

**Dr. Cappon:** Unfortunately, senator, people in general do not read and the poor do not read at all. So, reading is not really much good. You have to live with them and talk to them. There is no other way.

**The Chairman:** It is so much more difficult to do it the way you suggest, doctor. You say that the poor do not read. Perhaps they do not read books, but they listen to the radio and they watch television, and messages get across in this fashion today. Radio may very well report much of what you people have said today.

**Dr. Cappon:** What about the feedback from them?

**The Chairman:** When you talk about feedback. This did not start last year. This started many, many years ago. Why have you not been able to get your message across: service is free of charge to anyone who is ill; we will come and look after you. You are quite right, we are not getting across to people and you are in a better position to get across than we are.

**Dr. Cappon:** In the past the poor were always with us. They expected to remain poor and were not a problem, but now with rising expectation and with the little power they are getting, they are a threat, so something has to be done now that was not necessary before. Simply more royal commissions or Senate committees is not really sufficient for them to get the feeling that they are working with you, and their suggestions are delivering up some of the answers to these problems. The job cannot be done in any other way.

**The Chairman:** If beneficial results come to the poor from royal commissions or Senate hearings, there will be a participation, and an acceptance that was not there before. And that is the hope.

**Senator Inman:** Are there any free psychiatric clinics for the poor? Is there any place they can go where they can get assistance free?

**Dr. Cappon:** Most of the mental health clinics are free for everyone. They must not be this free for the poor because then you discriminate. They have got to be just free.

**The Chairman:** They are even more free than most other clinics?

**Senator Inman:** Are they? We have not got one and I just wondered.

**The Chairman:** You need one in Prince Edward Island?

**Senator Inman:** We have a mental health hospital, but it is not free.

**The Chairman:** I have been associated with hospitals for 35 to 40 years, first in Windsor by virtue of my position on metropolitan and other hospitals, and I know something about them. Since going to Toronto I have been associated with an important hospital, and I know something of the others. In all those years, your outpatient departments have never changed in my view, and I cannot understand that. The world has changed. Everything else has changed, but that has not. Why?

**Dr. Bennett:** Changed in what way?

**The Chairman:** Well, the world has changed in many, many ways, but not this service. I used to go down and see the people standing around waiting for service when I was mayor of the city. Now I go down as member of the board and look around and I see the same things going on. Nothing has changed.

**Dr. Bennett:** Waiting?

**The Chairman:** Waiting and waiting. A woman on relief said, "Look, Senator Croll, I have a child coming in from school. I have to go back and feed her. I have been waiting here two hours and I can't wait any longer." So she had to go back the next day. What can you expect from these people. Their problem is the greatest problem there is.

**Dr. Bennett:** Many of these people, Senator Croll, and I think we mentioned this, do not have what they call a family physician. Therefore, to them the provision of medical care is in one place only, and that is the out-patient department. As I think somebody pointed out earlier today, they go there not thinking of people in general but thinking of the poor, they tend to go there when an emergency arises. This is the time that they seek medical care. I agree with you, this has not changed across the ages.

The other thing which has compounded the sort of numbers which go to out-patients is the fact that the demand on the physician in his office has considerably increased. You ring up the doctor and say, "I would like an appointment to see you" and he says, "Well, I think I can give you one in three weeks' time." But they know that if they go down to the out-patients