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# **YELLOWKNIFE BUSINESS OWNERS SAFETY INITIATIVE 'WHAT WE HEARD' REPORT**

## **EXECUTIVE SUMMARY**

Downtown Yellowknife is a vital hub for local businesses, residents, and visitors, but ongoing safety and economic challenges have impacted its vibrancy. This report reflects the input and ideas from business owners, community partners, and City representatives who gathered on June 10, 2025, to find practical ways to improve conditions, especially during the busy summer months.

Participants shared a variety of short- and long-term actionable ideas, understanding that both are necessary. Immediate efforts can generate visible change and support for downtown safety now, while long-term strategies are vital to strengthening downtown over time. Short-term priorities include improving communication among businesses, initiating public awareness efforts and staff training, organizing community events, and exploring the development of a Business Improvement District to finance shared services, such as beautification and security.

Longer-term strategies include enhancing safety infrastructure, attracting more consistent foot traffic, developing a clear downtown revitalization plan, and strengthening social services through better coordination and dedicated spaces.

The City and Chamber will support these efforts by facilitating pilot projects, clarifying roles, and aligning new initiatives with existing programs. Together, this collaborative approach aims to strengthen downtown Yellowknife as a safe and thriving place where businesses and the community can grow and thrive.



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## **INTRODUCTION**

### **BACKGROUND**

Downtown Yellowknife plays a vital role in the city's economy and daily life. It is home to a diverse range of businesses, services, and public institutions, serving as a gathering space for residents, workers, and visitors alike. However, many business owners in the downtown area have been increasingly impacted by ongoing challenges related to safety, and visible street-level vulnerability. These issues, while rooted in broader social and systemic conditions, are being felt most directly in the spaces where businesses operate.

As these challenges persist, businesses are experiencing real impacts, ranging from reduced foot traffic and customer confidence to increased costs associated with security, staffing, and property maintenance. Over time, these pressures can undermine both business viability and the broader economic vitality of the downtown core.

In response, the City of Yellowknife, in collaboration with the Yellowknife Chamber of Commerce, hosted the Business Owners Safety Initiative on June 10, 2025. As part of this effort, Yellowknife business owners and stakeholders were invited to participate in a collaborative brainstorming session. The goal was to gain a deeper understanding of the challenges businesses face, hear directly from those on the ground, and explore practical ideas and actions that could support both public safety and Yellowknife's economic resilience moving forward.

This report shares what we heard — and how those insights will help inform next steps.

### **PURPOSE OF THE BUSINESS STAKEHOLDERS ENGAGEMENT**

This session was a first step in identifying actions that support a safer, more vibrant city. It focused on hearing directly from business owners, gathering their ideas, and building a clearer picture of where the City, the Chamber, and other economic stakeholders can focus efforts.

While the discussion centered on the downtown core, participants acknowledged that many of the same concerns are also affecting businesses across the City.

The collaborative brainstorming session's objectives were to:

- Surface real-world challenges affecting business operations and customer activity.
- Collect practical ideas for short- and long-term improvements to safety and downtown vitality.
- Identify shared priorities to guide future planning and action.
- Support greater collaboration among businesses, the City, and other partners.



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## ENGAGEMENT METHODOLOGY

To help guide the Downtown Safety Initiative, the City of Yellowknife and the Yellowknife Chamber of Commerce hosted a collaborative session with local businesses on June 10, 2025. The session focused on open dialogue to better understand how public safety concerns are affecting economic activity and downtown business operations.

A total of 43 participants, representing 39 businesses, attended the session. Attendees included downtown business owners, property managers, and community-serving organizations. The discussion also involved representatives from the City, and the Yellowknife Chamber of Commerce.

The session was facilitated by Roxane Poulin, founder of Roxane Poulin Consulting, a Yellowknife-based firm specializing in strategic planning, facilitation, and community engagement. Her process encouraged honest conversations, collective problem-solving, and practical thinking grounded in local experience.

Participants were grouped into smaller table discussions and asked to respond to four key questions:

- What challenges are you experiencing related to safety, property, or customer behavior?
- How is this impacting your business?
- What have you tried or observed that seems to be working?
- What actions do you think the City and other relevant stakeholders should consider?

This format was selected to allow for both personal insights and collective reflections, aiming to uncover actionable ideas for both the short and long term. Contributions were recorded through notes and transcripts, and the main themes are summarized in the following section: What We Heard.

## WHAT WE HEARD?

### Main Areas of Concern and How They Are Impacting Local Businesses

During the session, participants shared their primary concerns regarding safety, public space conditions, and downtown activity. The effects of these issues were consistently linked to business operations, staff well-being, and the overall economic and social vitality of Yellowknife's downtown core.

1. **Safety and Security** - Participants expressed significant concern about public safety for staff, customers, and the general public. Several businesses provided the following input:
  - a. Experiences with physical violence, aggression, and harassment from non-patrons.
  - b. Frequent theft, vandalism, and property damage, increasing business costs.
  - c. Visible drug use, public intoxication, and the general normalization of criminal activity in public spaces.



- d. Limitations in private security—while some businesses have hired guards, these guards lack enforcement powers and can only observe or report.
- e. Confusion around crime reporting and enforcement roles, with many unclear whether to contact the RCMP, bylaw officers, or another agency.
- f. Public facilities, especially washrooms, are often misused or vandalized, and closures have left few safe, accessible options for legitimate users.

## **2. Impacts on Staff**

- a. Morale, safety, and mental health were flagged as major concerns for employees.
- b. Businesses reported burnout, high absenteeism, and staff turnover as a result of exposure to difficult conditions.
- c. The perception of downtown as unsafe has made it harder to recruit and retain employees, especially for client-facing roles.

## **3. Business and Economic Impacts**

- a. Many businesses reported a noticeable decline in foot traffic, particularly in the evenings, as residents avoided the area.
- b. Concerns were raised about reduced tourism and the negative impression the downtown core may leave with visitors.
- c. Businesses are incurring increased operating costs to maintain safety and cleanliness, including hiring security personnel, repairing damage, and conducting additional cleaning.
- d. Some businesses shared that clients, funders, or customers are withdrawing, citing safety issues.

## **4. City Identity and Vision**

- a. A consistent theme was the absence of a clear, coordinated plan for downtown revitalization.
- b. Many pointed to the tension between downtown's dual roles as a commercial district and a hub for social services. They questioned whether these uses are compatible without stronger planning and coordination.
- c. Several flagged the issue of mixed zoning, which has led to unpredictable and, at times, conflicting uses of space.

## **5. Social Challenges and System Gaps**

- a. Business owners acknowledged the complex social issues at play, including addiction, mental health, and homelessness.
- b. There is growing tension between the rights of vulnerable populations, business owners, and the general public, with calls for more balanced approaches.
- c. Concerns were raised about the relocation of support services into the downtown core without consultation, and how this affects surrounding businesses.
- d. Some noted an increase in transient populations, especially after wildfire evacuations, which has shifted downtown dynamics.



## 6. Cleanliness and Amenities

- a. Business owners pointed to overflowing garbage, poor waste management, and visible street disorder as contributing to a sense of neglect.
- b. Many said the lack of cleanliness and care signals that downtown is unsafe or unimportant, and may reinforce negative behaviours.

## What's Been Tried, What's Worked, and What We've Learned

Businesses and service providers downtown have made numerous efforts to address the ongoing safety and social challenges. While some of these efforts have helped in small ways, most participants agreed that the overall situation remains difficult. Below is a summary of what has been tried, what has been effective and ineffective, and what business owners have learned along the way.

- **What's Been Tried and What Has Helped (To Some Extent)**
  - **Working Together.** Business owners have found that connecting with their neighbours helps reduce the feeling of isolation and strengthens collaboration. The strong turnout at this session shows a shared concern and willingness to find solutions together.
  - **Improving Storefront Security.** Simple physical improvements, such as better lighting, cameras, and barriers, have helped deter theft and vandalism. Some businesses have also hired security staff with de-escalation or mental health training, which has proven more effective than standard security services.
  - **Being Prepared.** Having emergency numbers ready and clearly defined response plans has helped some businesses and staff respond more quickly when incidents occur. However, not all businesses are clear on who to contact in different situations, highlighting the need for more consistent guidance and support.
  - **Hosting Events.** Community events, such as markets, parades, or family-friendly activities, have helped bring more positive energy downtown and improve the general atmosphere, even if only temporarily.
  - **Building Staff Awareness.** Some businesses have provided mental health and crisis response training to their staff or contractors. This training has helped employees feel more confident and safer in difficult situations.
- **What Hasn't Worked or Has Had Unintended Impacts**
  - **Trying to Handle Issues Alone.** When business owners or staff directly confront individuals, the situation often escalates and increases the risk of harm. Similarly, attempts to personally connect with vulnerable individuals have, in some cases, led to harassment or threats.
  - **Enforcement Challenges.** Many participants feel that the current bylaws are outdated or hard to enforce. There is also confusion over which agency — the City, GNWT, or RCMP — is responsible for responding to different types of incidents. Even when calls are made, people reported being redirected multiple times, or receiving inconsistent responses.
  - **Gaps in Services.** Support programs often do not meet the needs of people with severe addictions, such as fentanyl use. When individuals are removed or banned from



services, they are left without options, which further worsens the situation in the streets of downtown Yellowknife.

- **Relocating Businesses.** Some businesses have moved out of downtown in search of safer conditions, but this does not address the root causes. It also contributes to the overall decline of the downtown area.
  - **Limited Impact of Outreach.** While some outreach and social support programs are active, many participants feel these services are not making a noticeable difference or are disconnected from the realities on the ground.
  - **Short-Term Responses.** Most actions have been reactive, addressing problems after they occur. Business owners stressed the need for proactive strategies and longer-term planning.
  - **Lack of a Clear Plan.** Some participants expressed concern that there is no visible or coordinated plan to address downtown conditions. Without a shared strategy or direction, efforts feel fragmented and short-lived.
  - **Negative Stereotyping.** Labeling or blaming people experiencing homelessness or addictions has been harmful. Stigmatization creates more tension and divides the community.
- **What People Have Learned**
    - **There Are No Simple Solutions.** Everyone agreed that no single solution will fix the complex issues downtown. Addressing them will require multiple, coordinated approaches.
    - **Responsibility Is Unclear.** Participants expressed frustration with the lack of clarity around who is accountable for what. Responsibility is often passed between the City, GNWT, RCMP, and service providers, which leads to inaction.
    - **Isolated Efforts Fall Short.** Trying to fix problems on a case-by-case basis or business-by-business basis has not led to lasting improvement. Participants called for a more coordinated and strategic approach.
    - **The Situation Is Evolving.** Business owners noted an increase in youth involvement in unsafe or disruptive behaviours. This shift adds urgency and complexity to the issues.
    - **Access to Services Is Not Enough.** Even when services are available, not everyone can or will access them. More work is needed to understand why people are disengaging and what could help them feel safe enough to seek support.
    - **Business Owners Want to Be Part of the Solution.** Participants shared that they feel left out of conversations about downtown safety and services, despite having valuable, lived experience. Many feel they are expected to manage the consequences of systemic problems without having the authority, tools, or support to do so.

### Short-Term Actions to Improve Downtown This Summer

Building on insights about ongoing challenges and past efforts, the session identified practical, short-term solutions that businesses, service providers, the City, and enforcement agencies can implement this summer. With increased downtown activity, including more residents, visitors, outdoor events, and





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foot traffic, the summer months present a crucial opportunity to enhance safety and economic vitality. This targeted brainstorming session aimed to uncover achievable actions that, when taken together, can create a safer and more welcoming downtown.

- **Improve Communication and Coordination**
  - Businesses can benefit from establishing a centralized communication tool, such as a WhatsApp group or a private Facebook group, to share information about issues or individuals quickly. Creating a forum or network for businesses to collaborate, share experiences, and avoid working in silos is also highly recommended. Sharing resource guides with staff, including shelter hours and available community supports, would enhance awareness and responses.
- **Create a Centralized Information Hub**
  - Creating and sustaining an accessible online hub that features facility contacts, available programs, essential documents, and key service information would help businesses quickly locate the resources they need.
- **Promote Public Awareness and Positive Presence**
  - Participants proposed launching a public awareness campaign to highlight resources and services, emphasize the positive aspects of downtown, and promote civic pride among stakeholders.
  - Creating downtown ambassadors modeled on Calgary's White Hat program could provide a friendly and visible presence to assist visitors and locals while helping to de-escalate minor incidents.
- **Organize Community Events**
  - Hosting outdoor events, festivals, or street activities was seen as a way to bring positive foot traffic downtown and help reclaim public spaces as welcoming and vibrant places.
- **Engage in Collective Action and Advocacy**
  - Businesses expressed interest in forming a collective voice to advocate for the consistent enforcement of laws and bylaws by authorities such as the RCMP, GNWT, and City. Calls were made in the past for the installation of more public restrooms, trash cans, and regular cleanup efforts. Many emphasized the need for actionable plans instead of ongoing discussions.
  - Exploring the creation of a Business Improvement Area (BIA) or a similar model that could support shared initiatives, such as security or beautification.
    - A current Chamber-led effort is exploring CanNor funding for a three-year pilot project to launch such model.
  - Some participants also suggested investigating legal or charter-based advocacy mechanisms to represent business interests better.
- **Enhance Community Safety Presence**





- Several participants recommended introducing a bike patrol or similar presence to increase visibility and proactive safety downtown. Suggestions included using RCMP or bylaw officers who can engage with businesses, monitor key areas, and respond quickly to emerging issues.
- Others expressed interest in citizen patrol models, referencing examples of coordinated community safety efforts from other municipalities that ties to local enforcement.
- **Take Ownership of Appearance and Safety**
  - It was recommended that businesses encourage the maintenance and upgrading of their properties through cleaning, painting, and repairs.
  - Participants emphasized the importance of proactively reporting incidents, even when responses are slow, to build data that can support advocacy efforts.
  - Many also highlighted the need to address addiction and violence issues with nuance and care.
- **Provide Tools and Training**
  - Providing de-escalation and safety training for staff was recognized as a crucial step to assist businesses in effectively managing challenges downtown. Clearly outlining roles and responsibilities for owners and staff in responding to incidents was also considered beneficial.

### **Long-Term Priorities to Improve Downtown Conditions**

While short-term actions are essential to stabilizing current challenges, participants also emphasized the importance of working collaboratively toward longer-term change. These future-oriented strategies aim to build a more vibrant, safe, and inclusive downtown core, one that supports economic activity, social wellbeing, and community pride. Key themes and ideas from the session are summarized below:

- **Improve Safety, Security, and Support**

Participants underscored the need for a coordinated, compassionate approach to safety downtown that balances enforcement with support:

  - Explore shared security services, including a centralized business contact line and a mid-tier option before escalating to RCMP.
  - Develop an Ambassador Program, modeled on successful examples like Winnipeg, featuring trained, paid, non-uniform staff who offer service navigation, safety escorts, and a visible, positive presence downtown.
  - Strengthen enforcement systems by clarifying the roles of RCMP, bylaw officers, and private security. Suggestions included advocating for stronger trespassing bylaws and legislation to support security staff.
  - Invest in street infrastructure, including enhanced lighting, increased camera coverage, and more accessible public washrooms.
- **Attract Foot Traffic & Enhance the Downtown Experience**



To revitalize the downtown, businesses and community members proposed strategies to draw people into the core more frequently:

- Host regular events and activations, such as parades, races, and seasonal festivals, including those that involve non-downtown businesses.
- Improve parking availability and incentives, such as validated parking or dedicated event parking zones.
- Enhance the visual appeal of downtown through strategic capital investments in buildings, consistent landscaping, and collaborative maintenance efforts.
- A new downtown café was proposed, inspired by Calgary's Mustard Seed Café, to act as a social enterprise and community gathering space with public washrooms and coffee. This initiative could reduce loitering in storefront areas and improve the overall sense of safety and hospitality downtown, especially following the closure of previous gathering spots, such as the old A&W.

- **Create and Implement a Downtown Revitalization Strategy**

Participants expressed a strong desire for a unified vision and master plan to guide downtown's long-term development:

- Define the purpose and role of downtown, whether as an economic, cultural, or service center.
- Align private and public sector responsibilities, ensuring City, business, and service provider collaboration.
- Establish a regular forum to monitor progress, exchange ideas, and keep momentum going.

- **Increase Support for Downtown Businesses**

Recognizing that downtown businesses shoulder many challenges, suggestions focused on financial and operational support:

- Provide targeted funding for repairs, damages, or added security measures.
- Offer incentives for building upgrades, such as grants for lighting, paint, or safety improvements.
- Encourage time-limited programs that inspire reinvestment and support revitalization efforts.

- **Strengthen Wraparound and Social Services**

Participants recognized that systemic social issues require dedicated solutions beyond the scope of business or enforcement alone:

- Improve service coordination and awareness, including clear data on which services exist, who is accessing them, and where the gaps lie.
- Support new or alternative spaces for vulnerable populations—such as monitored drop-ins or cultural activity areas—where people can gather without disrupting business operations.

- **Improve Communication & Access to Information**



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Clear, transparent, and consistent communication was seen as critical to fostering accountability and trust:

- Use technology to share essential info, such as safety alerts, business resources, and hours of operation for nearby services.
  - Ensure regular updates from the City to businesses and the public on policies, expectations, and shared standards for downtown spaces.
- **Strengthen Governance and Collaboration**  
Participants advocated for the creation of a formal structure to support shared goals:
  - Explore forming a Business Improvement Area (BIA) to coordinate efforts, secure funding, and implement shared services, such as ambassadors or beautification initiatives.
  - Strengthen partnerships across sectors through ongoing dialogue, joint planning, and shared leadership.

### Who Needs to Be Involved?

To make meaningful progress, collaborative leadership from multiple sectors will be required. Stakeholders identified as key to long-term success include:

- City of Yellowknife: including Planning, Bylaw, and Public Works
- RCMP and private security providers
- Downtown and non-downtown businesses
- Social service agencies and frontline workers
- Indigenous and community organizations
- Residents, including those with lived experience
- Government of the Northwest Territories (GNWT): particularly for legislative and funding support
- Tourism and visitor-serving organizations

### SHORT TERM PRIORITIES AND INTEREST IN PARTICIPATION

During the session, participants were asked to vote on short-term initiatives they would most like to see implemented this summer and indicate if they or their organization would be willing to contribute time, effort, or resources. Participants could vote up to 3 times. These are the results:

Initiative	Votes
Create festivals, events, and generate more foot traffic in the downtown	19
Business Improvement Area	18



Initiative	Votes
Downtown Ambassadors– Positive presence, builds trust– Trained, connected to services	14
Lobbying together – collective voice (downtown-centric)	13
Continue reporting to authorities – no matter what!	6
Maintain properties / beautification	6
Forum for business owners to connect with unhoused	4
Social enterprise – gathering space (e.g., “Mustard Seed Café”)	3
Tool for business owners to connect in real-time (e.g., WhatsApp group)	2
Pooling resources – information, funds	1
Public washrooms	1
Training for de-escalation	1
Citizen patrols with direct access to MED/RCMP	0

**Create Festivals and Events to Drive Foot Traffic (19 votes).** There is strong support for organizing regular events—such as street festivals, weekend activities, or public art installations—to help revitalize public spaces and encourage more people to visit the downtown core.

**Establish a Business Improvement Area (BIA) (18 votes).** Many participants see value in forming a formal structure to collectively fund and manage downtown improvements such as security, maintenance, and beautification.

**Launch a Downtown Ambassador Program (14 votes).** Modeled after successful programs in other cities, ambassadors would provide a welcoming presence, assist visitors, help de-escalate minor situations, and connect individuals to relevant services as needed.

**Develop a Collective Voice for Advocacy (13 votes).** Businesses expressed interest in working together to advocate for consistent enforcement, service improvements, and government accountability.



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## NEXT STEPS

Moving forward, the City and the Chamber can support these short-term initiatives in several ways:

- **Coordinate Pilot Discussions:** Convene follow-up meetings with interested participants to scope out next steps for high-interest ideas, such as downtown ambassadors, events, resource pooling, and collaborative business-led efforts.
- **Clarify Roles and Resources:** Work with business leaders to define responsibilities, identify champions, and explore what level of support—financial, logistical, or regulatory—is needed to move ideas forward.
- **Support Community-Led Actions:** Where businesses or service providers are ready to take the lead (e.g., planning events or forming a working group), the City and Chamber can provide facilitation, promotion, or guidance to help align efforts.
- **Align with Existing Programs:** Ensure new initiatives connect with ongoing City strategies, such as public space improvements or economic development plans, and Chamber priorities to avoid duplication and amplify impact.
- **Develop a Downtown Reference Guide:** Create and share a simple guide for businesses outlining who to contact, and for what – including the RCMP, MED, - to reduce confusion and support faster responses.
- **Promote Downtown with a Public Awareness Campaign:** Work with the Chamber to coordinate a series of social media awareness posts highlighting upcoming events and reasons to visit downtown. The existing #ShopLocalYK campaign can be adapted to support this effort and reinforce a positive image of the downtown experience.
- **Scoping Long-term Priorities:** The City and Chamber will identify opportunities to begin considering and integrating longer-term ideas into future planning and strategy discussions.

By working closely with the community and local business owners, the City and Chamber can help create a safer, more vibrant downtown this summer. This collaborative approach supports the project's goal of enhancing public safety, promoting economic vitality, and fostering a welcoming environment for residents, visitors, and businesses alike, laying the groundwork for lasting, positive change.



## APPENDIX “A”

### Parking Lot: Related priorities needing attention and action

The following points were raised during discussions as matters of importance to overall safety and livability in downtown Yellowknife, but were outside the immediate scope of this session’s short-term focus. These items should be revisited in future conversations and, where appropriate, elevated for further planning, advocacy, or action:

- **Safety and Enforcement**
  - Increase RCMP and MED presence through bike and foot patrols, with an emphasis on both visibility and outreach to vulnerable individuals and businesses.
  - Clarify the enforcement responsibilities of different agencies (e.g., City of Yellowknife, GNWT, RCMP), especially around issues like building codes, fire safety, and bylaw enforcement.
  - Strengthen enforcement of existing legislation related to public safety, including loitering, public intoxication, and vandalism where many feel the laws exist but are under-enforced.
  - Explore the potential for new legislation, such as:
    - Restrictions on public solicitation
    - Limitations on large group congregation in certain areas
    - Adopt a zero-tolerance approach to disruptive behavior in public spaces while ensuring it is balanced with support services and human rights.
- **Urban Maintenance and Sanitation**
  - Remove dead trees and improve landscaping maintenance to enhance the look and feel of downtown.
  - Ensure public garbage cans are emptied more regularly to support cleanliness and deter misuse.
- **Public Amenities and Access**
  - Increase access to public washrooms across the downtown, with options for businesses to sponsor and advertise in exchange for funding ongoing maintenance, security, and cleaning.
  - Extend hours of operation for shelters and drop-in services, ensuring unhoused individuals have a safe place to go throughout the day and evening.
  - Learn from best practices in other jurisdictions, particularly regarding daytime services and supports for vulnerable populations.

These ideas reflect the broader concern for safety and the desire for a more coordinated, proactive response to complex social and environmental issues. They are important considerations that warrant dedicated dialogue and collaborative planning in the future.



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## APPENDIX “B” – Reference Guides for Business Stakeholders

### Incident Response Guide for Business Owners

#### Purpose

This document assists Yellowknife business owners in knowing which authority to contact during various types of incidents, to ensure timely, lawful, and appropriate responses. It outlines the roles and limitations of the RCMP, Municipal Enforcement Division (MED), Line Drive Yellowknife, and Private Security personnel.

#### 1. Criminal or Emergency Situations

Contact: Royal Canadian Mounted Police (RCMP)

Phone (Emergency): 911

Phone (Non-Emergency): (867) 669-1111

The RCMP is responsible for enforcing all matters under the *Criminal Code of Canada*. This includes:

- Theft, break-ins, or vandalism
- Assault or verbal threats
- Drug possession, use, or trafficking
- Intoxicated individuals presenting a danger to themselves or others
- Trespassing or refusal to leave private property
- Suicidal/self-harm/mental health issues

Note: Only RCMP officers have the authority to detain, arrest, or forcibly remove individuals from private or public property.

#### 2. City Bylaw Issues (Non-Criminal Matters)

Contact: Municipal Enforcement Division (MED), City of Yellowknife

Phone: (867) 920-2737

Email: medadmin@yellowknife.ca

MED enforces Yellowknife’s municipal bylaws, and the Northwest Territories Acts where a By-law Officer is defined. Examples of enforceable matters include:

- Parking infractions
- Noise complaints
- Unsightly Lands/Garbage Complaints
- Limitations of MED Authority
- Loitering is not currently prohibited by City bylaw or Territorial Act, either on private property or public sidewalks.

MED has no authority to remove individuals from private property.





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Verbal harassment, unless it involves a specific criminal act, is not enforceable under City bylaws.

Public intoxication is not a bylaw offence. MED cannot arrest or detain individuals in these situations.

In appropriate situations, MED may engage individuals and encourage voluntary compliance or refer the issue to Line Drive or RCMP depending on the severity.

### **3. Contact: (867) 446-7233**

Line Drive Outreach provides compassionate, non-emergency support for individuals who are under the influence of, or, are in distress in public areas. The program is focused on harm reduction and community wellness.

#### **Line Drive Outreach 's Objectives**

- **Ensure Public Safety:** To reduce the risk of accidents, injuries, or fatalities caused by individuals under the influence of providing them with safe and reliable transportation.
- **Support Vulnerable Populations:** To provide compassionate assistance to individuals who are under the influence and appear to be homeless, ensuring they receive a safe ride to a supportive location and assistance on the street by taking a person-centre approach to ensure individuals are met how they currently are.
- **Reduce Strain on Emergency Services:** To alleviate the burden on law enforcement, emergency medical services, and hospitals by offering an alternative response to non-emergency situations.
- **Promote Community Wellness:** To foster a safer, more supportive community environment by addressing the needs of at-risk populations in a humane and effective manner.
- **Collaborate with Community Organizations:** To work alongside shelters, sobering sites, social services, RCMP and Health Care Providers to connect individuals with additional resources and long-term support.

Note: Participation is voluntary.

### **4. Private Security**

Private security services contracted by individual businesses or property managers can play a valuable role in maintaining safety and deterring unwanted activity. However, their authority is legally limited.

#### **Permitted Responsibilities**

- Routinely monitor and patrol private property
- Deter theft, vandalism, and loitering through visible presence
- Request that individuals leave private property
- Record and report incidents to business owners or police
- Aid in de-escalating minor conflicts
- Escort staff or customers when safety concerns arise

#### **Limitations**



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- Cannot arrest or detain individuals (except in rare and specific situations involving a legal citizen's arrest)
- Cannot use force to remove individuals
- Cannot enforce municipal bylaws
- Cannot intervene in incidents occurring on public property (e.g., sidewalks, streets)
- Must contact RCMP if a situation involves criminal behavior or requires removal by force
- Private security should coordinate with the RCMP, MED, and community outreach services where appropriate, and ensure that all actions taken comply with applicable laws and regulations.