

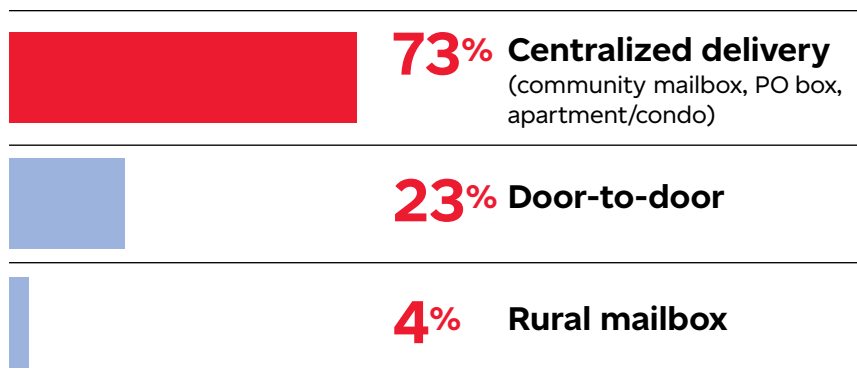
# The move to community mailboxes



As part of its plan to modernize mail delivery and ensure a sustainable national postal service, Canada Post is converting approximately 4 million addresses from door-to-door delivery to community mailboxes.

## BACKGROUND

Nearly three out of every four Canadian addresses already receive mail and parcels through some form of centralized delivery.



Converting remaining door-to-door addresses will help create a more consistent level of service across the country while supporting Canada Post's ability to serve Canadians now and into the future.

## ABOUT COMMUNITY MAILBOXES

Community mailboxes offer secure, locked compartments for mail and parcels that can be accessed at any time of day. They have been part of Canada's delivery network for more than 40 years and are used by millions of Canadians.

Most parcels will fit in your individual compartment or one of the dedicated, secure parcel compartments, helping protect against theft or damage. Larger parcels and items that require a signature will be delivered to your door or held at a nearby post office.



## COMMUNITY MAILBOX CONVERSION PROCESS



Converting an address to a community mailbox takes many months.



Customers whose delivery is being converted will be notified and kept informed throughout the process before any changes occur.



Canada Post follows an established process for identifying safe, accessible and suitable locations for new community mailboxes.



Conversions will occur at different times in different areas. Converting all 4 million addresses across Canada will take about five years.



### DELIVERY ACCOMMODATION PROGRAM

Canada Post's Delivery Accommodation Program provides free support to help residential customers with functional limitations access their mail and parcels.

The program offers accommodations that make community mailboxes easier to use, such as a sliding tray, Braille features or assigning a compartment that is more accessible. In some cases, weekly home delivery may be provided on a seasonal, temporary or year-round basis.

For more information or to apply for accommodation, visit our [\*\*Delivery Accommodation Program\*\*](#) website or call **1-844-454-3009**.

