



Delivery Accommodation Program

As part of our commitment to serving all Canadians, the Delivery Accommodation Program ensures residential customers with functional limitations can access their mail and parcels.

Through this free program, Canada Post offers accommodations that make community mailboxes easier to use. Delivery accommodations may also be provided on a seasonal, temporary or permanent basis:



Compartment tray

A sliding compartment tray that makes it easier to see and reach mail and parcels. Trays are available for most community mailboxes.



Key turner

A tool to help customers insert, turn and remove their community mailbox compartment key.



Compartment change

In some cases, a different compartment may be assigned at a requested height or position.



Tactile writing or Braille

Braille and raised letters and numbers can be added to mailbox compartments, parcel compartments and parcel key tags.

Home delivery

Home delivery may be available for customers who can't access their mail and parcels. Parcels are delivered daily and mail is delivered weekly on Wednesdays. Customers approved for home delivery must provide a secure mail receptacle and ensure safe access to it.



Reassigned mailbox location

Mail and parcels may be delivered to another community mailbox that is more accessible.

Please note: Supporting documentation is required for home delivery and reassigned mailbox locations.



How to request an accommodation

To request accommodation or for more information, call 1-844-454-3009 or visit [Canada Post's Delivery Accommodation Program webpage](#).