

**Mr. Wilson:** It has been well documented that as a matter of fact there is a large psychological barrier between middle-class doctors and lower class poor people. The language they speak is different. Their backgrounds are different. How can someone who has a middle-class upbringing understand—how can he ever understand the problems of the so-called poor people.

**The Chairman:** Mr. Wilson, I do not understand when you say we cannot understand the problem of poor people. I do not know where you think we all came from or how we fail to understand the problem. The only way they are different perhaps, is that you call them poor, and we are not called poor. What is there to understand that you think we fail to understand?

**Mr. Wilson:** I do not really know, because I do not understand myself. I think if I were to live in any area which was poor my whole life, maybe then I would start to understand the problems.

**Madame St. Aubin:** There are so many things that you cannot understand, even you, doctor. Suppose you have a woman patient and she has a family, and you tell her, "Now you take this medicine and go home and rest." What you do not understand is that that woman cannot rest because she does not have money to hire somebody to mind her children. She will take her medicine, but she will not be able to rest. That is one of the things.

You will tell her to eat this kind of food or that kind of food and she will go home and she will try to eat it, but most of the time she won't have the money for it. She won't take the food out of her children's mouths, so she won't eat that kind of food. Those are just a few points that people like you may not be able to understand.

**Miss Stewart:** Can I give one very concrete thing? I think this is in terms that everybody would understand. I think you are quite right in saying that services exist across this country which are available to the majority of people. Why do they not get to them? I really think it is a question of education. It is not just enough to set up services. You must educate people to use them. This is why I am very concerned about what is going to happen in Quebec on July 1.

It will be fine to say that anybody can see a doctor any time he wants to, but I think we will still have a great need for services like ours to interpret this to the people who should be using them.

In our districts our two "well-baby" clinics provide free of charge immunization services to that community. I was just amazed when I first went to work there. I could not believe the number of kids who are not immunized. There have been diphtheria outbreaks in the past five years in Montreal. There was one just two years ago in Pointe St. Charles. There are kids walking about there who are not immunized, not for the reason that they have to pay or that the parents have far to go.

There are two clinics in this area of 25,000 people. That is quite enough to look after them. Why don't they go? Education. The clinic sits there. They don't go out and interpret to the parents why those children should be immunized. I think this could be applied to all levels of health services.

**Senator Sullivan:** There might be a shortage of personnel, too, to handle it.

**Miss Stewart:** No, it is an attitude.

**Senator Sullivan:** I disagree.

**Madame St. Aubin:** Sometimes we ask some of our neighbours, "Why aren't your kids immunized for this or that?" and they are afraid. They say, "I am afraid those needles might make my children sick."

We are not nurses or doctors; we cannot explain. But if the nurses or somebody could explain to them that they might be sick for 24 hours but would be protected for a long time, these people would go to the clinic.

**Senator McGrand:** This is the sort of information that they used to get from the old family doctor, but his kind are gone.

**The Chairman:** But are they not getting it from the schools? Do not the schools pass out that information?

**Miss Stewart:** Immunization programs are for pre-school children.

**Senator Sullivan:** They are getting it in the schools of Ontario, Mr. Chairman. I can assure you of that.

**Senator McGrand:** I understood one of the witnesses to say that gynaecologists were scarce and difficult to contact and that women have found that the general doctor was not well enough informed about family