assistance through the enforcement of bylaws. City bylaws are enforced on a complaint-driven basis and anonymous complaints are not accepted.

Bylaw Compliance

The City will attempt to gain compliance by working with residents and if needed, issue warnings or fines. It is important to familiarize yourself with City bylaws; common bylaw contraventions occur around parking, pet ownership, and property maintenance. If you do receive a bylaw offence notice, you may pay the fine or dispute the alleged contravention.

Current official bylaws are available on our website using the [Bylaws](#) quicklink.
If you wish to make a complaint, use the [Bylaw Complaint Form](#).
Questions about City bylaws should be directed to bylaw compliance
at 250 954-4650 or bylaw@parksville.ca.

Paying the Fine

The fine for City bylaw offence notices (tickets) is subject to a payment schedule which encourages prompt payment by offering a discount for early payment and penalties for late payment. The penalty will be reduced by 25% if payment is received within 14 days. After 14 days, the full fine amount will be due and payable. If payment is not received within 28 days, a 25% surcharge will be added to the fine amount and sent to a collection agent.

A copy of the bylaw offence notice must accompany payment. You may pay by cash, cheque, money order, debit card, or credit card. Payment must be received by the City within the noted time limits to qualify for the discount.

In-person: 100 Jensen Avenue East, Parksville
By mail: P O Box 1390, Parksville V9P 2H3
Online: [\[Quicklinks/Payment Options\]](#)

Please note:

- Do not send cash through the mail.
- Make cheque or money order payable to the City of Parksville.
- Dishonoured cheques invalidate any receipt and will result in an additional charge.
- Postmarks are NOT accepted as date of payment.
- Receipts mailed only upon request.

Disputing a Ticket

To dispute a bylaw offence notice, you must complete and submit a Notice of Dispute form to the City **within 14 days of receipt** of the bylaw offence notice. Dispute forms can be found on our website or from the City. Once you submit a notice of dispute, you will be contacted by a City screening officer, who will consider the evidence you provide. The screening officer can either uphold or cancel the ticket within the parameters laid out by provincial legislation.

If your ticket is upheld, you may request adjudication. Adjudication is a more efficient and cost-effective alternative to provincial court for both the City and the disputant. A certified and independent adjudicator contracted by the City, in partnership with the City of Nanaimo, will hear your dispute and determine whether the offence occurred based on evidence submitted by both parties. The adjudicator cannot reduce the fine or cancel the ticket for any discretionary reason; they will simply determine whether the offence occurred as alleged on the ticket.

You can appear at adjudication in person, by phone, by submitting written evidence prior to the hearing, or by sending a representative. If an adjudicator upholds your ticket, a \$25 administration fee will be added to the penalty. If the adjudicator cancels your ticket, all associated fines and fees are cancelled.

Business Licences

We require all businesses (including home-based) to have a valid business licence to operate in Parksville. Approval to obtain a business licence is dependent on:

- Location of your intended premise has the appropriate zoning.
- Premise has the correct Occupancy Permit for the desired use.
- Desired business name does not conflict with an existing business.

You are encouraged to contact the City prior to deciding on leasing or purchasing a premise to ensure you can obtain a business licence for that site. Contact bylaw@parksville.ca or 250 954-4650. More info on our [website](#).



Inter-Community Business Licences - Twelve municipalities from Campbell River to Duncan participate in the inter-community business licence program which saves a business from obtaining separate business licences from each community in which the business wishes to operate. An inter-community business licence is valid for the same term as the regular business licence issued by the community from which the inter-community business licence is purchased. A business holding an inter-community business licence must comply with the bylaws and regulations of each community in which they operate.

Community Planning and Building

Planning Inquiries

250 954-4697

planning@parksville.ca

Building Inquiries

250 954-3065

building@parksville.ca

Official Community Plan

The *Official Community Plan* (OCP) is a statement of the community's vision for the future. It is a framework that guides decisions on planning and land use management within the community to ultimately shape development to achieve future community goals.

The City's current OCP adopted by Council in 2013, may be viewed at the planning department or [online](#). Land use designations within the OCP provide a guide on the types of future land uses that may be considered. Implementation of land uses not currently recognized in *Zoning and Development Bylaw, 1994, No. 2000* would require an amendment proposal consistent with the OCP.

Rezoning or Subdividing Property

[Zoning and Development Bylaw No. 2000](#)

governs the zoning and development of property. It regulates what a property can be used for and addresses such matters as setbacks, building heights, floor area, lot coverage, density, minimum parcel size and landscaping provisions. If you are considering rezoning or subdividing your property, contact the planning department to discuss the procedure. Subdivision and rezoning of property are complex procedures and careful consideration of all the requirements is recommended prior to an application.

Building Permits

City of Parksville Bylaw No. 1387 outlines owner responsibilities as well as requirements and regulations for the construction of buildings or structures on properties. The construction of any building or structure, except accessory buildings less than 10 square metres (107 square feet) in area, requires a building permit. The building permit application form may be obtained from the [website](#) or from the City.

Sign Permits

Any person or business wishing to erect signage should check with the planning department to determine if a sign permit is required. Sign permits are generally required for most commercial business signage. *Sign Bylaw, 2014, No. 1511*, as well as the sign permit application form may be obtained from the [website](#) or the City.

Tree Permits

If a property owner proposes to cut or remove any protected tree, an application for a tree permit must be made to the planning department. *Tree Management Bylaw, 2006, No. 1415* as well as the tree permit application may be obtained from the [website](#) or from the City.



Contact: **250 951-2484** engineering@parksville.ca

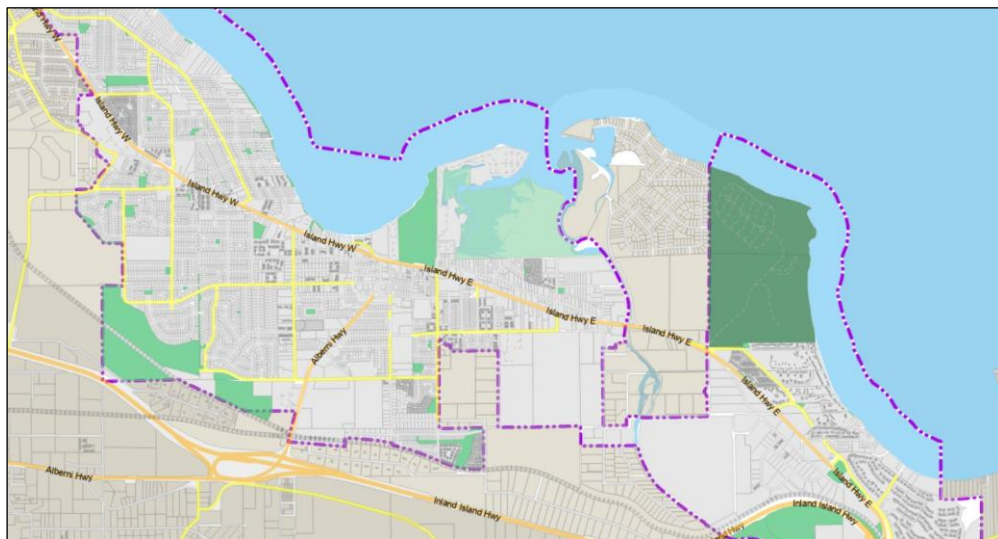
The engineering department is responsible for the technical aspects of municipal engineering such as infrastructure and utility management, capital projects, land development, engineering, and support services. Municipal engineering includes road works, pedestrian/cycling facilities, traffic management, water works, sanitary sewerage, storm water management, and streetlighting. Engineering personnel assess the demands on the City's infrastructure, which may result in capital works projects to either improve or replace the existing services. Staff plan, design and perform the review and assessment of engineering design proposals for capital works projects and new land developments, and inspect the construction of these works.

Engineering maintains the Geographic Information System (GIS), which is the repository of a wide range of geographically referenced information on individual properties, roads and parks.

ParksvilleMAP

[ParksvilleMAP](#) is an interactive mapping tool which provides a range of information you can view or print. The map is constantly evolving, and the information is updated regularly. ParksvilleMAP can also be accessed by the Map quicklink on the City's [website](#). The ParksvilleMAP includes information such as:

- Property information, including property lines, address, legal descriptions, zoning, aerial photos
- Road information
- Location of underground utilities (drainage, sanitary, water)
- Zoning and Official Community Plan (OCP)
- Contour lines (1 metre)



Operations

Contact: **250 248-5412** ops@parksville.ca

Operations provides services which enhance the daily lives of residents:

- Boulevard tree pruning, tree removal and tree planting
- Catch basins, manhole repairs
- Irrigation systems
- City parks and trails
- Roads, streets, sidewalks, and pathways
- City-owned buildings and property
- Fleet maintenance
- Sanitary sewer system, storm sewers
- Snow and ice on public streets
- Spring wood chipping program
- Street sweeping
- Streetlighting
- Street paving, patching, painting
- Traffic signals and signs
- Water distribution system



Request for Service

An online website form may be used to report non-emergency operational issues. Go to our [website](#) and click the red tab, "Request for Service."

If a situation requires immediate attention such as a watermain break, sewage backup or similar City service, call 250 248-5412 for a response during regular business hours (Monday to Friday, 8 am to 4 pm) and afterhours phone 250 248-6144 (Press 8).

Boulevards

Residents are cautioned not to plant shrubs, place material or erect buildings or fences on the City's portion of boulevards and road rights-of-way in front of private property. City crews may have to excavate the area to reach services such as water or sewer pipes and cannot be responsible for materials planted or erected on the boulevards or rights-of-way, except for the ground cover, such as grass or gravel.

Winter Conditions

During winter months, staff monitor road and weather conditions. We provide snow and ice control, operating within budget and with available equipment and personnel to provide for reasonably safe movement of vehicular and pedestrian traffic. Information on snow and ice control, how to prepare and helpful resources are available on our [website](#).

Clearing of sidewalks is the responsibility of property owners. Every owner and occupier of property is responsible under Bylaw 1436 to remove all snow or ice from sidewalks bordering their property within twelve hours of the end of a snowfall.

Wood Chipping Program

We offer an annual wood chipping program free to Parksville residents during the spring, intended to assist property owners dispose of pruned tree limbs and debris resulting from winter. Program dates are posted on the City's [website](#).

Dedicated Bench and Tree Program

The City offers a program where citizens may purchase a memorial tree or a memorial bench. Information at this [link](#).

Englishman River Water Service

The Englishman River Water Service is a joint venture between the City of Parksville (74% ownership) and the Regional District of Nanaimo (26% ownership) formed in 2011 to secure bulk water supply from the Englishman River for the residents of Parksville and the Nanoose Bay Peninsula Water Service. News releases, updates, and meeting info available on our [website](#).

Arrowsmith Water Service

The Arrowsmith Water Service joint venturers are the City of Parksville, Town of Qualicum Beach and the Regional District of Nanaimo who hold the water licences and are responsible for the operation and maintenance of the Arrowsmith dam, spillway and outlet works. The City of Parksville has the overall responsibility for day-to-day system operation and maintenance. News releases, updates, and meeting info available on our [website](#).

Watering Conservation

Between April and October, conservation levels may be in place to ensure adequate resources during the hotter, dryer summer months. Water conservation is implemented by the City in four levels. Refer to [Let's Talk Parksville](#) for more information on the four water conservation levels.

The City is a partner in the Regional District of Nanaimo Team [WaterSmart](#) program.

City of Parksville Water Conservation Framework				
CONSERVATION LEVELS	1	2	3	4
EFFECTIVE DATES	April	May 1 - October 31	As advised	
 Frequency	ANY DAY	Every other day Even # houses = Even # days Odd # houses = Odd # days	One day per week Even # houses = Thursdays Odd # houses = Mondays	SPRINKLING BAN LAWN WATERING NOT PERMITTED
 Lawn Watering times	Between 7 pm - 7 am	Between 7-10 am OR 7-10 pm for 2 hours MAX (on your watering day)	Between 7-10 am OR 7-10 pm for 2 hours MAX (on your watering day)	
 Washing vehicles, RVs, boats, buildings (siding)	ANYTIME	ANYTIME (on your watering day)	Between 7-10 am OR 7-10 pm (on your watering day)	Between 7-10 am OR 7-10 pm (on your watering day)
 Hand-watering, drip irrigation, micro irrigation	ANYTIME	ANYTIME	ANYTIME	Between 7-10 am OR 7-10 pm
 Filling fountains, pools, hot tubs	ANYTIME	ANYTIME (on your watering day)	ANYTIME (on your watering day)	NOT PERMITTED
 Pressure washing walkways, driveways, buildings (siding)	ANYTIME	ANYTIME (on your watering day)	Between 7-10 am OR 7-10 pm (on your watering day)	ONLY prior to application of paint, preservative, stucco, or sealant
 New lawn permits	Can apply for permit	Can apply for permit	NO PERMITS ISSUED	NO PERMITS ISSUED
Water Conservation Level 3 is intended to encourage residents to reduce water where possible.				
NOTE: Vegetable gardens and fruit trees are exempt from all water conservation levels.				

Special Events

Applications are accepted from organizations and individuals wishing to hold special events on City-owned locations or on City streets or sidewalks. The review process begins November 30. Annual events are given priority provided the request is received by November 30, after which time applications will be addressed as first-time events on a first-come, first-served basis, based on availability. After November 30, applications must be received at least thirty days prior to the event and will be subject to the same terms and conditions as those applications received prior to November 30. Applications should be emailed to events@parksville.ca.

Parksville Civic and Technology Centre grounds (100 Jensen Avenue East)

Parksville Community Park

- Arbutus Point (Labyrinth area)
- Beach volleyball courts
- Kite field
- Picnic shelter
- Skateboard Park
- Waterfront Walkway gazebo



Springwood Park

Memorial Plaza

Foster Park (gazebo)

Off-leash dog park (Despard Avenue)

Individual City green spaces

City streets for walks, marathons, cycling events, and/or parades

Use of the lacrosse box, sports fields, ball diamonds, pickleball and tennis courts, contact Regional District of Nanaimo's recreation and parks department at fieldbooking@rdn.bc.ca; 250 752-5014. fieldbooking@rdn.bc.ca; 250 752-5014.

Rental of Municipal Facilities

Shelly Road Community Centre - 186 Shelly Road

The Shelly Road Community Centre provides meeting space for neighbourhood groups, small community organizations and private individuals. To book the centre call 250 927-0641 or email.

Parksville Outdoor Theatre - Parksville Community Park

Opened in 2022, the Parksville Outdoor Theatre, managed by the Parksville Beach Festival Society on behalf of the City, is available to rent for community events at reasonable rental rates while also raising funds to cover the operational costs of the facility. For information, contact the Parksville Beach Festival at info@parksvillebeachfest.ca or 250 951-2678.

[Parksville Beach Festival Society](#)

[Let's Talk Parksville](#)

[Rental Application and Information](#)



Parksville Museum

The museum is located at 1245 Island Highway East. Off-season events (between October and May) are subject to staff/volunteer availability on-site. Please contact the museum for inquiries about rentals and events.

250 248-6966

events@parksvillemuseum.ca

parksvillemuseum.com/rentals

Jensen Centre - 132 Jensen Avenue East

Located at 132 Jensen Avenue East in Parksville and operated by BGC Central Vancouver Island, the [Jensen Centre](#) is home to childcare for infants to school age, and school age children, as well as youth and parent programs, and space for community use.

For information on childcare:

250 586-8181 (Out of School Care)

250 586-8182 (Early Childhood Education)

Space is available in the Jensen Centre for community use. Should you wish to book space, email facilityrentals@bgccvi.com.

Finance

Contact: 250 248-6144 cashier@parksville.ca

Property Taxes

Property taxes cover the calendar year in which the notices are prepared. Tax notices are mailed at the end of May and are due on the first business day after June 30. A penalty is applied to outstanding taxes on the first day after the due date. Refer to your tax notice for details about regarding the penalty. Payment options are provided on the tax notice.

BC Assessment Authority (BCAA) prepares all property assessments used to calculate property taxes. Questions relating to your property assessment should be referred to the BCAA office in Nanaimo at 1 866 825-8322. Current municipal tax rates are available on our website or by contacting the finance department at 250 248-6144.



Property Tax Deferment Program

The property tax deferment program is a provincial government program which allows you to defer payment of annual property taxes on your home if 55 years or older or meet certain other conditions. Info at gov.bc.ca/propertytaxdeferment or 1 888 355-2700.

Provincial Home Owner Grant

The provincial home owner grant program, offered by the Province BC, reduces property tax for eligible applicants. After receiving your property tax notice, you must apply for this grant each year prior to the tax due date. www.gov.bc.ca/homeownergrant or 1 888 355-2700.

Utilities

Utility notices for water, sewer and garbage/food waste/recycling are mailed at the end of March and September and due the end of April and October. [Payment options](#) are provided on the utility notice.

PAWS (Pre-Authorized Withdrawal Service)

[PAWS](#) is a preauthorized payment plan which allows taxpayers to contribute a fixed monthly payment towards property taxes and/or utilities based on an estimate of future invoice amounts. To apply for PAWS, complete the application available from the City or the website and submit with a VOID cheque. You may use PAWS if your taxes are not being paid through a bank or mortgage company and there is no outstanding balance. PAWS accounts receive interest calculated from the date of payment until the tax/utility notice is produced. More information on the application form.

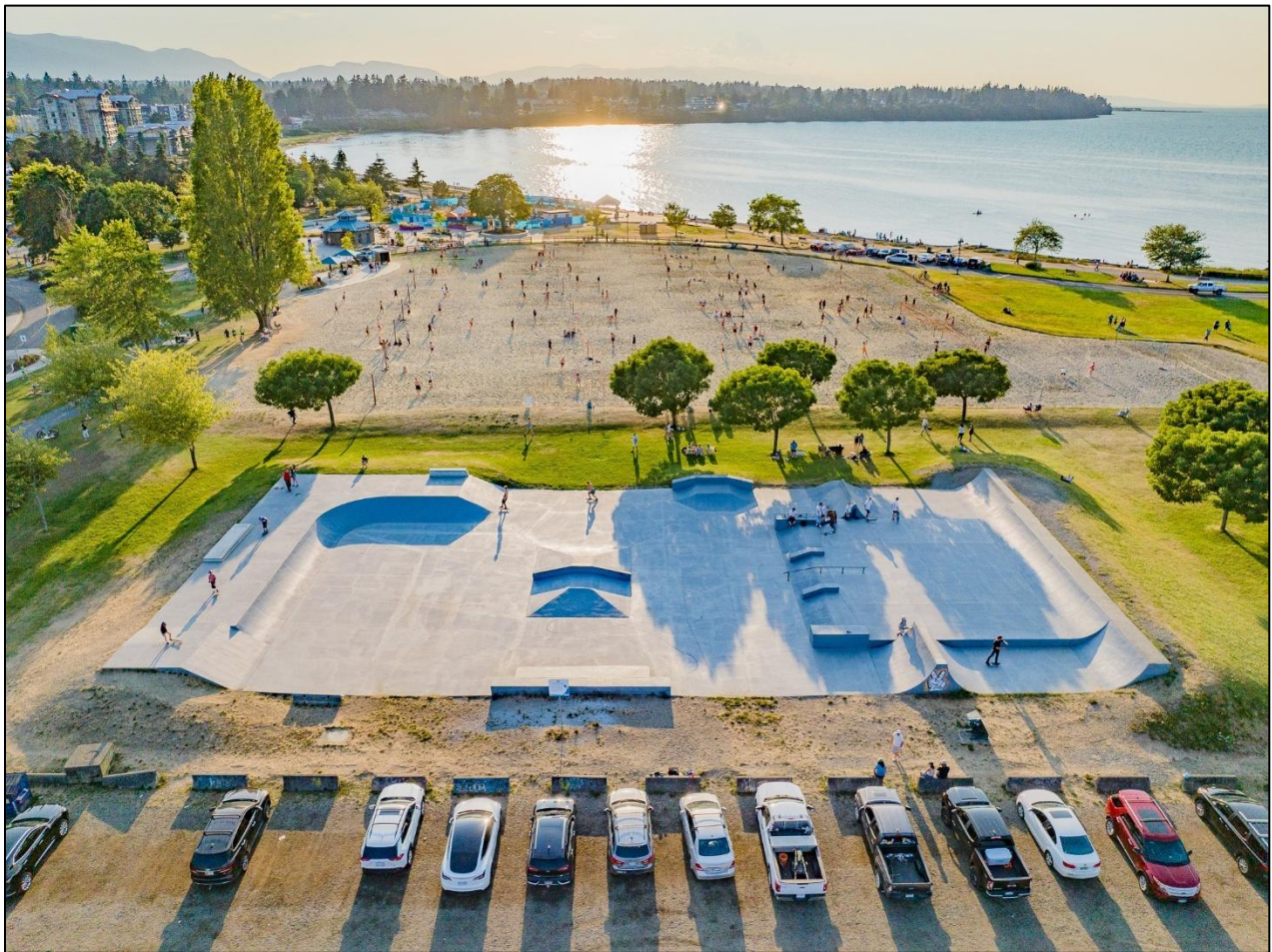
Only one authorization is required to utilize PAWS, after which monthly payments will be withdrawn automatically. Payments are processed on the 15th of each month with the exception being that no payments are processed in the month of June. The annual tax notices and semi-annual utility notices will state the current levy, less the total prepayments to date including interest earned. It is your responsibility to **pay any outstanding balance** on your tax account and, if eligible, apply for the provincial home owner grant. Due dates, tax penalties and interest charges as stated on the tax notice will still apply. PAWS can be stopped by providing two weeks' written notice to the finance department.

Online Services - MyCity

[MyCity](#) is a secure, all-in-one, online service which allows homeowners and businesses to access information about their City of Parksville accounts.

Once you create a profile and register your accounts, you can access information about your property taxes, utilities, and dog and business licence accounts, including current and past billing, payment, and utility consumption history. You can also claim your provincial home owner grant by following the link under the Online Services tab.

- Create a profile. An email address and password are required. Select "register now.". Once a confirmation has been sent to your email address, you can login into MyCity.
- Register your accounts. You will need to register each account you would like to access. Use the account number and access code located on your invoice to register each account.



Contact: 250 248-3242 fire@parksville.ca

Parksville Fire Rescue has proudly served our community since 1942. Paid on-call volunteers and career firefighters provide fire and emergency response services in the Parksville Fire Protection Area. Firefighters are highly skilled professionals who value integrity, honesty, selflessness, commitment, courage, and are hardworking and family oriented.



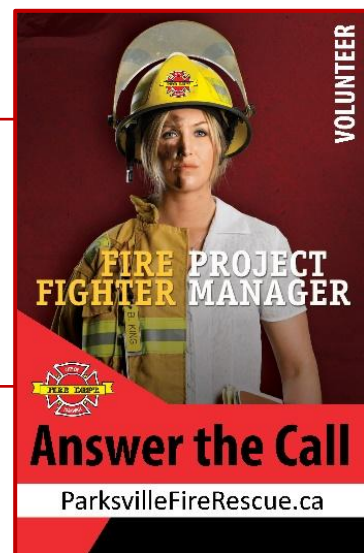
The Parksville Fire Protection Area encompasses the City of Parksville and contract areas within the Regional District of Nanaimo which include San Pareil, Morningstar, Columbia Beach, French Creek, and the Fournau Road, Wildgreen, and Martindale Road areas. The population of the fire protection area is about 20,000, increasing substantially in the summer months.

We respond to about 600 calls annually: structure fires, rescues, motor vehicle incidents, medical assistance, and public service requests. We rely on the commitment of paid on-call volunteer firefighters dedicated to public safety and community service. With the growth and development in our region, recruitment and retention of volunteer firefighters continues to be a challenge for Parksville Fire Rescue. Consider joining our dedicated team of volunteer paid on-call firefighters. If you have a desire to help keep your community safe, checkout the [recruitment section](#) of our website and give us a call to chat.

ANSWER THE CALL!

Interested in becoming a volunteer paid on-call firefighter?

If you have a desire to help keep your community safe, check out the recruitment section of our [website](#) and then give us a call to chat, 250 248-3242.



Oceanside RCMP

Contact: Non-emergencies 250 248-6111

Parksville is served by the Royal Canadian Mounted Police. The Oceanside Detachment RCMP is located at 421 Pym Street North in Parksville. Patrol includes the rural areas within the Regional District of Nanaimo – Nanoose, Coombs, Hilliers, Errington, French Creek, Dashwood, Englishman River, Shaw Hill, Qualicum Bay, Deep Bay, Bowser, Lasqueti Island, as well as the Town of Qualicum Beach and the City of Parksville.

To help the Oceanside Detachment RCMP keep our community safe, the Detachment partners with organizations such as Oceanside Community Safety and the Arrowsmith Community Justice Society.

Emergency Management Oceanside

emergencyoceanside.ca

Contact: 250 954-4672 epc@parksville.ca

The City of Parksville is the local authority responsible for responding to disasters within the municipality. In the event of a disaster such as flooding, earthquake, chemical spill or major fire, the City will coordinate the response.

The emergency programs for the City of Parksville and Town of Qualicum Beach work in unison to provide large scale emergency support and disaster service to residents of the Parksville-Qualicum Beach area. The [Emergency Management Oceanside](http://emergencyoceanside.ca) partnership provides an efficient, effective, and cooperative approach to managing emergencies in our region. EMO provides professional 24/7 emergency support and has the capacity to develop and undertake preparedness, mitigation, response, and recovery planning.



Contact the City of Parksville's emergency program coordinator at 250 954-4672 or epc@parksville.ca for further information.

Importance of being prepared

Residents are encouraged to be prepared to deal with the aftermath of a disaster. After a disaster, residents should be prepared to look after themselves for a minimum of 72 hours and preferably for seven days until services or supplies are restored. Being prepared should a disaster strike is everyone's responsibility. Emergencies and disasters can occur at any time without warning. We cannot stop a disaster or emergency, but we can take responsibility for ourselves.

We can't do it alone!

Both Oceanside Emergency Support Services (OESS) and Oceanside Emergency Communications Team (OECT) rely on community volunteers. Although not paid positions, volunteers receive training paid for by Emergency Management Oceanside. Experience is not required to join these groups, just a desire to provide a valued service to your community when it is needed most. We welcome new volunteers or those interested in starting a Neighbourhood Emergency Preparedness Group. For information about our programs, contact the volunteer coordinator at OEESD@parksville.ca.

Contact: 250 390-4111 inquiries@rdn.bc.ca

Recreation and Parks

The Regional District of Nanaimo operates many of the public recreational facilities including the Oceanside Place Arena in Parksville and the Ravensong Aquatic Centre in Qualicum Beach. The RDN also provides recreation programming with programs listed in the RDN



Active Living Guide. For information on recreation facility hours and rates, to obtain an Active Living Guide, or make a booking, contact RDN Recreation, 830 Island Highway West; 250 248-3252 or by visiting the [website](#).

Regional Transit Bus Service

The Regional District of Nanaimo provides public transit between Parksville, Qualicum Beach, and Nanaimo daily. [The Rider's Guide](#), including routes and schedules, can also be obtained from the information line at 250 954-1001. The HandyDart bus provides custom public transit for those with mobility challenges and who not able to access regular buses, 250 248-4557.

Solid Waste Collection and Recycling

Automated curbside garbage, food waste and recycling collectoin are provided by the Regional District of Nanaimo. To exchange or replace carts and report missing or damaged carts, refer to the [RDN's Curbside Collection Online Portal](#).

Visit getinvolved.rdn.ca/curbsidecollection for more info. If you have a complaint or concern about your garbage collection and cannot resolve the problem with the collection company, contact the RDN at 1 877 607-4111.

Church Road Transfer Station

The Church Road Transfer Station, located at 860 Church Road, receives residential and commercial waste collected in Parksville and the surrounding area. Hours of operation, rates and additional information on the Regional District of Nanaimo [website](#).

Quick Reference Phone Numbers

City of Parksville

City Hall – General Inquiries 250 248-6144
Operations 250 248-5412

BC Assessment Authority	1 866 825-8322
BC SPCA Parksville-Qualicum Beach	250-248-3811
Better Business Bureau - Vancouver Island	250 386-6348
Canada Post – Parksville	250 248-3932
Career Centre	250 248-3205
DriveBC - Highway Conditions	1 800 550-4997
Emergency Social Services Parksville	250 954-3411
Island Health	1 877 370-8699
Meals on Wheels	250 248-2093 (ext. 225)
Gord Johns, Member of Parliament	250 947-2140
Adam Walker, Member of Legislative Assembly	250 248-2625
Nanaimo Regional General Hospital	250 755-7691
Oceanside Health Centre	250 951-9550
Oceanside Place Arena	250 248-3252
Parksville Fire Rescue – Non-Emergency	250 248-3242
Parksville and District Chamber of Commerce	250 248-3613
Parksville Downtown Business Association	250 248-8079
Parksville Qualicum Beach Tourism Association	250 248-6300
Parksville Seniors' Drop-In Centre	250 248-3200
RCMP Oceanside Detachment (non-emergency)	250 248-6111
Rathtrevor Beach Provincial Park (RLC Enterprize)	250 474-1336
Regional District of Nanaimo – General Inquiries	1 877 607-4111
Regional District of Nanaimo - Church Road Transfer Station	250 248-5254
Regional District of Nanaimo - Recreation	250 248-3252
Regional District of Nanaimo - Transit	250 954-1001
School District No. 69 Qualicum	250 248-4241
Poison Control	1 800 567-8911
Society of Organized Services	250 248-2093
Vancouver Island Regional Library	250 248-3841
Vancouver Island University	250 248-2096