

To: TBRHSC Senior Leadership, Directors, Managers and Operations Coordinators

From: Blake Rathje, Director, Support Services

Date: August 21, 2026

RE: Changes to Mail Delivery/Pick up

Effective Thursday, August 27th, office mail delivery and pickup services for 980 & 984 Oliver Road will be discontinued for all departments. This change applies only to internal mail and Canada Post mail.

The Mail Room (1st Floor - Room 1263) will be accessed via employee ID card scan and can be accessed 24/7. See Exhibit A (page 3) as a guide to the location of the Mail Room.

Internal Mail: Staff are to bring down internal mail and place the mail into the intended (receiving) departments assigned mail slot, located on the right hand side of the room. Each department is colour coded by floor (i.e. 3rd Floor – Red) and there is a legend posted on the wall in the Mail Room. See Exhibit B for details.

Outgoing Mail: Staff are to bring down outgoing mail to be sent by Canada Post and neatly place in appropriate red bin labelled “Outgoing Unsealed Mail” or “Outgoing Sealed Mail”. Stores staff will process Canada Post mail for delivery. See Exhibit C for details.

Departments are asked to ensure that outgoing mail is properly prepared and deposited in the designated area on a regular basis. The intended destination/receiver must be clearly stated on the envelopes to avoid lost mail. Incoming mail should be collected promptly from your assigned bin location.

Suggestions to consider through this transition include:

- Assign a limited number of staff to pick up and deliver mail to the Mail Room
- Visit the Mail Room for a brief orientation prior to the go live date
- Review the location of the Mail Room

This change does not affect Courier packages. The current process for shipping and receiving Courier packages will remain the same.

Thank you for your cooperation and assistance in implementing this change. If you have any questions, please contact Jennifer Svane at extension 6202.

Exhibit A: Mail Room location (page 3)

Exhibit B: Mail organizer. Staff are to place their internal mail into the correct mail slot of the destinations department. Staff will also collect any mail for their respective department.



Exhibit C: Staff are to neatly place outgoing or Canada Post mail in the appropriate red bin, depending if the envelopes are sealed or unsealed.



