

## **COMMUNITY OUTREACH PROGRAM FOR RURAL POST OFFICES**

Canada Post is fully committed to servicing its customers living in rural Canada. Many of the corporately run post offices in rural Canada are located in the residences of the local postmaster.

Situations affecting the operation of a post office do unfortunately arise. Retirements, illness, death, fire, termination of a lease or sale of a business occur and it is unavoidable that service at such a rural post office will be affected.

- Canada Post's first priority is always to ensure that local mail delivery is maintained without interruption while the options available to meet the ongoing postal needs of the community are explored. In some cases, emergency temporary arrangements are put into place to ensure that mail delivery is not interrupted.
- Canada Post proceeds to immediately staff most corporate post offices but will consult with local elected officials from communities where:
  - the post office cannot be viable;
  - there are no other businesses left in the community; and
  - the distance to the next post office is not unreasonable.
- Decisions are made on a case-by-case basis, and the approach is to find solutions that are satisfactory to the community by providing the service required in a practical manner, always keeping in mind community needs.
- Local Canada Post representatives contact community leaders and consult on potential solutions. Canada Post meets face-to-face with the key locally elected officials (mayor, reeve, councillor, regional director, etc.).
- Canada Post Local Area Managers who know the local community, their challenges and their concerns lead the consultations with the community. This specific knowledge is essential to determining the appropriateness of possible solutions.
- Canada Post always discusses the range of potential solutions. Canada Post agrees with local officials on a timetable for any action. Canada Post commits to responding in a timely manner on the conclusions of the consultation.
- The Minister responsible for Canada Post as well as the appropriate Member of Parliament are advised of the results of the local consultations and the arrangements that have been made for ongoing postal service to the community.