

*Manpower and Immigration Council*

Therefore, I think that private enterprise has tried to meet that difficulty in having its employees attend courses in salesmanship, self-achievement, human relations, because it knows that if it treats its customers inconsiderately it will lose them to its competitors. On the other hand, the official in municipal, provincial or federal undertakings comes to think that he is appointed for life; he is sure that he will not lose his customers because he operates in an exclusive field, and too often he fails to meet basic responsibilities in the field of human relations. It is obvious in several places; in fact, I have noticed it in unemployment insurance and in welfare offices. I am not saying this, Mr. Speaker, to blame anyone, much less the people in my own riding, since I have just praised them, but I know that happens quite frequently and that is why expressions like "bureaucrat" and "red tape" and all the others which discredit the public servant before public opinion were invented, although in some cases they are justified because the public servant becomes bored, of course, especially when he has to listen to tales of woe all day long.

And now I should like to make a suggestion to the minister—I do not know under what department it could fall, but I think that it should be a service which could have repercussions in all departments—that some human relations courses should be established, which these civil servants would take at least every second or third year; thus they would not tend to act as robots and forget that they are dealing with human beings who have their own pride, their own sensitivity and who, after all, constitute their clientele, in short, with the voters and taxpayers who pay the civil servants their salaries.

Government services or branches too often lack this basic tact. I think we should try to correct this as much as possible.

Now, Mr. Speaker, I often wonder why we always link manpower with immigration.

It seems to me that these are two fields of activity, each of them very broad. I do not deny that there can be some relationship between the two—for instance, for the rehabilitation of immigrants, I am sure there is—but these are two fields of action which are very broad. I will even go further, and though it is none of my business, I will tell the minister that it is too big a burden for him.

Yesterday I heard people praise the late Hon. Guy Favreau. I had read all kinds of comments in the papers, listing the various tasks which were heaped upon Hon. Guy

Favreau, and which might have had something to do with his early demise.

We happen to know that the present minister has had health problems in recent months. I wonder if wanting a solution to the manpower problem as well as the immigration problem, two major problems, is not too much to be expected from one man, in addition to what is evidently asked of him, which matter is not official here in the house.

I wonder whether two departments are not indicated because integrating immigrants is quite a job, in that it means teaching them the rudiments of Canadian history, and at least one of the two languages of the two founding peoples, and then watching over them for a few years to help them solve their problems because they may be a bit confused and somewhat like exiles in another land.

The same goes for the manpower problem. It is rather complex. I suggest to the powers that be that two departments should be set up as soon as possible.

Moreover, I see in the government a large number of brilliant young members who would be delighted to accept the responsibility of a ministry. And they would be pleased I believe if there was a diversion. They would like to display their zeal, their ability to deserve eventually some promotions. In my opinion, there would be sufficient work for two ministers and perhaps the present Minister of Manpower and Immigration (Mr. Marchand) would then avert the fate of others. I apologize if I seem a little gloomy, Mr. Speaker, but once again those are things of which I can speak as an independent member, but perhaps everybody could not do the same.

Mr. Speaker, I see in this bill that the following is stated in connection with the powers of the boards:

The Advisory Board on Adult Occupational Training shall consider and report to the council on any matter within the minister's responsibilities in relation to adult occupational training in Canada.

Now, I would like to call the attention of the minister to one problem which is not being examined enough, I believe, and it is the one concerning people who are too old to find work in manufactures.

And when I say "too old", the minister knows as well as I do, and my colleagues also, that old age begins fairly early nowadays. From the age of 40 or 45, one already finds it difficult to get employment in plants. On the other hand, some people from 60 to 65 years old become pensioners on account of