



March 28, 2023

The Honourable Helena Jaczek, P.C., M.P.  
Minister responsible for Canada Post  
House of Commons  
Ottawa, ON  
K1A 0A6

Dear Minister Jaczek:

I am writing to you in my capacity as the Member of the Legislative Assembly for the constituency of Hudson Bay. As you will be aware, I wrote correspondence to your predecessor on June 20, 2022, concerning Canada Post's *Indigenous and Northern Reconciliation Strategy*. I continue to look forward to a reply.

In reviewing Canada Post's most recently-published annual report, I note that it indicates that:

"The *Canadian Postal Service Charter* ensures that postal services remain universal, affordable, reliable, convenient, secure and responsive to Canada Post's customers ... the provision of postal services to rural regions of the country is an integral part of Canada Post's universal service."

I also note that your official Ministerial *Mandate Letter* indicates that one of your priorities is to:

"Ensure that Canada Post provides the high-quality service that Canadians expect at a reasonable price and **better reaches Canadians in rural and remote areas.**"

I strongly support this foundational element of Canada Post's service to all Canadian communities, including remote Indigenous communities like Sanikiluaq.

As you may be aware, postal services in Sanikiluaq are currently being provided under contract by a private entity. A significant number of my constituents have indicated their strong support for Canada Post establishing a full-service post office in the community. I believe that such an action would contribute significantly to addressing a number of the issues that I raised with you in my earlier correspondence, as well as significantly enhancing the corporation's service to the community and its predominantly Inuit population.

I ask that your reply to my correspondence clarify and confirm how the corporation determines the circumstances in which it will establish a full-service post office in a given community.

By way of copy to Nunavut's federal Parliamentarians, I invite and welcome their formal support for this initiative.

I look forward to your reply.

Yours sincerely,

A handwritten signature in blue ink, appearing to read "Daniel Qavvik". The signature is fluid and cursive, with a large initial "D" and "Q".

Daniel Qavvik, MLA  
Hudson Bay

c.c. Senator for Nunavut  
Member of Parliament for Nunavut  
Premier of Nunavut  
Mayor of Sanikiluaq  
Chairperson of the Board of Directors, Canada Post Corporation  
President and Chief Executive Officer, Canada Post Corporation









April 26, 2023

Mr. Daniel Qavvik, M.L.A.  
Legislative Assembly of Nunavut  
P.O. Box 1200  
926 Federal Road  
Iqaluit, NU X0A 0H0

Dear Mr. Qavvik:

I am writing in response to your March 28, 2023, letter to the Honourable Helena Jaczek, M.D., P.C., M.P., which was copied to Mr. Doug Ettinger, President and Chief Executive Officer, and Ms. Suromitra Sanatani, Chair of the Board of Directors, regarding Canada Post's services in remote Indigenous communities, particularly that of Sanikiluaq in Nunavut. While Minister Jaczek has high-level accountability for Canada Post's broad direction, the operational issues you raised are within the purview of Corporation directly. As Chief Customer and Marketing Officer at Canada Post, I oversee all commercial and retail aspects of our business, including our retail locations across the country and, as such, I am best placed to respond to you on this matter.

At the outset, Mr. Qavvik, I appreciate your comments surrounding Canada Post's Indigenous and Northern Reconciliation Strategy, which aims to improve postal services with a community-by-community approach over the coming years. This tailored approach allows for some communities to see new full-service post offices, while others will see existing services improved, including centralized delivery to parcel lockers and improved access to financial, remittance and government services. While our post office in Sanikiluaq is managed by the Northwest Company, I must clarify that it is considered a full-service location. The Northwest Company is responsible for ensuring our products and services are readily available to our customers – it is worth noting that a corporately owned post office would face the same challenges, including weather and staffing, that are common to all our northern locations. We certainly recognize the importance of providing reliable services that all Canadians can count on, and I want to assure you that Canada Post continues to work in full collaboration with our teams overseeing service in Nunavut and their community leaders toward that end.

Among our initiatives, we are evaluating opportunities to strengthen our retail network, and work with Indigenous communities to provide services where they do not currently exist and improve services where full services are not available. Should you have any questions or concerns as our progress unfolds, or for any issues related to Canada Post's service, I would invite you to contact Ms. Yasmina Pepa, Manager of Indigenous and Northern Affairs. Ms. Pepa can be reached by telephone at 343-549-3889 or by email at [yasmina.pepa@canadapost.ca](mailto:yasmina.pepa@canadapost.ca).

As we strive to meet the evolving needs of our Indigenous customers and communities, feedback from their representatives is critical to us. Thank you again for writing on behalf of the constituency of Hudson Bay, and please accept my best regards.

Yours sincerely,



Rod Hart  
Chief Customer and Marketing Officer

c.c.: Ms. Lori Idlout, M.P. – Nunavut