



# Canada Post community mailboxes: What to expect in your community

## Ottawa, Ontario

April 2026



# Canada Post community mailbox conversion program

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Over the coming years, Canada Post will convert nearly four million addresses that still receive door-to-door delivery to community mailboxes. This change is part of our plan to renew and modernize the national postal service so we can continue to meet the evolving needs of Canadians in a financially sustainable way.

Some addresses in your municipality have been selected for conversion from door-to-door delivery to community mailboxes in late 2026 or early 2027. Canada Post is reaching out now to provide early notice and outline what to expect as planning for this transition begins.

As a first step in this process, we are initiating discussions with your municipality as we work to identify safe, accessible locations for new community mailboxes. We are also sending letters to residents notifying them of the upcoming change.

We understand your residents may have questions about this change, and we're committed to keeping them informed every step of the way. For residential customers with functional limitations, we offer free delivery accommodations to help ensure continued accessibility.

**This package is intended to answer questions you or your residents may have and includes:**

1. [Community mailbox conversions in your municipality](#)
2. [Conversion process](#)
3. [Siting, installation and maintenance](#)
4. [Customer notification process](#)
5. [Delivery Accommodation Program](#)
6. [Guiding principles for our transformation](#)

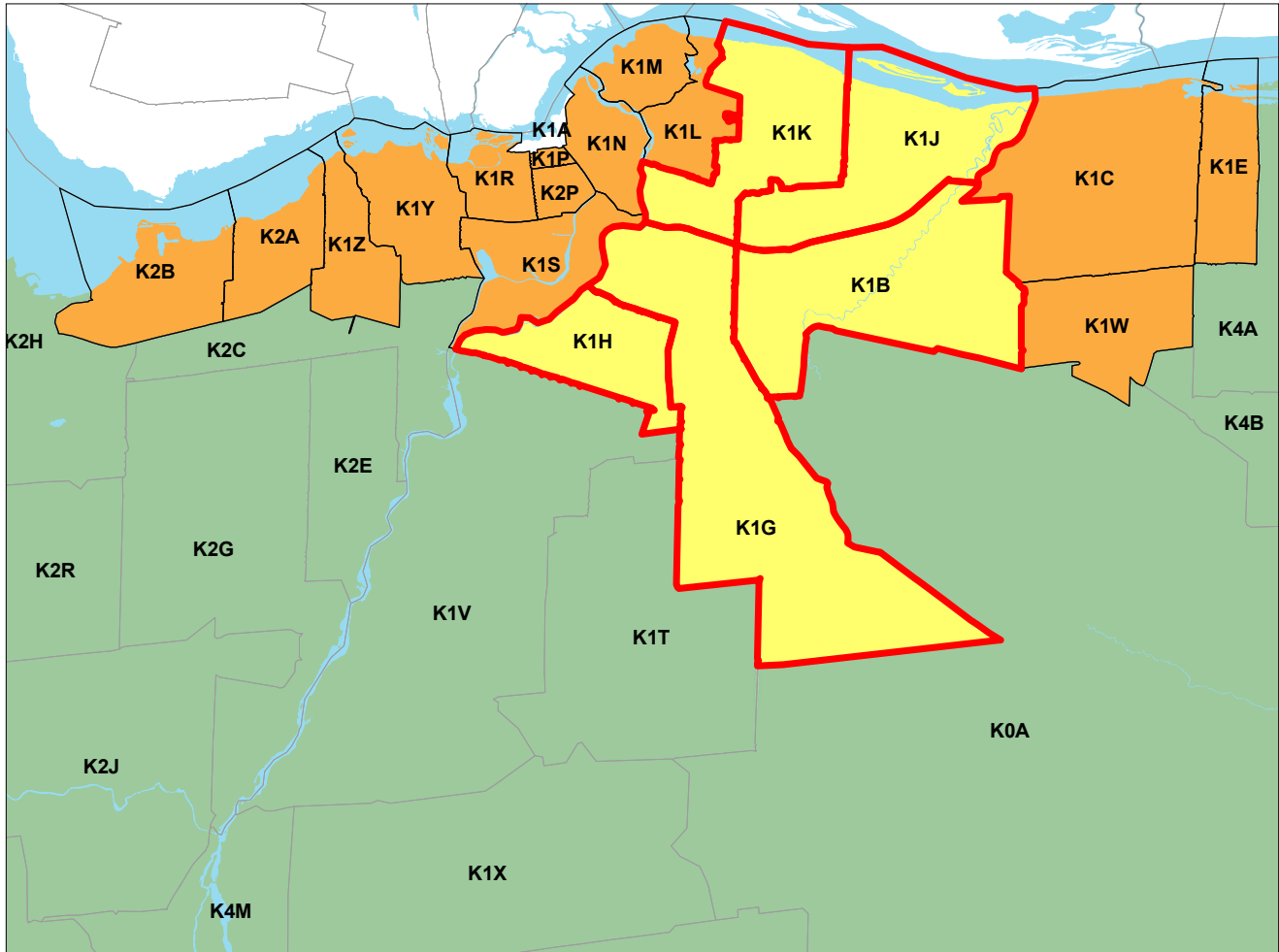
The Government of Canada has directed us to implement transformative changes to ensure we can meet the evolving needs of Canadians without becoming a recurring burden on taxpayers.




Community mailbox conversions represent a key element of our proposed transformation plan. Other proposed changes include modernizing our retail network and updating our delivery standards for letter mail. We look forward to sharing more information on these measures, including next steps, as they become available.

In the meantime, if you have questions or need additional information, please feel free to reach out to us at any time. We appreciate your collaboration and look forward to working together as we modernize Canada's postal service to better serve Canadians now and into the future.

# Community mailbox conversions in your municipality

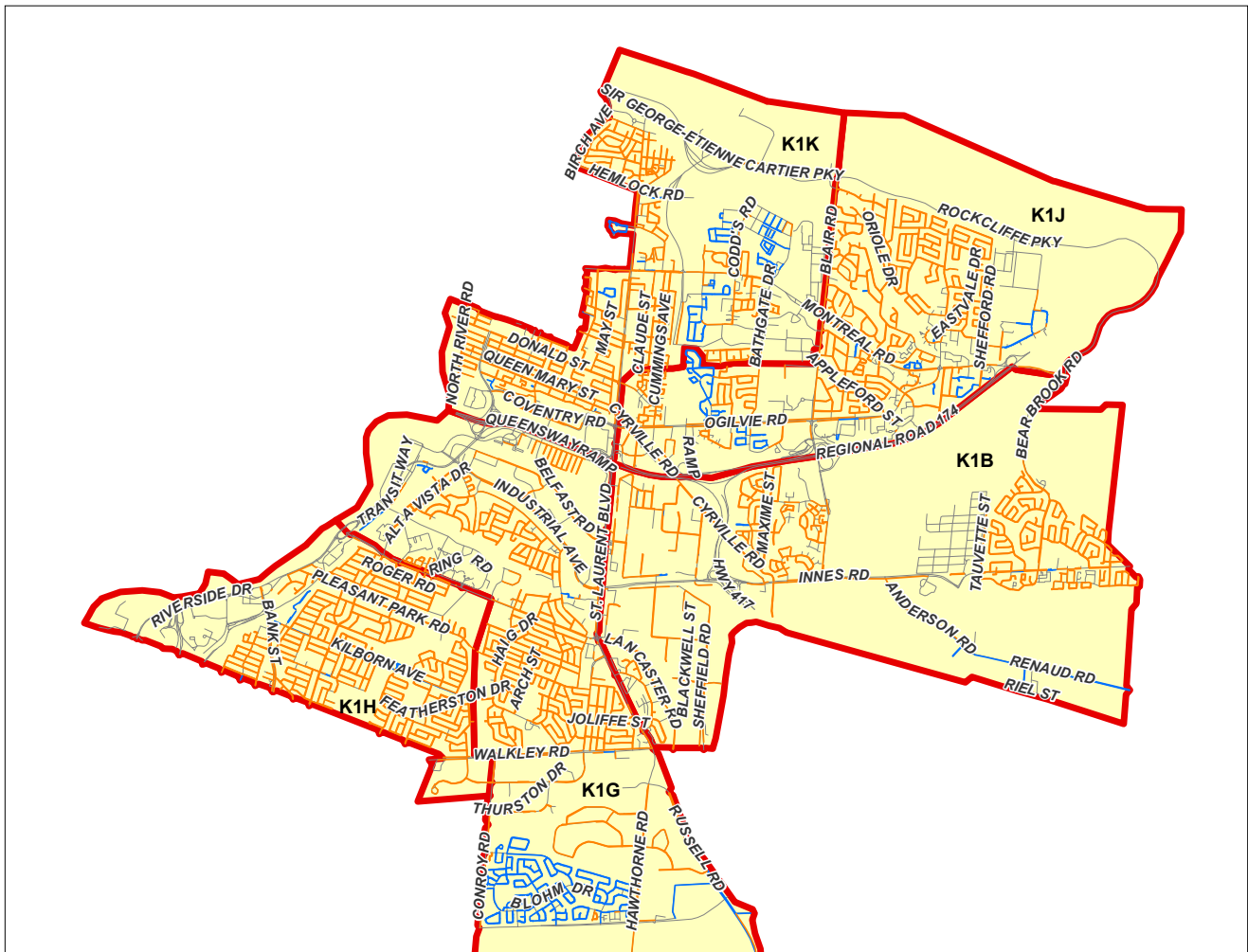
This map shows areas in your municipality that currently receive door-to-door delivery and will be converted to community mailbox service over the next five years.







-  Areas that will be converted to community mailboxes in late 2026 / early 2027
-  Areas that will be converted to community mailboxes by 2030
-  Areas already served by community mailboxes or other delivery modes

# Community mailbox conversions in your municipality

This map highlights the areas in your municipality that have been selected for conversion from door-to-door delivery to community mailboxes in late 2026 or early 2027.



-  Areas that will be converted to community mailboxes in late 2026/early 2027
-  Streets with addresses that will be converted to community mailboxes
-  Streets with addresses that are already served by community mailboxes
-  Roads

# Community overview:

## Ottawa, Ontario

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### Current situation (all of Ottawa):

#### RESIDENTIAL ADDRESSES

Door-to-door delivery: **115,990**

NO CHANGE — Community mailbox delivery: **156,402**

NO CHANGE — Apartment lobby delivery: **116,769**

NO CHANGE — Other delivery\*: **23,127**

#### BUSINESS ADDRESSES

Door-to-door delivery: **10,267**

NO CHANGE — Community mailbox delivery: **3,206**

### Door-to-door delivery to be converted to community mailboxes in late 2026 or early 2027:

Residential addresses **28,561**

Business addresses **1,066**

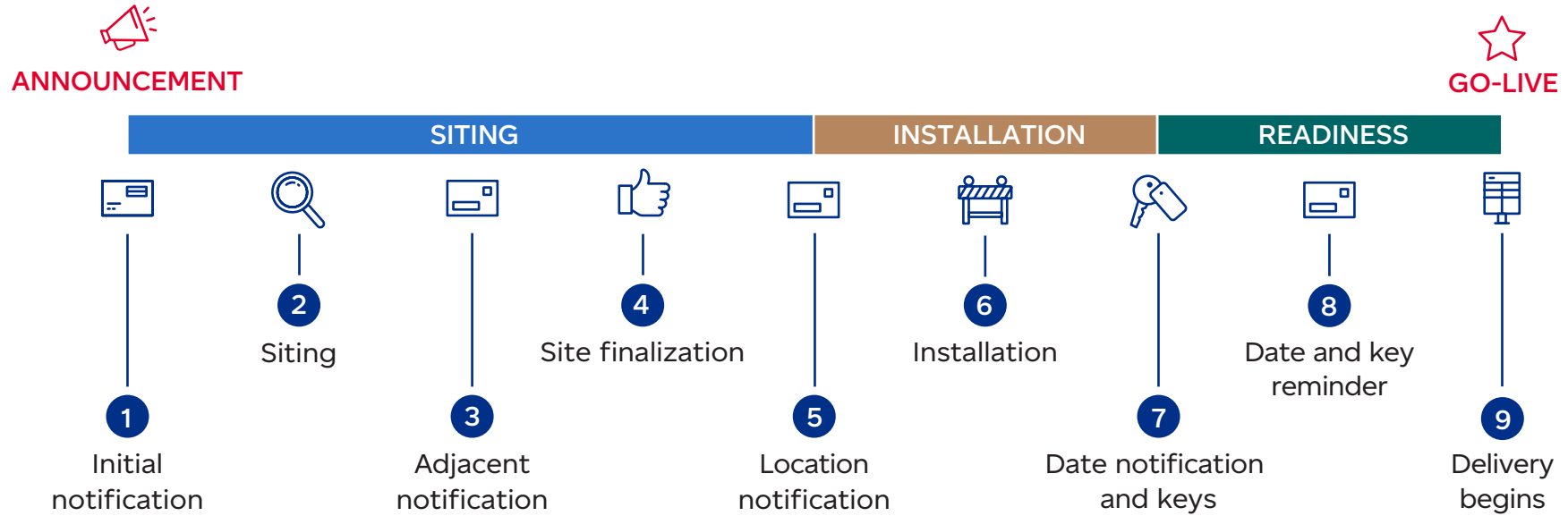
Postal codes starting with:  
**K1B, K1G, K1H, K1J, K1K**

These addresses are served by the following postal depots:  
Ottawa STN Terminal 2, Ottawa PDF Lancaster

\* Other delivery modes may include rural mailboxes and post office boxes.

Note: All numbers are approximate.

# Conversion process



# Conversion process

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When converting addresses from home delivery to community mailboxes, Canada Post follows a structured process that includes municipal engagement, customer notification, site preparation, installation and service start-up.

## 1 Initial notification

Canada Post notifies municipalities and customers of the planned conversion from home delivery to community mailboxes. This early communication provides advance notice and outlines the upcoming steps in the process.

## 2 Community mailbox siting

Canada Post performs on-street assessments and related field activities to identify safe, accessible locations for community mailboxes. It then presents proposed sites to city planners and other municipal representatives for review and comment.

## 3 Adjacent customer notification

Residents who live adjacent to a proposed community mailbox location receive written notification. If they have questions or concerns, a member of Canada Post's Delivery Services team will follow up with them to discuss.

## 4 Site finalization

Community mailbox sites are finalized.

## 5 Location notification

Customers are notified by mail of the location of their new community mailbox.

## 6 Installation

Canada Post prepares for and installs the new community mailboxes.

## **7** Date notification and key distribution

Customers are notified by mail of the date on which their delivery will switch to their new community mailbox. Mailbox keys are also distributed to customers at this time.

## **8** Date and key reminder

Customers are reminded by mail of the date on which their home delivery will move to their new community mailbox. The letter will also ask customers to contact Canada Post if they have not received their mailbox keys.

## **9** Community mailbox delivery begins

Delivery to all community mailboxes in the area begins.

# Siting, installation and maintenance

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Canada Post follows established standards for the site selection, installation and ongoing maintenance of community mailboxes.

## Site selection

Canada Post performs on-street assessments and related field activities to identify safe, accessible locations for community mailboxes. It then presents proposed sites to city planners and other municipal representatives for review and comment.

The site selection process seeks to balance safety, customer convenience and operational requirements by evaluating traffic patterns and required infrastructure setbacks. This includes setbacks from intersections and driveways.

Pedestrian flow and accessibility are also considered, with preference for locations that offer sidewalk access and proximity to existing street lighting.

## Installation

Canada Post uses qualified, designated contractors and a standardized process to install community mailboxes.

- **Utility checks:** Before any work begins, contractors confirm the location of underground utilities to ensure the site is safe for excavation.
- **Site preparation:** For sites requiring preparation to meet accessibility and safety requirements, curb cuts and other augmentations may be made.
- **Groundwork:** Foundations are installed and related groundwork is completed.
- **Module installation:** Mailbox modules are installed a few weeks after groundwork is completed.

Each step in the installation process usually takes less than a day. Canada Post and its contractors will work to minimize disruptions and ensure the site is cleaned up after each visit.



## Maintenance

Canada Post is responsible for the ongoing maintenance and servicing of community mailbox sites. This includes keeping locations safe, clean, and accessible year round by clearing snow, removing graffiti and repairing or replacing locks as required.

# Customer notification process

Canada Post is committed to keeping customers whose door-to-door delivery will be converted to a community mailbox informed every step of the way. Customers will receive written notifications at key points in the process so they know what to expect and when.

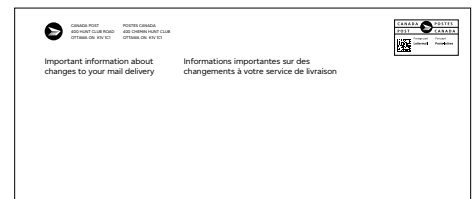
## Notification sequence

Customers can expect the following notifications as the conversion progresses:

- Initial notice advising that their address will be converted from door-to-door delivery to a community mailbox, with the change expected in late 2026 or early 2027.
- Notification to adjacent residents where a new community mailbox is planned near their property.
- Notice confirming the specific location of the customer's new community mailbox and information on Canada Post's Delivery Accommodation Program.
- Notice confirming the date the customer's door-to-door delivery will transition to a community mailbox. Customers will also receive their community mailbox keys at this time.
- Final reminder of the date the delivery method will change.

Information will be provided to customers in both official languages and mailed in clearly labelled envelopes.

A copy of the initial notification letter and an accompanying insert on community mailboxes are included in this package.





## **IMPORTANT NOTICE: Upcoming changes to your mail delivery**

We want to inform you that Canada Post will be changing how it delivers mail and parcels to your address. While delivery to your door will continue for now, your mail will be delivered to a community mailbox instead of the door starting in late 2026 or early 2027.

### **Why this change is necessary**

Canada Post is renewing and modernizing the postal service to meet the evolving needs of Canadians in a financially sustainable way. As part of our plan, we're converting nearly four million addresses that still receive door-to-door delivery to community mailboxes.

### **What happens next**

Over the coming weeks and months, we will identify safe, accessible locations for community mailboxes in your neighbourhood.

We will let you know once the location of your new community mailbox has been selected, and provide advance notice and keys for your secure compartment well before any changes to your delivery take effect.

### **About community mailboxes**

Community mailboxes provide secure, locked compartments for mail and parcels, giving you convenient access 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.

#### **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 mailboxes easier to use, such as sliding trays, Braille features or assigning a compartment that is more accessible. In some cases, weekly home delivery may be provided on a seasonal, temporary or permanent basis.

For more information or to apply, visit the Delivery Accommodation Program website at [canadapost.ca/accessibility](https://canadapost.ca/accessibility) or call 1-844-454-3009.

### **Our commitment to you**

We will continue to keep you informed and provide advance notice before making any changes to your delivery while working to make this transition as smooth as possible.



## Secure mail and parcel delivery in your neighbourhood

Canada Post community mailboxes offer secure, convenient, 24/7 access to mail and parcels.

### Compartment identification

Each compartment is identified using two numbers: the module number on the unit and the personal compartment number on the locked box.

### Security

Each compartment is secured with an individual lock to help protect mail and parcels.

### Large parcel compartments

Each community mailbox includes two compartments for larger parcels.



### Angled top

The angled top design allows rain and snow to drain away from compartment doors.

### Outgoing mail slot

An extra-wide slot lets customers easily deposit outgoing mail.

### Large individual compartments

Locked compartments dedicated to each address are large enough to accept more than half of the parcels delivered by Canada Post. They're also wide enough for magazines to lie flat.

### Design and construction

Constructed for long-lasting durability and reliable performance in all weather conditions.



### Receiving parcels at a community mailbox

More than 80 per cent of parcels delivered by Canada Post fit in an individual compartment or one of the dedicated parcel compartments. When a parcel is placed in a dedicated parcel compartment, the customer will receive a key in their individual compartment to collect the item. Larger parcels and those requiring a signature are delivered to the customer's home or redirected to a nearby post office with a delivery notice.



# 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 [canadapost.ca/accessibility](https://canadapost.ca/accessibility).

# Guiding principles for our transformation

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Canada Post is transforming to renew and modernize the national postal service and put it on a path to financial sustainability.

During this transformation, the following guiding principles represent our commitments to Canadians, customers and employees.



## **Prioritize service**

We will provide reliable and affordable delivery for all Canadians while protecting access to vital postal services in rural, remote and Indigenous communities.



## **Proceed thoughtfully**

While there's a need to move with urgency, we will proceed thoughtfully to get it right and minimize how the changes affect Canadians.



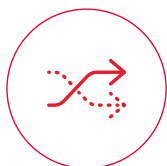
## **Treat employees with respect**

We will continue to be fair and respectful to our employees and prioritize their safety as we implement changes.



## **Keep Canadians informed**

We will provide regular updates on our transformation to Canadians, customers, employees and other stakeholders, and give them as much notice as possible of any changes affecting them.



## **Be flexible**

We will adjust our approach based on the evolving needs of Canadians.