

magazines? I note quite frequently that the veteran is dissatisfied purely on the basis of a complete misunderstanding of the act and regulations.

Mr. ANDERSON: Yes. Articles appear in the *Legionary* at varying intervals explaining the effect of the act and how the Canadian Pension Commission operates. We have been asked to do specific articles for the *Legionary*. Almost invariably when there are amendments to the legislation the *Legionary* carries a very detailed explanatory article covering the amendments and so on. Then you may recall that for some years—and I believe they are still doing it—the *Legionary* had a section which was prepared and published under the byline of the service bureau in which it raised specific questions about pensions, treatment and so on, and then answered these questions. This is the sort of thing which I think does help tremendously in educating the veteran in respect of what his rights and privileges are and what the method of procedure is in respect of obtaining the benefits of these different items of legislation.

Mr. FLEMING (*Okanagan-Revelstoke*): In respect of this, might it not be desirable for the department to prepare a publication outlining the general provisions of the act and the various procedures, and at the moment that a veteran makes an application for a hearing he be presented with a publication which outlines the provisions of the act in summary form and the procedure to be followed in respect of appeals and so on rather than this being controlled by the veterans' advocate or whoever may be dealing with this? I think it would be very beneficial that the applicant receive at the moment of application a pamphlet which outlines in general terms what benefits may be available to him, what procedure will be followed in respect of appeals and so on if the applicant is not successful. In this way the veteran would not be under any misapprehension at all in respect of what he is doing.

Mr. ANDERSON: In effect, this is done. When the initial or first decision is finalized he is written and told—if his claim is granted, of course, there is nothing further to worry about—how the process works. He receives a letter explaining the whole process which is now open to him and the lines along which he must proceed to advance his claim. So, in effect, what you are suggesting is done in each individual case.

Mr. HERRIDGE: On that particular point, I had a case sometime ago of a veteran who had to go to Shaughnessy hospital and have an operation which was very necessary. This veteran and his wife saw me personally. This operation considerably reduced his virility. They both claimed all they received back was a letter stating that his condition was not incurred during service. They failed to realize the veteran was 77 years of age. The next occasion on which I was there I got the authorities to write a complete explanation on the effect of aging of men, as a result of which everyone was quite satisfied. I think these things need a little explanation on occasion.

Mr. ANDERSON: Well, there is no doubt about the fact that this is one of the major problems. There is a misunderstanding of what the act provides and what are the responsibilities of the commission and other organizations providing veterans services.

The CHAIRMAN: Shall item 20 carry?

Item agreed to.

Mr. HERRIDGE: The consolidated editions of the Pension Act are very useful to members of the house and particularly to the members of this committee. Would it be possible for members of the committee to get a dozen copies of the consolidated edition of the Pension Act?

Mr. ANDERSON: Are you referring to the office consolidation of the act?