



Date: April 22, 2026

To: The Honourable Joël Lightbound

Minister of Government Transformation, Public Works and Procurement
Ottawa, Ontario, Canada, K1A 0A6

Re: Request for Pause – Canada Post Community Mailbox Conversions in Etobicoke North

Dear Minister Lightbound,

I am writing on behalf of Etobicoke North regarding Canada Post's planned transformation from home mail delivery to community mailboxes. I do so in my capacity as the local City Councillor and in my role as Toronto's Seniors' Advocate.

Etobicoke North is home to many seniors and residents with accessibility, mobility, and health challenges, many of whom rely on consistent public services to remain independent in their homes and communities. For these residents, delivery to the door is an essential public service that provides necessary supports for our seniors.

The proposed shift to community mailboxes raises significant concerns. Residents have already expressed concerns regarding walking distances, particularly in neighbourhoods not designed for shared mailbox infrastructure. These concerns are heightened in winter months, when snow and ice increase the risk of falls for seniors and people with disabilities.

Canada Post has highlighted its Delivery Accommodation Program to address accessibility concerns, yet for most seniors and many people with disabilities, the application process itself can be cumbersome and stressful, particularly without added support.

Given the impacts on seniors and residents with accessibility needs, **I respectfully request that you direct Canada Post to place a temporary pause on the implementation of home delivery conversions in Etobicoke North Ward 1.** A pause would allow for engagement with residents, seniors organizations, and accessibility advocates for a more thorough assessment of the impacts of the proposed conversion.



City Councillor
Vincent Crisanti



I recognize the challenges Canada Post is facing as it plans for the future and appreciate the importance of modernizing services. I am hopeful that, through collaboration, approaches can be identified that balance operational objectives with the need to ensure equitable access to essential services, especially for seniors and people with accessibility needs.

I would welcome the opportunity to discuss this matter further and to work collaboratively with you to ensure a respectful, informed and seamless rollout.

Sincerely,

A handwritten signature in black ink, appearing to read "Vincent Crisanti", with a long horizontal flourish extending to the right.

Vincent Crisanti, City Councillor, Ward 1 Etobicoke-North

Cc: Hon. Mark Carney, Prime Minister, Canada
Doug Ford, Premier, Ontario
John Zerucelli, Member of Parliament, Etobicoke North
Her Worship Olivia Chow, Mayor, City of Toronto