The move to community mailboxes

Over the next few years, Canada Post will convert nearly four million addresses that still receive door-to-door delivery to community mailboxes. This is an important part of our plan to deliver a stronger, modern postal system for all Canadians.

What customers can expect

Canada Post follows a structured process to convert addresses from door-to-door delivery to community mailboxes. Timelines will vary by community and may change.

PLANNING

1. Advance notice

Canada Post notifies customers and local officials the year before an area is scheduled to move to community mailboxes.

2. Site selection

Canada Post conducts on-street assessments and other fieldwork to identify safe, accessible locations for community mailboxes.

3. Letter to nearby customers

Canada Post sends letters to customers who live next to a proposed community mailbox location with information about the location and what to expect.

4. Location finalization

Canada Post reviews the results of its assessments and feedback received, then finalizes community mailbox locations.

INSTALLATION

5. Location confirmation

Canada Post sends letters to customers confirming the location of their new community mailbox. The letter also provides information about Canada Post's Delivery Accommodation Program. Customers can apply for an accommodation starting at this stage.

6. Community mailbox installation

Qualified contractors prepare the sites and install the community mailboxes. Canada Post and its contractors work to minimize disruptions during installation.

7. Keys and start date

Canada Post sends customers the keys to their new community mailbox and confirms the date delivery will begin.

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READINESS

8. Final reminder

Canada Post sends customers a final reminder before delivery to their community mailbox begins.

9. Community mailbox delivery begins

Delivery to new community mailboxes begins on the date provided.

Learn more

- Key facts about the move to community mailboxes (PDF)
- Features of a community mailbox (PDF)
- Transitioning to community mailboxes (video)

Delivery Accommodation Program

Canada Post offers free accommodations to help residential customers with functional limitations access their mail.

Accommodations are based on individual needs and may include:

- a sliding mailbox tray
- Braille markings
- a more accessible mailbox compartment
- weekly home delivery on a seasonal, temporary or permanent basis

Residential customers can apply for an accommodation after receiving the letter confirming the location of their new community mailbox.











For more information, visit the Delivery Accommodation Program webpage at www.canadapost.ca/accessibility or watch the Delivery Accommodation Program video.