

the soldier in order to come under your supervision and be placed in one of those divisions?—A. It is not so complicated as it may sound. In connection with the organization and the putting into effect of the provisions by the Department, we have in a large centre in each province a main office of the department. All services of the department are centered in that office. In other words, a man requiring treatment or artificial limbs, or medical attention, or relief for unemployment, or training, proceeds to the main office in that centre. In Toronto, for instance, it is a fairly large organization. We have consolidated the medical service in this respect; a man requiring treatment naturally goes to the medical service. A man requiring training gets it only if he suffers from a disability due to service which prevents him from following his pre-war occupation, or if he is a minor; and if he makes application he must go for examination before the same doctors he had a year ago. As another illustration, a man requiring a pension also applies to our office, and he is examined by the same doctors who examined him previously. We have consolidated the services with a view to reduction in the administrative costs, because after all medical examinations of that kind are largely administrative matters. That has worked out very satisfactorily. A man requiring any of these things need only report to the office of the Department in the centre in which he is located. Then we have certain branch offices in addition. For instance, in Alberta we have one at Calgary and another at Edmonton, and in Ontario we have probably six or eight offices distributed throughout the province, at Toronto, Hamilton, London, Kingston, and other points. I do not know whether that answers your question, Mr. Chairman.

Q. It follows from that, that any soldier, no matter where he is, feeling that he requires help immediately applies to your centre?—A. To the local office.

Q. And the local office then and there finds out what the requirements of that particular man may be and directs him to the particular sub-branch, and that particular sub-branch immediately gives him an answer? Is that it?—A. That is in brief the situation.

*By Mr. Arthurs:*

Q. Does the sub-branch report to you?—A. Not in all cases; in a few cases they do. The records of many of the men, especially now, are well known, their cases having been treated previously. If a new case comes up, if it is an emergency case, the man is placed in hospital without question.

Q. Do you mean to tell me that when a man makes application to any one of these centres, say Kingston, a large proportion of the applications do not come here at all?—A. Not before he is taken care of.

Q. But if he is not taken care of at all, if his application is turned down, and the local centre has no jurisdiction?—A. No, but he has an appeal to the head office if he wishes.

Q. Is that made generally known to the men?—A. It is the general practice.

*By the Chairman:*

Q. In other words, the soldier, of his own volition, has to apply to one of these centres?—A. Exactly.

Q. And then the centre says "Yes, we will help you in such and such a way; what do you want? What training do you want?" And the centre acts then and there?—A. Yes.

Q. I understand that there is no question of seeking out disabled men, is there?—A. There is advertising. In the early days we advertised quite considerably. For the first few years after the war was over, we carried on quite extensive advertising in the veterans' magazine and newspapers, and if anything new is put into effect now we carry out the same procedure. The new provisions are advertised quite extensively. In other words, we make an honest effort to apprise ex-soldiers of the provisions

[Mr. N. F. Parkinson.]