



Making mail and parcel delivery accessible for all Canadians



Canada Post program removes barriers for customers with functional limitations

Currently, 6.2 million Canadians – or one in five – live with a disability. As Canada’s aging population and the number of people living with disabilities continues to rise, Canada Post wants to ensure everyone can access its programs and services.

One way that Canada Post strives to remove barriers and promote inclusion for all Canadians is through its Delivery Accommodation Program. Launched in 2014, the program offers support to residential customers with functional limitations or health conditions that impact their ability to access mail and parcels from their mailbox.

Accommodations vary and can be provided year-round, temporarily or on a seasonal basis. Some accommodations make it easier for Canada Post customers to use their mailbox, such as a key turner, sliding mail tray, change of mailbox compartment and/or braille markings. Other accommodations help customers access their mail and parcels include being assigned a community mailbox closer to their home, weekly home delivery, or a customized accommodation.

As each customer’s situation is unique, accommodation requests are evaluated on a case-by-case basis. Accommodation options consider, among other things, the customer’s particular situation, their limitations, whether the limitation is permanent or temporary, and how the customer receives their mail.

Currently, more than 16,000 Canadians are enrolled in the program and feedback from participants has been positive. Some have reached out to thank Canada Post personally and express their appreciation for the program’s ability to meet their needs.

To learn more about Canada Post’s Delivery Accommodation Program and other accessibility initiatives or to submit a request for yourself or on behalf of someone else, visit www.canadapost.ca/accessibility or call 1-844-454-3009.