

quite a steep incline and back up again to mail their letters.

When you are young and healthy, it is easy to say you will just run down and throw the letter in the mailbox. Even though it is a hill you are in good shape and can do it easily. Let me say that when you are a senior living in northern Ontario in the wintertime and you have to walk down a steep incline, you are going to be very worried about falling. It is going to be far more difficult to post that letter.

The services have been changed. They are not accommodating and we wonder why they are having the problems they are having. I always thought that if you offered the best possible service, people would use what is there.

This government goes on about business. It says everything has to be run like a business. I say right now that businesses that do not provide customer satisfaction do not do well. They inevitably go out of business. If it is the idea of offering the best possible service to the consumers out there, Canada Post certainly is not in that kind of business.

I do not know who Canada Post has been trying to serve, but I can say we are not getting our mail like we used to. Away back when, we put a letter in the mailbox and it was a rule rather than an exception that we would get our mail delivered within 24 hours. Nowadays the only way we can have any form of guarantee is if we pay extra and get priority post.

That is one reason why people are relying less and less on the post office. It is less and less likely that their mail will get to its destination on time. Now Canada Post is going to have to compete with faxes, telephones and with a lot of private services which do a very good job, by the way, in making sure that mail gets there on time.

I want to remind Canada Post that it is there to serve the public. Yes, it is fine to try to break even. It is a good idea. However, if it discourages people from using its services, whatever services remain have to be more and more costly because it is the only possible way of recouping the dollars that it is spending.

I would suggest that Canada Post try to instil in its upper management the idea that it is really there to serve the people of Canada. It is there to guarantee that

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those people who live in the regions that are very far away have access to the materials in a similar fashion to those who live in densely populated areas. That has been the essence of our country, to ensure that no matter where one lives, there will be at least a semblance of a similar service.

Canada Post somehow is forgetting that. It is forgetting that at the expense of the Canadian people and it is forgetting that at the expense of its own employees. The employees are being asked to do more and more with less and less and are having a hard time providing the kind of service they would like to provide.

• (1220)

Door to door mail delivery is not being expanded in any area of Canada, certainly not in my riding. You see these postal boxes more and more. People are being charged for postal boxes because Canada Post does not want to be in the business of postal boxes any more. Every time you turn around it is shedding another part of its responsibility.

It is absolutely essential that we stop worshipping money only because money does not know people. It is good to have a healthy bottom line. The only way to have a healthy bottom line is to serve the people that you are supposed to be serving. I suggest that Canada Post go back to the drawing-board. Yes, it can offer shares to its employees but make it that the shares which are being offered will give the employees a voice.

This proposal gives the employees no voice whatsoever in the ongoing workings of Canada Post. It is only when the employees have a say in what is happening in the services they are delivering that they can really improve. They have some real insight into what should be done and which way we should be going. They see what is happening every day in Canada Post. They see the number of problems. They live with them.

Do you not believe that if you are going to be a shareholder, you should have a voice or a vote in the matters which you are going to share in? This particular bill, although it will sell off perhaps 10 per cent of its shares, will not give the employees any say in the direction of Canada Post. That is a great shame.

I ask that we not pass this bill, that we send it back and ask Canada Post to consult with its employees, to come