THE SOCIAL SERVICE DIVISION OF THE DEPARTMENT OF VETERANS' AFFAIRS

Its origin, setting, and functions:
a study based on the Division
in the British Columbia District

by

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ABSTRACT

This study is primarily a descriptive account of the development and the work of the Social Service Division in its background setting of the Department of Veterans' Affairs. It covers the historical development of the various Canadian departments of government concerned with the ex-serviceman's welfare from the beginning of World War I in 1914 to the present time.

Information was drawn from annual reports and publications, mimeographed material of the Department of Veterans' Affairs, including statistical reports of the British Columbia Division, supplemented by interviews with staff members of the British Columbia District Office.

The veterans' department was born of a military program and of the resulting physical need of wounded discharged soldiers for medical treatment. From this beginning developed the recognition of the value of a rehabilitation program for those physically handicapped because of war service. This need for rehabilitation was extended gradually until it covered all veterans of World War II and preceding wars. The coverage has moved steadily from the medical to the total welfare needs of the veteran. The Department has emerged as one of Canada's largest welfare agencies, veterans being segregated from their fellow civilians by legislation granting special benefits because of special risks.

The role of the profession of social work in this setting has been exploratory. In the early 1920's, the social worker is described as being a nurse with special training; the profession of social work was not recognized. Today, only social workers trained in an accredited School of Social Work are accepted as employees of the Division. As far as direct case work is concerned, the Division operates largely as a referring agency although direct service is given in some instances. The Division is now experimenting with an in-service training program in social work concepts for Veterans' Welfare Officers and other Departmental personnel. This would make the social worker available to these persons on a consultative basis. In the present setting, the professional social worker has to prove the value of her work by performance.
I wish to express appreciation to Dr. Leonard Marsh for his kindly encouragement, helpful suggestions and, especially, for his assistance with research material and the composition of this study.

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THE SOCIAL SERVICE DIVISION OF THE DEPARTMENT OF VETERANS' AFFAIRS
Chapter 1

THE REHABILITATION OF THE VETERAN

The Department of Veterans' Affairs was established in Canada in 1944. It was not an entirely new undertaking; two former government departments had been concerned with the ex-serviceman's care, treatment, and reinstatement in civilian life. The development began following the First World War, 1914-1918; in 1918, a special government department to deal with the situation, the Department of Soldiers' Civil Re-establishment, was created. The work of this department was especially heavy during the years immediately following the war. In the late twenties, the volume of the work waned considerably and, in 1928, the veterans' department became a part of the Department of Pensions and National Health (superseded later by the Department of Veterans' Affairs). With the involvement of the Canadian people in the Second World War, the men and women discharged from the armed services again emerged as a group occupying a prominent place in national affairs. Their well-being was given priority, and the need for the "rehabilitation of the veterans" became an enduring consequence of five years of war.

The Social Service Division of the Department of Veterans' Affairs was not established until 1946, and was not without precedent, since a Social Service Division had existed in the old Department of Soldiers' Civil Re-establishment. Although the nature of the work done by these two divisions differs
greatly, the concern of both is to serve some special need of the former service personnel; that is to say, social work may be regarded as a specialized rather than a generalized service to all those discharged persons coming to the Department for whatever reason.

The present Dominion veterans' program has developed since 1914. Because of certain risks due to military service, the war veteran was granted certain privileges. These privileges, as granted today, have grown out of a system of grants and services based on legislation enacted on behalf of the ex-service men and women. The various veterans' Acts have been brought together to form what is known as the "Veterans' Charter". The services offered by the Department are continually changing to meet changing needs and, as new Acts are passed, subsequent adjustments are made and a flexibility in departmental administration is evident. The Social Service Division is but one small part of the Department. It cannot be considered by itself, but only as a part of the whole agency. For this reason, in order to understand fully what the role of the Division is and what its role might be, it is necessary to have a knowledge of the whole administrative organization and an acquaintance with the various aspects of veterans' legislation. Many questions arise as to the nature of this department itself: is it, strictly speaking, a welfare agency and what is its future; as war veterans decrease in numbers, will the department be converted to serve the ordinary civilian?

Following the termination of hostilities of World War II,
the phrase "rehabilitation of the veteran" was loosely used. The discharged members of the three armed services emerged briefly in the limelight and occupied a prominent place in the current affairs of the time. They received much publicity as to their deeds and - more important - as to what their future might be. Through innumerable magazines, newspapers, public speakers, and societies, as well as through this government department, the need of planning for the former military personnel was established. Despite the common use of the terminology, to define the word "veteran" and the word "rehabilitation", as used in this instance, is not easy.

The popular understanding seems to be that a veteran is an ex-member of the armed services. In the Department of Veterans' Affairs, the definition of prime concern is the legal one. In its statutory provisions and in administration, the Department is fairly flexible; it was created in a transitional period, in wartime; it is geared to change; what is valid today may not necessarily remain so in the future. In the Acts and their subsequent benefits which the Department now administers, uniformity in the definition of a veteran is non-existent. A new Act, or an amendment to an existing Act, might give a different meaning or interpretation to the word "veteran". It is doubtful, however, that such a new Act or an amendment would contain a definition with an all-inclusive coverage.

The creation of a Social Service Division within the department did not require a special Act of parliament. The
Division is operative under the existing Department of Veterans' Affairs Act, and is an additional measure helping more effectively to administer that Act. For this reason, any person who is eligible for benefits under any veterans' Act may seek the service of the Division. At the same time, a veteran who applies for benefits under a specific veterans' Act and is ineligible, either because of the limitations of the particular Act, or because he has used up available benefits, may request assistance of the social workers. In other words, any person who comes to the Department for service, can be sent to the Social Service Division, if not for help in more effectively making use of an available service, then to be referred to a community source without the Department. Speaking broadly, veterans' benefits and services apply to three groups of persons: men or women who can claim some military service; claimants to benefits who have not engaged in military service; and, a dependent or dependents of a veteran entitled to special privileges because of their relationship to the ex-service man or woman.

Who are "Veterans"?

By dictionary definition, a "veteran" is a person "long experienced or exercised", or "one long experienced in any service". At one time, a veteran, in the military sense, was a person (and formerly a man, only) long experienced in war service. In the post-war world of today, a veteran may be either a man or a woman who has had some military experience, which
may have been of long or short duration. It is possible that the military service may have lasted for one day only, that is, the man or woman may have been "taken on strength" and "struck off strength", to use the military phrases, on the same day. On the other hand, the period of service may have covered several years. However, to obtain the various benefits available, certain time limits are specified. For example, one had to be in service for twenty-eight days in order to be eligible for a "Victory Medal", and so forth. The largest number of the group of veterans are those men and women who have had military service. Military service is of two kinds: active service, and peacetime service. The former constitutes service in the armed forces of a country in time of war, the latter in time of peace. The presumption of military service meant is that of active service, that is, of war service. The Canadian veteran, here concerned, is a person who has been in active service in His Majesty's forces raised in Canada, whether serving in a theatre of actual war or not; or, a person who has been in active service in non-Canadian forces of His Majesty, or in His Majesty's Allies' Forces, and was domiciled in Canada at the commencement of such service. "Active service" includes service in the Northwest Field Force, 1885; in the South African or Boer War, 1899-1902; in World War I, 1914-1918; and in World War II, 1939-1945.

Entrance into military service involves a so-called "attestation process". Included in this is a medical examination, and the swearing of an oath of allegiance to king and
country. If the candidate qualifies, he is then taken into military service, or "taken on strength", and his name will appear on the next military order. Service comprises duty performed in the uniform of one of the armed forces, Naval, Army, or Air. Once enlisted in active service, whether voluntarily or by compulsion, a soldier, sailor, or airman cannot withdraw at choice, but can only be released under authority. This release is known as "discharge", or the serviceman is said to be "struck off strength". This also involves another medical examination in order to determine the physical condition of the person and to evaluate the extent of injury, if any, due to service. This is necessary as a protection to the Government as many claims without validity might otherwise be made upon the veterans' department for the physical injury of discharged personnel due to war service.

Because of the compulsory nature of active service, a distinction is necessary between those for whom military service is a civilian occupation, and those for whom it was but a passing phase and has meant an interruption or postponement of a civilian occupation. The former persons constitute the permanent armed forces. In defining a veteran of the permanent armed forces, only the members who have been on active service are of concern. Those who have since retired or been discharged from the permanent forces need not be segregated from non-members of the permanent army. Those who reverted from active to peacetime service at the cessation of hostilities and have remained members
of the permanent forces are in a different category. The care, treatment, and training of these men rests rather with the Department of National Defence than with the Department of Veterans' Affairs. However, they are certainly veterans because of their military service, and many of the provisions of the rehabilitation program apply just as much to them as to ex-members of the forces. Accordingly, although still in military service, they are eligible for certain veteran benefits.

The main classification of veterans is the group for whom military life was only temporary. These men and women were in active service in wartime but have been subsequently discharged. They made up what might be called the civilian armed forces, recruited for defence in time of need. The whole rehabilitation program was born for these men and women because they undertook special risks, and their normal careers, lives, and education were interrupted. Through legislation granting certain privileges, the category of the veteran has emerged. Service overseas, or in an actual theatre of war, has been regarded as entitling a person to greater benefits than service only in the Western Hemisphere. Overseas service included any service involving duties performed outside of the Western Hemisphere. Service in the Western Hemisphere included duties performed on the continents of North and South America, and their adjacent islands and territorial waters, including Bermuda and the West Indies, but excluding Greenland, Iceland, and the Aleutian Islands. Military personnel serving only in the Western Hemisphere had no guarantee that they would not be sent overseas; their contribution was necessary to the overall war program;
they were subjected to the same rules and regulations and compulsory service as their fellows. Having thus served their country, they accordingly reap certain advantages.

The second classification, "claimants to benefits who have not engaged in military service", may seem somewhat misleading. These people were not members of His Majesty's or allied armed forces; neither did they serve in the uniform of the country. They were rather Canadian civilians engaged in their peacetime occupations, which often involved the suffering of disability as a result of enemy action, counter action, or extraordinary marine hazards due to the war. It has usually been because of such disabilities suffered that they have become entitled to certain veteran benefits. This group is small in numbers and includes such people as salt water fishermen, members of the auxiliary services, merchant seamen, those engaged overseas in air-raid and civilian defence, and members of the Corps of (civilian) Canadian Fire Fighters serving in the United Kingdom.

The third group is "a dependent or dependents entitled to benefits", and includes dependents of the above two classifications. Such a dependent may be a wife, a husband, a widow, a widower, a child, including natural, step, adopted, and foster children, or dependent parents. If a veteran is living, only he or someone on his behalf may apply for benefits, and it is only on his behalf that benefits or services will be granted. If a veteran is dead, his dependents become eligible for certain Departmental benefits. For example, they might apply for
and receive a War Veterans' Allowance. In this event, the dependents may apply for benefits and it is only to them or on their behalf that benefits will be granted. Such a dependent becomes in effect a veteran.

Rehabilitation

Strictly speaking, to rehabilitate means to restore to a former condition or status, in this instance, the condition being that of civilian. In establishing the former members of the armed forces in the post-war world, an endeavour has been made to consider many aspects of these persons' future welfare. Medical, vocational, Occupational, and social implications have each played a part in establishing satisfactory readjustments to everyday living.

During the Second World War, a more or less general participation of Canada's citizens in aiding the war effort was achieved. To many, the war was not only a battle for physical survival but also for ideals emphasizing the importance of human dignity, of freedom, and of the worth of the individual in a democracy. The incentives of patriotism and gratitude were strong and a sturdy public opinion in favour of doing something for the veteran was prevalent. In addition, economic obligations of the war and its cost had to be met. The end of the war produced new problems for the country in the transition from a wartime to a peacetime economy. Paramount in the earliest stages was the task of the demobilization and the civil re-establishment of the armed forces without the creation of a too great disturbance in Canadian living. The total number of enlistments
and enrolments in the Canadian Armed Forces from September 10, 1939, to "VJ" day, August 14, 1945, was 1,104,285. On May 7, 1945, there had been 240,000 discharges, or, over this six-year period, approximately 3,000 discharges per month, if evenly distributed. By the end of 1945, roughly 650,000 discharges had been granted, or in the last four-month period of this year about 100,000 discharges per month, which situation promised to continue for several months. The problem was to absorb these people into the life of the community and of the nation without creating great chaos in the Canadian economy.

By the end of the Second World War, the numbers of unemployed in the country were comparatively few. There was, however, the possibility that a sudden influx of persons seeking employment would create a new demand for positions which industry might not be able to meet. A prospective employee is judged not as much by what he has done as by what he is able to do. Many of the members of the armed forces were young and had proceeded from school directly into the services with little or no training for civilian occupations; for others, military service had meant an interruption in training for an occupation; of those who had previously been gainfully employed, many did not wish to return to their old jobs, supposing these were available; in addition, the war-disabled comprised a group who were limited in their capacity for employment.

There were two approaches in this planning for the future.

2. loc. cit.
3. loc. cit.
civilians: a practical one, realistic but economically and socially justifiable; and an idealistic one, with patriotism and gratitude as its motive. It has been said that "the goal of rehabilitation is to bring a man to a point of maximal usefulness to himself and to society to enable him to sustain himself and to enjoy the fruit of his production". The rehabilitation of the veteran was not to be merely a reward for services rendered but came to signify an investment in better living, saving the country money, reducing poverty, disease, and crime. The opportunity was presented whereby through his own efforts and to his own betterment, the former military man or woman might develop to the ultimate betterment of the country.

The precedent for legislation creating this opportunity was the rehabilitation measures which followed World War I, which were built upon and improved upon; new legislation was enacted, and, in the process, the ideas and resources of the country were mobilized. "Suggestions came from veteran groups, from citizens in all walks of life, and from the representatives of the people serving in the House of Commons and Parliamentary Committees on the Veterans' Affairs".

The legislation provided the framework for the rehabilitation program. In the administration of the organization will rest to a great extent its success. This program was not to be only a political one gaining for its promoters power and pres-

tige. In its formation, some of the best minds of the country, and the skills of various trades and professions, were utilized. A personnel as fully trained as possible was selected; and, for those who lacked training, in-service training schemes were promoted so that the veterans' assimilation in society might be more effectively achieved. Recognition that the discharged persons' needs would be many and would vary with the individual was not overlooked; each had had, of necessity, to adjust himself to military life; correspondingly, each would have an adjustment to make on return to the old way of life. For many, the needs would not be great; for others, specialized services would be necessary: medical treatment, occupational and physical therapy, occupational guidance, social service, educational and vocational services, to name a few.

Relation to Civilian Life

The purpose of the departmental program is to remove hardship suffered by the veteran as a result of war. If after receiving all the benefits to which he has become entitled, the discharged person is unable to find employment, and becomes a charge upon the community, the program has not achieved its purpose. The first step was the location of persons who would need help. All military personnel were considered to be in need of some assistance; every veteran was, therefore, located while still a serviceman in the armed forces. Secondly, came a medical diagnosis and prognosis, and a vocational diagnosis in order that a suitable plan might be determined. Vocational coun-
selling, where it was desired and advisable, followed, and aimed at the selection of a suitable field of work for the individual by relating occupational requirements and community opportunities to his occupational capacities. Medical and surgical treatment was available for physical disability, and in such cases an attempt was made to learn the "work tolerance" of the individual so as to determine a suitable type of training. Specialist services, such as, occupational and physical therapy, psychiatric treatment, and the services of psychologists and social workers, were utilized as the need was established. Vocational and educational training were made available to furnish new skills. Financial assistance was provided in the form of rehabilitation grants, and in providing maintenance during training or establishment in an occupation. Placement in employment aimed at the best use of skill and ability to carry out the job. Insofar as possible, the program has aimed at a follow-up on performance, but it is yet a little early to measure truly its effectiveness.

The rehabilitation program at no time sought to duplicate existing community services. Through co-operation, the services of other government departments, volunteer citizens' committees, and local community organizations have been utilized; when desired services were not available, new ones were created in some instances. The organization's objectives and program have aimed to be sufficiently broad and flexible to allow for constant adjustment to changing need. During the peak of demobilization,
services were in the nature of a mass assistance counselling in relation to such things as training, insurance, land settlement, and various allowances. With the decrease in demobilization, a lessening of the strain upon the department's personnel is evident; and, as more veterans become fitted into civilian life, a shift has come from counselling for training to adjustment counselling, and from mass counselling to individual counselling. More and more veterans are seeking help with their personal problems, and simultaneously the trend has been to replace the word "rehabilitation" by the word "welfare". This thinking may reflect the evolution in the nature of the Department and its assumption of the role of a federal agency concerned with the proper handling of welfare problems.

The Social Service Division in the Department of Veterans' Affairs should be seen as a specialist service in relationship to the whole rehabilitation program. Without some knowledge and understanding of the setting of which it is a part, it is impossible to see the Division in its full perspective. Its services do not duplicate those available in the community; its personnel only give a needed service where there is no such service available. Otherwise, they direct the veteran to the proper community agency. The veteran does not generally wish to be segregated from the community of which he is a part. Unconsciously, this has come about in many ways. He has been recognized as a member of a special group by special legislation; he is a member of a group whose needs arose out of military ser-
vice; he has become the object of patriotism and gratitude; special services and institutions, both public and private have been developed for him. Despite all this, he is basically the same as the rest of the citizens. It was not intended that he should always be a responsibility of the Dominion government. His satisfactory readjustment in social life has been partly a social security investment, and partly a reward for work well done. But to a great extent, the rehabilitation of the veteran lies with the veteran himself, in his thinking, in his feelings, and in his seeing himself as no different from others, not as a veteran but as a civilian.

What the Canadian government has done for the ex-service men and women may be of help in planning services for the whole population. This group of discharged persons has presented to the Dominion no constitutional difficulty in planning and the passing of legislation. In a sense, the rehabilitation of the veteran is a social experiment with implications extending beyond its immediate beneficiaries.
Early Methods and Regulations

Prior to World War I, the war veteran was left to his own resources in finding some opportunity, in readjusting to civil life, and in eking out a livelihood. The only responsibility of government was in the field of pensions, and these recognized only disabilities directly attributable to active service. Pensions were administered under military powers, and pensions of ex-service men of the Boer War were not paid by the Canadian government but by the British government. It would not be fair to say that the veterans were overlooked in Canada, but rather that there were no precedents to act upon in this matter of their care and treatment, and no great pressure as the number of discharged men and women of any one war had never been great. There were, in fact, no precedents for world war, and this phase of national affairs put new strains on the country's resources.

In evaluating these early developments in veterans' legislation and the measures that were undertaken, consideration should be given to the advances that have since taken place in such fields as medical treatment, in vocational guidance and training, in vocational training in hospitals because of its therapeutic values, in psychiatry, psychology, and social work, in the accumulation and recording of statistical data, and in
social planning generally. Much of the work that the govern-ment did in these early years was experimental in nature and, in framing the present legislation and in inaugurating new ser-vices, advantage has been taken of the experience of the First World War and of the experiences of the ensuing years.

The Canadian people entered the First World War in August, 1914. At that time, no government department other than a mili-tary one existed to assume responsibility for those discharged from active service. Many problems of the ex-service men were soon demanding attention; even by the spring of 1915, men were being returned invalided from overseas. In order to provide for the care and treatment of these convalescents who still re-quired hospitalization, a committee was appointed by the exist-ing Department of Militia and Defence, the resources of which were already taxed by the tasks of mobilization of forces and of defence. The three members of this committee were principal officers of the Department and they were unable to give the necessary time and attention in looking after the former service-men. A more adequate means of meeting the needs of these veter-ans was sought, and in May, 1915, a proposal was made that a commission be appointed to handle this situation. Subsequently, the Military Hospitals Commission was formed to provide hospital accommodation and convalescent homes in Canada for invalided officers and men of the Canadian Expeditionary Force, and to assist them in securing employment. In carrying out its mani-fold tasks, the Commission was granted several powers: to in-
our, control, and authorize expenditures connected with the
treatment and care of the invalided as well as with the organi-
zational administration and the administration of hospitals
and homes; to select medical, nursing and other personnel need-
ed for hospitals as well as clerical staff; and to call in the
aid of any department of the Canadian government. In the be-
ginning, the provision of several small convalescent homes,
and a treatment of rest and recreation were thought to be the
main requirements in meeting the situation. However, the
former was not administratively economic and effective, and
treatment involved more than rest and recreation. The value of
orthopaedic and of active therapeutic treatment became evident;
in July, 1916, the Commission opened a limb-making factory; the
unprecedented policy in government of the re-education of dis-
abled men was experimented with; and more and more emerged the
necessity for relating the assistance given the disabled veter-
en to his assimilation in civilian life. Even at this early
date, much of the philosophy that characterizes the program in
operation today was evident, and is expressed as follows in a
report of this Hospital Commission: "Some men also have the
feeling that having suffered for their country they should not
be required to exert themselves for their livelihood but that
the country owes them a livelihood. This is only partially
true - what the country owes to these men is an opportunity to
obtain a livelihood".
6. Canada, Department of Militia and Defence, Report of the
Military Hospitals Commission, May, 1917, "Vocational
The members of this Commission came into close contact with the returned men, and, at the same time, maintained a close co-operation with the Department of Militia and Defence, which readily accepted many of the recommendations of the Commission. The Commission grew rapidly and soon became as large as some departments of government. Along with the problems of the moment, its members visualized future ones, incidental to demobilization itself. In the Report of the Work of the Commission in May, 1917, certain suggestions were made for future planning, including the development of programs regarding employment, public works, land settlement, the creation and subsidization of new industries, the creation of a climate of understanding for the returned soldier, co-operation between provincial and federal governments, and encouragement of the veteran in forming organizations. In these early years, differences arose rather in the carrying out of the programs than in their basic concepts.

Early in the First World War, attention was given to the pensioning of disabled veterans. In June, 1916, the formation of a Board of Pension Commissioners was authorized by an Order-in-Council. At this time, the so-called insurance principle in the awarding of pensions was introduced in Canada: injury, or disability, or death incurred during service, even though no direct cause could be traced to service, was pensionable. A scale of pensions was set up, and recognition was given to the claims of dependents on the veteran. In 1919, the Canadian
Pension Act was passed, and the Board of Pension Commissioners was given full power to adjudicate on pension claims, and it retains this power at the present time.

In 1917, the Soldier Settlement Act was passed. Under this Act and subsequent amendments, almost twenty-five thousand returned men were settled on the land with loans. This measure was intended to offer incentive to veterans to settle on farms and to give them eventual ownership of the property.

Another measure in this early rehabilitation program was the passage of the Returned Soldiers' Insurance Act in 1920, and the availability of this insurance in 1921. This had two purposes: to encourage veterans to provide for their dependents in the event of death; and, to offer insurance to the veterans who were considered poor risks by ordinary insurance companies. Approximately twenty-nine thousand individuals took advantage of this scheme.

The Department of Soldiers' Civil Re-establishment Formed

In February, 1918, the Department of Soldiers' Civil Re-establishment was formed. It administered the affairs of the Invalided Soldiers' Commission, formerly the Military Hospitals Commission, and those of the Board of Pension Commissioners. During the first years of its existence, this Department was faced with manifold tasks regarding treatment, training, counselling, and assistance. The Department personnel worked in cooperation with other government departments and with private organizations in effecting the re-establishment and the reinstatement of veterans in civil life. As the need for hospital accommo-
dation waned, the staff of the Invalided Soldiers' Commission was gradually absorbed in the Department of Soldiers' Civil Re-establishment. Some idea of the work done by the Department can be gained by glancing at the expenditures on rehabilitation, exclusive of pensions' expenditures, and by examining the services rendered.

Table 1. Expenditures on Rehabilitation in the Department of Soldiers' Civil Re-establishment

<table>
<thead>
<tr>
<th>Rehabilitation Measure</th>
<th>Expenditure</th>
</tr>
</thead>
<tbody>
<tr>
<td>War Service Gratuities</td>
<td>$164,000,000</td>
</tr>
<tr>
<td>Civilian Clothing Allowance</td>
<td>20,000,000</td>
</tr>
<tr>
<td>Vocational Training and Training Allowance</td>
<td>43,000,000</td>
</tr>
<tr>
<td>Medical Care, Hospital Care, Treatment, Surgical Appliances, Treatment Pay and Allowances</td>
<td>84,000,000</td>
</tr>
<tr>
<td>Land Settlement (Soldier Settlement Act)</td>
<td>13,594,840</td>
</tr>
<tr>
<td>Dependents' Transportation</td>
<td>3,000,000</td>
</tr>
<tr>
<td>Information Service, Employment and Sheltered Employment</td>
<td>20,000,000</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>$347,594,840</strong></td>
</tr>
</tbody>
</table>


Table 2. Services Rendered to Veterans by the Department of Soldiers' Civil Re-establishment

<table>
<thead>
<tr>
<th>Nature of Services</th>
<th>Number of Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clinical Treatments to Veterans</td>
<td>1,366,000</td>
</tr>
<tr>
<td>Hospital Treatments to Veterans</td>
<td>147,000</td>
</tr>
<tr>
<td>Veterans Receiving Vocational Training</td>
<td>43,000</td>
</tr>
<tr>
<td>Veterans (including Handicapped) Placed in Employment</td>
<td>233,000</td>
</tr>
<tr>
<td>Veterans Placed in the Civil Service of Canada under Civil Service Preference</td>
<td>38,000</td>
</tr>
<tr>
<td>Veterans who became Permanent Civil Servants</td>
<td>12,000</td>
</tr>
<tr>
<td>Soldier Settlers Established on the Land</td>
<td>24,998</td>
</tr>
<tr>
<td>Dependents Brought to Canada</td>
<td>49,000</td>
</tr>
<tr>
<td>Enquiries Dealt With</td>
<td>1,000,000</td>
</tr>
</tbody>
</table>

The War Service Gratuities granted were based upon length and nature of service and were unrelated to any obligation, the object being to help the veteran to avoid hardship in the first few months of re-establishment. Although vocational training was given to approximately forty-three thousand veterans, it was restricted to those who had enlisted below the age of eighteen years and to those who were pensioners. The report of the Veterans' Assistance Commission states that "the assumption was that these (two groups) were handicapped by physical disability or by lack of opportunity prior to the war to train in trades". Training, high school, or college education was offered for a period of a year. It might be considered a shortcoming of the program that vocational training was so restricted to the young and to the disabled. The passage of the Civil Service Act established Civil Service preference for the veteran seeking employment and aimed not at his segregation from the civilian, but rather at compensating him for disadvantages in employment due to absence in military service.

The services given to the veteran by this Department fell roughly into five groups:— medical services, personal services, orthopaedic and surgical appliances services, vocational services, and information and relative services. Medical services, as the name implies, provided medical treatment to ex-members of the forces, either in military or designated hospitals, or in the outpatients' clinics. Personal services included the keeping

of records and documents, the administering of pay and allowances, providing for the care, other than medical, of mental patients, providing for the funerals of deceased patients, operating canteen services, and maintaining a chaplain service.

The orthopaedic and surgical appliances services provided for the returned men artificial limbs and orthopaedic and surgical appliances, as well as the repair and maintenance of these devices. In addition, a factory making these appliances was operated. The vocational services provided advice regarding vocational retraining for discharged members of the forces.

The Information and Service Branch endeavoured to place veterans in touch with employment opportunities, and maintained a special section for placing in employment professional, technical, and trained business men. This branch also provided information regarding government benefits available to veterans.

Social Work Under the Soldiers' Civil Re-establishment Program

Social work played a small part in this early rehabilitation program. Then, as today, it was a service directed towards the special needs of certain veterans, but there are some interesting differences. A 1919 report of the Department of Soldiers' Civil Re-establishment states: "It became apparent that the Social Service System has a definite place in the organization of the various units of this Department, and it has been decided that for this form of work the services of trained nurses would be utilized". This does not explain what the "Social Service System" is, and an apparent unawareness of social workers as such.

8. Canada, Department of Soldiers' Civil Re-establishment, Canada's Work for Disabled Soldiers, "The Medical Services; Social Service Workers", Ottawa, King's Printer, 1919, p. 27.
is evident. It is perhaps natural that the authorities at that time should have selected a nurse to do social work; the whole program itself arose out of a need for medical treatment to disabled veterans, and nurses were available and already members of the departmental staff; also, the number of social workers in the country was not great, and most of the Canadian Schools for training social workers were established at a later date.

Such social workers as were employed by this Department, being nurses, came, naturally, under the authority of the Medical Services. Among their tasks were the following up of outpatients of the veterans' hospitals, of tuberculosis cases on leave from sanatoria, and of mental cases on probation, to see that the prescribed medical treatment was followed, and that the home and the environment were conducive to cure. Support, interest, and co-operation in treatment were sought from the veterans' families. Other duties of the "social worker" included the investigation of the circumstances of the dependents of veterans, to see that these dependents actually existed; acting as advisers to the veterans' families who needed encouragement or assistance; securing confidential information required by the Assistant Director of the Department, the Representative of the Information and Service Branch, the District Vocational Officer, or the Unit Medical Director; and carrying out nursing or other duties which the Unit Medical Director might advise. In the carrying out of this work, precedence was given to cases of distress, financial hardship, or medical emergency.

In the annual report of the work of the Department in Decem-
ber, 1920, social service is described as a specialized nursing activity, and the social service nurse as not merely an attendant upon the sick, "but rather as an educator and reformer"; in addition to her educational and technical qualifications as a nurse, she was required to have special training in psychology, sociology, hygiene, sanitation, and nutrition. It is also stated that co-operative arrangements were made by these "social service workers" with public health organizations and officials, which would lead one to believe that this category of workers was conceived of as a kind of public health nurse rather than as a social worker as known today. The caseload of these workers comprised five groups: tuberculous cases, neurological and mental cases, out-patients, special cases, and cooperative visits, these last being made on behalf of other branches or departments which had asked for reports.

During the year 1920, thirty-four social service nurses were employed by the Department, and the following table indicates briefly the extent of their work.

Table 3. Social Service Investigations by Thirty-Four Social Service Nurses for the Year 1920

<table>
<thead>
<tr>
<th>Type of Investigation</th>
<th>Number of Investigations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tuberculous Cases</td>
<td>3,884</td>
</tr>
<tr>
<td>Out-patients</td>
<td>5,884</td>
</tr>
<tr>
<td>Problem Cases</td>
<td>2,013</td>
</tr>
<tr>
<td>Neurological and Mental Cases</td>
<td>2,921</td>
</tr>
<tr>
<td>Co-operative and Unclassified</td>
<td>19,238</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>33,940</strong></td>
</tr>
</tbody>
</table>

a. Source: Canada, Department of Soldiers' Civil Re-establishment, Annual Report, 1920, Ottawa, King's Printer, 1921, p. 15.

These workers were not distributed equally among the various branches.

districts, fifteen alone being in one unit of the department, and there is no indication of the division of the work itself among the social service workers; but, assuming that the work was evenly divided, each worker would be allotted approximately eighty-three cases per month.

Special mention was made of the value of "follow-up social service" in the care of the discharged tuberculous ex-service personnel. In a report of the Board of Tuberculous Sanitorium Consultants in 1920, a recommendation was made that the social service nursing staff should be amplified and organized in close co-operation with clinics, and that special training should be given to these nurses.

Within the Vocational Branch of the Department, social service is referred to under the heading of "Medical Advice and Social Service". No further statement is made in this respect within the reports of the department, but in a book written by Mr. W. Segsworth, a former director of the Vocational Training in the Department, reference is made to the social worker. In cases where the veteran was not progressing favorably in his retraining, although there seemed to be no mental or physical disabilities responsible, a "trained social worker" was often requested to make a visit to ascertain if there should be some other reason for lack of progress, such as financial troubles, sickness, or family matters. Financial matters were referred to the Vocational Medical Officers. Here again, the social

11. Canada, Department of Soldiers' Civil Re-establishment, The Care and Employment of the Tuberculous Ex-Service Man after Discharge from Sanatorium, B.T.S.C., Confidential Report No. 6, 12.20, Ottawa; King’s Printer, 1921.
worker is described as a nurse. "This social service investiga-
tor should be a graduate nurse of experience who has made a
special study of social service conditions and she is directed
to ascertain the home surroundings of the man, offer kindly ad-
vice if required, and so attempt to direct matters that all
worries will be removed from the man's mind." Presumably, these
social workers who served the Vocational Branch were members of
the Social Service Division of the Medical Branch, and these
services rendered would probably be listed among "co-operative
and unclassified" investigations.

There was also being given by this Department "special
attention...to men who are inclined to change their employment
repeatedly with a view to ascertaining the reason of this rest-
lessness and to prevent men from becoming what is commonly known
as 'Problem Cases'". This term, "problem cases", is not further
defined, but the singling out of these men does indicate an in-
dividual approach and a search for causative factors in effect-
ing a solution of their problems. It is not known whether or
not these problem cases are those included in the record of the
investigations of the social service nurses in 1920, or if
there were several categories of problem cases.

In the work of the Department of Soldiers' Civil Re-estab-
lishment, social work is also referred to under the Personal Ser-
vices Division in the Chaplains' Services, organized in 1919. It
is stated that: "In addition, however, through their personal
contact with the men, both in hospitals and homes, the visiting
13. Ibid., p. 127.
14. Canada, Department of Soldiers' Civil Re-establishment,
Canada's Work for Disabled Soldiers, Ottawa, King's Printer,
1919, p. 84."
chaplains are enabled to achieve a substantial amount of social service...chaplains are found to co-operate with every social agency that will bring cheer and assistance to the returned men, and thus many treats come the way of the men which might otherwise be missed”.

After the First World War, social work achieved some recognition in rehabilitation measures. However, in recognizing the value of "the Social Service System", and in endeavouring to put it into practice, the government was experimenting. The idea of social work at that time was an elementary one, and many of the miscellaneous duties assigned to the workers are not considered proper social work today. There is no explanation or clear definition of what the social service system is. Certain rudimentary needs seem to have been recognized, mainly that the veteran needed assistance. In that nurses emerged as the definitely appointed persons to perform social work tasks, it is evident that the profession of social work was not recognized. Some of the stated ideas of what a social worker does are interesting. She has been referred to as first of all a nurse, but, in addition to and aside from her profession, she was regarded as "an educator and a reformer", as "offering kindly advice", and as "removing worries from the minds" of the patients. The chaplain as a social worker comes to light also, and religious counselling is again confused with social work in the bringing of "cheer and assistance" to the veteran. The ministerial and the social work professions each have their own functions and at times there may be some similarities; but, a minister is no more

15. Ibid., p. 89.
a professional social worker than a social worker is a qualified chaplain. It perhaps was not intended that the chaplain was to be regarded as a social worker; this privilege was reserved for the specially trained nurse. The confusion may be in social work itself. This is one more illustration of its evolution and its conception in the public mind. In today's program, the purposes of the profession are much more clearly defined, and the requirements of a social worker are restricted to those with accredited social work training. Much of the difference lies in the growing recognition of social work as a profession, and the consequent establishment of required standards of practice.

The Years Between, 1921-1939

As more and more veterans became established in civilian life, the work of the Department waned considerably. Ex-service men had many complaints and there was demand for special veteran measures and for bonuses for military service. In 1922, the Relston Commission was appointed to review the whole field of the reinstatement of the veteran in civilian life. It did much to clarify matters regarding treatment and pensions. In 1928, the Department of Soldiers' Civil Re-establishment ceased to exist, and the work of this department was taken over by a newly created department of government, the Department of Pensions and National Health, which employed many of the staff of the old department.

In 1930, the War Veterans' Allowance Act was passed. This Act provided for the payment of an allowance designed to provide a minimum of support for veterans who due to age or disability
were incapable of supporting themselves. It was based on the assumption that the veteran was pre-aged about ten years by military service, and it was, in effect, an extension of the Old Age Pension, the veteran who had reached the age of sixty years becoming eligible for assistance. By an amendment of 1936, this age limit was reduced to fifty-five years if the veteran had served in an actual theatre of war and was without means of support because of disability, pre-aging, and general unfitness. This legislation has been further amended and today is very broad in its application, covering veterans of any age who, because of disabilities, are permanently unemployable. Veterans who are incapable or unlikely to become capable of maintaining themselves, because of physical or mental disabilities combined with economic handicaps, are also eligible.

During the twenties, many veterans were uncertain as to their pension rights. In 1930, the Veterans' Bureau was established to advise the veteran in this respect. The members of this Bureau are known as Pension advocates. Their duty is to aid the veteran in making application for a pension. This service is free of charge, and is open to any applicant for a pension. If a veteran has had an unsuccessful hearing with the Pension Commission, he may establish contact with the Pension Advocate and secure assistance to plead his case. In applying for a pension, if a first hearing is unfavourable, a second hearing may be requested, and if a pension is not then granted, recourse may be had to an Appeal Board. The Pension advocate may help prepare an applicant's case for hearing, and may attend upon a hearing
of the Appeal Board, and if he considers the decision of the latter unsatisfactory, he, on reviewing the case, may inquire whether the decision of the Appeal Board is justified. This Veterans' Bureau is independent of the Pensions' Commission, and its purpose is to aid the applicant the better to present his claim for pension.

The War Veterans' Allowance was intended to relieve ex-service personnel unemployed and unable to work. In 1935, the Byndman Commission was appointed to investigate unemployment and relief conditions among veterans. This Commission recommended that relief payments in part be made by the Dominion Government to all veterans of military service, in addition to pensioners. This proposal, however, was not accepted by the Government. The Commission also recommended the setting-up of another commission, and, in 1936, the Veterans' Assistance Commission was established to investigate the extent of unemployment among veterans able to work. This Commission reviewed the whole field of veterans' legislation and pointed out many of the shortcomings of the rehabilitation measures in the years following the First World War. Many recommendations were made, and many of the early programs were begun again. Workshops were established; employers were urged to hire veterans; probational training was advocated; loans for tools, equipment, and transportation to employment were made available; various corps of commissionaires were set up; small holdings projects were reviewed and an examination was made as to their being economically self-supporting; collection of radio licenses by veterans was suggested; and, it was
recommended that the civil service preference be extended to non-pensioners. In the spring of 1937, this Commission revealed that approximately thirty-three thousand veterans were unemployed, and that a little over twelve thousand were receiving the War Veterans' Allowance. In addition, a considerable number of pensioners were on relief. It seemed that those veterans who had not become economically self-sufficient were still in need of rehabilitation.

1939: Second World War

In 1939, when Canada entered the Second World War, the situation was not the same as in 1914. The government possessed some equipment to deal with the forthcoming problem of the discharged serviceman, and of his reinstatement into civilian life. In 1939, there was a civilian government department, the Department of Pensions and National Health, equipped with personnel experienced in the administration of veterans' affairs. To the Minister of this Department had been given the administration of matters relating to the care, treatment, or reinstatement in civil life of veterans. The Department had a trained medical staff and widespread treatment facilities; there was in operation a Pension Act, and the War Veterans' Allowance Act. In addition, the Soldier Settlement Board, operative under the Department of Mines and Resources had a trained field staff making investigations for the War Veterans' Allowance Board, the Department of Pensions and National Health, and the Department of Finance. In 1937, their policy had been stated as follows: "In administration of state financed settlement projects, the two principal
factors to be considered are the human element and the recovery of the public investment." Attention was being given to such factors as advancing age among the settlers and adverse crop conditions in recovering the public investment. In making preparation for the rehabilitation of these veterans-to-be, it is stated that "the problem was not one of creating something out of nothing, but of expanding and improving existing services and existing legislation".

The years 1939 to 1946, inclusive, were marked by much activity in the field of veterans' legislation. Committees were appointed; old Acts were reviewed; amendments to existing Acts were passed; Orders-in-Council were enforced; and new Acts were introduced. Studies were made of problems of post-war economic reconstruction. An endeavour was made to plan for the veteran in accordance with their findings; that is to say, he was to be fitted as far as possible into the post-war economic pattern. Among subjects of discussion and of action were the re-education and retraining of casualties, discharge pay or gratuities, reinstatement in employment, agricultural settlement, establishment of a form of vocational training, the facilitating of the continuance of secondary or professional education and training, pensions, and professional and business loans. In 1946, the work done on veterans' affairs was reviewed; several of the existing Acts were amended and various Orders-in-Council were consolidated into Acts of Parliament. This veterans' legislation of the years 1939-1946 was compiled into what is known as the

Veterans' Charter.

The present veterans' rehabilitation program is the result of an evolution of a system of grants and services on behalf of the veteran. The discharged serviceman has, in effect, been segregated from the civilian by this legislation, although, in a sense, this legislation may be regarded as the temporary filling in of a gap until more adequate social legislation is available to all Canadian citizens. The rehabilitation measures have shown a breadth of vision. Training and services have not been confined only to the disabled or under-age veterans; agricultural settlement has been offered, not only where it is to represent a total income, but also only a partial income, for the former serviceman; and provision was made for the payment of allowances in the first few months of discharge, in order that the veteran might make an easier assimilation to "civvy street". To aid the government in the carrying out of these measures, in 1940, a Rehabilitation Branch to administer all civil re-establishment services was created in the Department of Pensions and National Health. In 1944, the Department of Veterans' Affairs was established, in which department, insofar as possible, all veterans' legislation was to be administered. No government has organized a more complete welfare department for the civil re-establishment of war veterans.
Chapter 3

THE SOCIAL SERVICE DIVISION IN THE DEPARTMENTAL ORGANIZATION

Outline of Welfare Administration

The Department of Veterans' Affairs Act, and the Department of National Health and Welfare Act were brought into force in October, 1944. At this time, the Department of Pensions and National Health ceased to exist; its functions concerning national health were assumed by the Department of National Health and Welfare, and its responsibilities regarding war veterans were taken over by the Department of Veterans' Affairs.

This veterans' Department consists of several different Branches, among them the Treatment Services Branch, and the Veterans' Welfare Services Branch. These Branches include various Divisions, such as the Social Service Division.

In addition, the Canadian Pension Commission, and the War Veterans' Allowance Board are attached to the Department, which supplies them with staff and administration expenses. The Pension Commission, however, is an independent body, the members of which are vested with exclusive power and authority to adjudicate upon pension claims, and to award pensions to former military personnel. The Chairman of this Commission reports on its work to the Minister of Veterans' Affairs. Likewise, the War Veterans' Allowance Board is a body of persons, who adjudicate and award the War Veterans' Allowance to needy applicants.

Another related body is the Veterans' Land Act Administration. Within the past year or two, this has become more closely
integrated within the Department, utilizing such services as accommodation, purchasing, stores, statistics, legal, and personnel. Wherever possible, its offices have been placed in buildings occupied by Departmental offices, although it has many additional offices throughout the country. This has been found to effect economy in administration and is an additional convenience for discharged men and women seeking services.

It has not been possible to obtain an official organizational chart of the Department and the following diagram, emphasizing the place of the Social Service Division in the Department, shows only roughly the administrative organization.

The authority for the operation of the Department is vested in an Act of Parliament. At the head of the organization is the Minister of Veterans' Affairs. He is the parliamentary representative of the organization and this position is occupied by different persons from time to time. The Deputy Minister is a more or less permanent employee and is, in effect, the executive director of the whole administration. Responsible to him for the carrying out of the work are the Assistant Deputy Minister, the Secretary, and the Heads of the various Branches of the Department at the Head Office in Ottawa, as well as the Regional and District Administrators.

Because of the vastness of Canada and the wide differences within this geographical area, for the purpose of more effective administration, the country has been divided into two regions, Eastern and Western. Within these two regions are sixteen dis-
Figure I. Administrative Chart of the Department of Veterans' Affairs
Social Service Division
tricts and three sub-districts. In addition to this, a Department of Veterans' Affairs office in London, England, is a separate unit.

At the head of each region is a Regional Administrator, responsible for general investigational and supervisory work in the districts. These two men meet at intervals with the Deputy Minister and the Assistant Deputy Minister and form what is known as an Advisory Policy Council making recommendations to the Minister.

In each district, a District Administrator is responsible to the Deputy Minister for the work of the Department. Each district office is virtually a replica of the Head Office at Ottawa, the District Administrator being the equivalent of the Deputy Minister. The former has the authority to take executive action with respect to applications for most of the rehabilitation benefits, except in unusual circumstances where the question of policy is involved. The program is thus a decentralized one and there will be slight variations in different parts of the country. The objective has been to concentrate the various offered services in one building, a district office or rehabilitation centre, which is a point of contact for the discharged man or woman requesting advice or assistance. In addition, certain services are housed in the Veterans' Hospitals, Veterans' Institutions, and Sub-district offices.

Development of the Social Service Division

There has been a certain evolution in the development and
the place of the Social Service Division within the Department. Although there was a Social Service Division in the Department of Soldiers' Civil Re-establishment following the First World War, after the year 1920, no reference is made to this division in the annual reports of the Department or in the reports of the subsequent Department of Pensions and National Health. There is no record as to whether "the social service nurses" of 1919-1920 were dispensed with; whether their service was no longer required; or whether their function as social workers became synonymous with their nursing duties. It is sufficient to say that at the beginning of the Second World War in 1939, there was no Social Service Division as such in the existing veterans' department.

During 1940 and 1941, realization developed within the Department of Pensions and National Health that social problems would arise in many instances. Departmental officials had many discussions and consultations with various people, among them Dr. Charlotte Whitton, and, partly as a result of this, Veterans' Welfare Officers were appointed in the new Rehabilitation Branch at Head Office and at the various District Offices. The business of these officers was to acquaint themselves with the developing rehabilitation measures and to interview, advise, and assist former members of the forces. Their duties included such matters as a knowledge of regulations relating to pensions, allowances, medical treatment, employment, training, social welfare, housing schemes, and land settlement. With the increase in the number of discharges, the duties of these persons increased; many of
them were unaware of the community resources available to assist persons with social problems. There were variations from district to district and, in one or two districts, there was a liaison between the members of the Department and of community social agencies. General speaking, however, as far as social work was concerned, the experiment failed.

Another matter to be considered was that of the services available to casualties. A Casualty Rehabilitation Section was formed to give service to the seriously disabled ex-service personnel in receipt of pensions. The functions of this Section were a combination of medical social work and vocational guidance counselling. The aim was to re-establish the discharged man or woman in gainful employment of such a nature that his capacities would not be over-taxed and his disablement would not constitute a handicap.

The needs of certain veterans were not being met by the above two services, and Special Case Counsellors were appointed, and trained to assist those having difficulty. The appointment of these counsellors was the final effort of the Training Division, the Welfare Division, and the Casualty Rehabilitation Section to aid former military personnel in adjusting to civilian living.

The final co-ordinating authority for all the rehabilitation services working within or without the Department was a District Rehabilitation Review Board, the members of which sat as a case conference authority to act on individual cases prepared in advance by the Special Case Counsellors.
Along with this development in the Rehabilitation Branch, there developed a need for social workers. At the same time, a need for medical social workers gradually became apparent within the Treatment Branch. Treatment services include departmental hospitalization, medical, surgical, psychiatric, dental, and prosthetic treatments.

In 1945, Departmental officials requested the Director of Social Science at National Defence Headquarters to make a survey of the requirements of veterans for social service, and as a result of the recommendations of that report the present Social Service Directorate was established. A trained professional social worker was appointed as the Departmental Director and he assumed the task of organizing the Division. As personnel became available, the Divisions were established in the various districts.

At first, there were setup, within the Division, three Sections: Referral, Medical, and Investigation. In the districts, the heads of these sections were responsible to the District Supervisor of the Social Service Division for their performance of work. The Referral Section was what is now known as the Social Service Division, and provides a social service program within the Veterans' Welfare Services Branch, formerly the Rehabilitation Branch. The former District Supervisor is now the Supervisor of the Social Service Division.

The Medical Section dealt with medical and psychiatric social work, and was almost entirely the interest of the Treatment Services, and these social workers were to be found mainly in
the Departmental Hospitals or Clinics. The Medical Section has now been incorporated in the Treatment Branch. The medical social workers are a separate unit and are responsible to the Hospital Superintendent of the institution in which they are employed. The District Administrators are responsible for co-ordinating the work of the Social Service Division and the Medical Social Services, although, on request, the Supervisor of the Division may act as consultant to the medical social workers or to the Hospital Superintendents on social work matters. In some districts, the Investigation Section was never a part of the Social Service Division, for example, in the British Columbia District. The functions of the Investigation Division are generally to obtain and compile factual information, by interviews or otherwise, as may be required for any purpose by the Department, the Pensions Commission, and the War Veterans' Allowance Board. The Investigation Division is now separate from the Social Service Division.

In the administrative set-up, the Social Service Division has been shifted back and forth between the Veterans' Welfare Services Branch, and the General Administration Branch. In the latter instance, the Supervisor is directly responsible to the District Administrator for the performance of duties, and the Director of the Division at Head Office is responsible to the Assistant Deputy Minister. The reason for the Division being placed within the Administration Branch may have been to give the Supervisor of the Division more freedom while the medical
social workers still came under her authority. That is to say, in effecting the work of the Division concerning medical social work, it would not be necessary for the line of authority to pass first through the Rehabilitation Branch when the matter was solely the concern of the Treatment Branch. With the segregation of the medical social workers from the Division social workers, the Division has become a part of the Veterans' Welfare Branch, formerly the Rehabilitation Branch. This Branch has recently been reorganized to include all services excluding treatment rendered to the veteran. Social Service should be considered another of the Veterans' Welfare Services, which include the following:

1. Training and Counselling.
2. Re-establishment Credit; available anytime within ten years of discharge.
3. Casualty Rehabilitation.
4. Investigation.
5. War Veterans' Allowance.
6. The Social Service Division.

These services except for those of the Social Service Division are carried out by Veterans' Welfare Officers. The duties of these officers include counselling and advisory services regarding employment, business, social, and personal problems, cooperation with the National Employment Service, with veteran groups, labour organizations, and general investigational work. Those in the higher positions are responsible for the administrative phases of the welfare and rehabilitation program within their geographical area, and their work also entails liaison with other community and governmental agencies.
The training of these officers is varied, but certain standards have been set. The candidate for a position must have at least two years of high school (as there is additional credit for further training, this means that the candidate often has had more formal schooling than the minimum required). In addition, experience is required in a related field of work—in business and professional work; knowledge of occupations and employment possibilities, of veterans' organizations, and of the Department itself. A knowledge of vocational guidance, testing and counselling, and of the economic and social conditions of the community is desirable. Personal suitability is also a determining factor.

**Head Office Staff**

At the Head Office of the Department in Ottawa, the staff of the Social Service Division consists of a Director, a Field Consultant, and additional staff as may be required from time to time. The Director in his work is responsible to the Director-General of the Veterans' Welfare Services Branch. His duties are many. Included among them are the formulation of policies and procedures for the Division as well as its development and supervision. Part of his work is that of making recommendations and giving consultation and advice to the various district officials regarding social work developments, standards of practice, and all matters concerning social work, social problems and their treatment. Also included in his duties are the undertaking of research as required, the provision and interpretation of statistics, and the maintaining of liaison with Federal Departments of
government and with social agencies.

The Field Consultant is responsible to the Director of the Social Service Department for work performed, and in the latter's absence acts in his stead. The Field Consultant is accountable for the development and supervision of the social work program in the District Offices. She gives advice on matters pertaining to social work training as well as in the selection and distribution of personnel. This is done in co-operation with the Civil Service Commission, the Personnel Division, and with the Director of Medical Social Services. An important part of the work is the making of field visits to the District Supervisors and in assisting them in maintaining liaison with district health and welfare agencies, in interpreting departmental social work policy, and in giving professional supervision and help with lectures and instructional material. Assistance and advice on social work matters is given to the District Administrators. The Field Consultant also provides reports on the general development of the social work program in the various districts and makes recommendations where necessary regarding liaison with the Department and community agencies. It is her duty to maintain contact with the various Canadian Universities and Schools of Social Work, especially regarding prospective personnel and their training.

District Offices Staff

In the District Offices, the Supervisor of the Social Service Division acts as a consultant to the District Administrator on all social work matters, and is responsible to the Superintendent of the Veterans' Welfare Services for the social work pro-
gram of the Division. Chief among her duties is the maintenance of a consultative service to all branches, divisions, sections, and related bodies of the Department. This is accomplished by such things as participation on Departmental committees and boards concerning social welfare matters; interpretation of program in order to prevent duplication of effort on the part of office personnel; and interpretation of community social agencies and their services to Departmental personnel, as well as the promotion of a continuous teaching program, through individual and group discussions, or as the opportunity arises. The Supervisor's responsibility is that of helping to develop an awareness on the part of community social agencies of the departmental services available to veterans, and at the same time working out with these agencies policies of reference. In so doing, she may endeavour to help in strengthening community resources for veterans and in forming good relations with interested lay persons. The Supervisor is responsible for the work of the Division in her District, and supervises the social work staff, allots the work among them, helps to maintain professional standards of practice, and sees that all the staff adhere to the Departmental policy. She must also see that a "Resources File" and a "Master Index" are kept by the Division, and provide statistical and progress reports as required.

The social workers in the Social Service Division are directly responsible to the Supervisor of the Division, who, in turn, is directly responsible to the District Superintendent of the Veterans' Welfare Services Branch, and so on to the District
Administrator, up to the Deputy Minister. Similarly, at Head Office, the line of authority extends from the social work staff to the Director of the Division and thence to the Director-General of Veterans' Welfare Services, and so forth. However, in addition to this, there is a direct line of communication between the Supervisors of the District Social Service Divisions, and the Director of the Social Service Division at Ottawa on professional and technical matters not involving district administration. This does not supersede the Supervisors' responsibility to the District Superintendents of Veterans' Welfare Services, but is a less cumbersome channel through which advice may be directly sought, or suggestions may be made on social work practices.
Nature and Scope of the Division

The Social Service Division accepts as its central area of work that of the Department of Veterans' Affairs, which is assuming its place as a federal agency concerned with the proper handling of social problems. The veteran is the focal point of all services given, whether these are related to his care, treatment, training, or re-establishment in civil life. Following demobilization, the former members of the military forces sought mostly benefits such as allowances, training, or re-establishment credits, many of which were available only for a limited period of time following discharge and have now expired. The result is that many former service men and women now coming to the Department are seeking a different kind of assistance largely concerned with their personal problems. One part of the organization's program is to avoid duplicating services provided for all citizens in the community. A very real necessity is, therefore, that Departmental employees with whom the veteran has contact should have sufficient knowledge and understanding of social problems and of community social agencies to be able to direct him to existing welfare resources, where his needs may be met.

Although the Social Service Division is functioning within the framework of a governmental agency, it retains its own special approach and methods within that area. For the first time,
officials of a governmental department serving veterans have recognized social work as a profession, and differing from the policy in the early twenties, the necessity of employing trained social workers to perform the work of the Division has been realized. In the Department of Veterans' Affairs, the function of the Division within the Department and within the community has been outlined. The plan has been to make as efficient and as economical a use of social workers as possible, and, in order to achieve this purpose, the social worker is available as a consultant on social problems to every member of the Departmental staff, especially to the Veterans' Welfare Officers. The Division's work, however, does not infringe on the area of service given by the medical social workers in the Department. Generally, the latter's work will be within the Departmental Hospitals and Institutions, and the Division's work within the District and the Sub-district Offices.

Liaison with the Community

In order to mobilize the resources outside of the Department to the advantage of the ex-service men and women, the social workers within the District Divisions must have a thorough knowledge of their communities. For this reason, the policy of the Division is to maintain "a liaison with community agencies", veterans being referred to these agencies by the Division and vice versa.

The Division will accept problems referred by outside agencies providing that the service to be given is not contrary to the general policy of the Division.

18. Canada, Department of Veterans' Affairs, Regulations and Instructions, "Chapter 3, Section 13, Veterans' Welfare Services, Social Services", mimeographed.
Whenever possible, cases coming to the Division are referred. A relationship is maintained with social agencies which have an established policy, with voluntary organizations, and with interested citizens. The policy is to utilize the social agencies as much as possible; they are not expected to give services to veterans which they are not organized to give to other citizens; and their right to refuse a case because of lack of staff, budgetary expenses or other reasons is recognized. The Division does not pay any of these agencies or persons for services, since such services are presumably within the normal function of the agency or group.

When social agencies with an established policy for various reasons refuse a case, or in an area where there are no social agencies available, the policy of the Division is to make use of volunteer organizations, such as the Canadian Legion, or the Imperial Order Daughters of the Empire, or to seek the help of interested individuals. Emphasis is placed on the development of existing resources rather than on duplication of effort. If there are no existing resources to serve the veteran in need, the Supervisor of the Division, perhaps with the assistance of the local Council of Social Agencies, or of the Canadian Welfare Council, may endeavour to stimulate the community to assume responsibility for the creation of a needed service.

Voluntary organizations often lack clearly defined policies, and the work of the various organizations may overlap. It is within the area of work of the Division to study these groups and to work out a relationship with them. The Supervisor, with the District Administrator's approval may endeavour to interest
groups serving veterans to form their own organization, co-ordinating their policies to give a more efficient service. It is suggested that this should be done in co-operation with an existing Council of Social Agencies, if such there be, and that these various community organizations should aim at membership in the Council. The Supervisor may also act as a consultant to these groups in the interest of ex-service personnel, and the Division in co-operation with the Social Service Index might offer them a clearing service for cases being handled in the area. Where no voluntary services exist, interested citizens may be encouraged to develop their own organizations.

Supervisors are urged to participate in the work and the activities of the Councils of Social Agencies, and when they are able to contribute, they are encouraged to act upon or to chair committees on various projects. Another method of establishing good relationships with the professional staff of other agencies and of keeping up-to-date on current developments is by the participation of the social work staff of the Division in the activities of the Canadian Association of Social Workers. This is also a way of keeping other workers aware of the developments within the Department.

The Division Supervisor is responsible locally for working out a program with the Social Service Index in the district, as in registering, re-registering, and enquiring for information regarding cases, the policy of the Social Service Index as well as that of the Department is involved. Although Veterans' Welfare
Officers, Investigators, and other Departmental officials are encouraged to use the Index, this program is also worked out at the local level. If duplication of services already supplied to the veteran is to be avoided, the service given by the Social Service Index is essential to carry out the policy of the Division. Regarding payment for this service, each District Administrator may negotiate directly with the Index. If the cost of clearing each case with the Index is 15¢ or less, payment may be authorized locally; if the cost exceeds 15¢, the approval for this expenditure must be given by Head Office personnel in Ottawa. In addition, the Department must be supplied with the Index's annual report showing the number of clearings for all agencies, a copy of the auditor's statement of accounts, and an assurance that this Department receives service of a kind and at a rate comparable with other participating agencies. This is a somewhat cumbersome procedure, and is evidently prompted by an economy of Departmental administration.

The method of keeping case records is somewhat different within the Social Service Division from that within a private social agency. The regulations of the Department specify that all correspondence is to be placed on a Central Registry file, and that no division or section of the Department may maintain separate files. These Central Registry files and their contents are accessible to the personnel of every branch of the Department. These files contain a post-discharge record of every ex-service member, and pertinent data are added to them from time
to time. If the discharged person moves from one District to another, his file is transferred to the Central Registry of the Office in the District where he takes up residence. In dealing with complex problems, a temporary work file may be kept and it is destroyed when it has served its purpose. This file usually contains rough notes from the veteran's file, copies of correspondence, and other information required in carrying out the work in hand. Chronological or process recording may also be kept in one of these temporary work files if it is being used for staff supervision, self-evaluation, or teaching. However, cases on which this type of recording is done are restricted to a minimum. Any pertinent information is to be placed on a file immediately, and if any problem comes up which concerns another branch of the Department, the proper person should be notified at once. In very special cases in which absolutely confidential information concerning the veteran is advisable, such information may be put in a sealed envelope, marked "Confidential", and placed on the file. The District Administrator and the Supervisor of the Social Service Division are the only persons authorized to open a letter of this type.

In addition to this, the Social Service Division maintains a Resources File, which is a kind of reference source. Contained therein are the names of the directors and the addresses of all agencies in the District, and the approved method of referring a veteran to them, that is, a telephone reference, a written reference, or a combination of both. Similarly, information is
kept regarding all service clubs, veterans' organizations, and other groups serving the veteran, as well as the names of specific individuals interested, with indication of what use might be made of their services. This file is available to Medical Social Workers, travelling teams of the Department, Veterans' Welfare Officers, and other interested Departmental personnel. The Social Service Division also keeps a card index, known as a Master Index, of all cases known to the Division and to the medical social workers. The two social work bodies in the Department have also developed a policy for the quick and accurate clearing of all their cases.

All the Departmental files are confidential in nature; that is to say, they are not accessible to anyone outside of the Department, and in divulging any information to outside social agencies, the utmost care is taken to ensure that the material given is not injurious and embarrassing to the Department and to the veteran. Information given to social agencies falls into two groups, and in both cases, medical information is given only with the permission of the District Medical Officer. When the Division is referring a case to an outside agency, it is necessary that a certain knowledge of the situation be divulged to this agency in order that the service needed by the veteran or his dependents may be provided. When an outside agency is handling a problem concerning an ex-service man or woman, a request is often made to the Division to provide any information they might have. The Supervisor of the Division, or her staff,
is allowed to give some information, providing that the agency is working in the interests of the veteran, that the information requested or available is applicable to the present problem and enables the agency to assist the client, and that the agency is a recognized social agency with qualified staff. The approach in providing information to outside sources is at best a cautious one.

Work with the Veterans

The Division staff give "a professional service to veterans and their dependents in respect of social problems". A professional service embraces many things. It includes, on the part of the Division's personnel, a respect for the individual veteran seeking service, a recognition of his individual worth and his capacity for greater achievement, an understanding of oneself in dealing with the client and in helping him to develop his own potentialities, as well as a safeguarding of his identity and the confidential nature of his contact with the Division. The social worker acts as a representative of the agency and of her profession, and gives services only which the Division is organized to offer.

The Social Service Division is often alluded to as a "referral" agency. In a sense, it gives a kind of "intake service" for veterans. Large numbers of former military personnel have been made much more aware of the Department than of the community social agencies as a source of assistance. By giving an intake or exploratory interview, the social worker ascertains
the nature of the social problem, and, if it falls within the function of an existing agency, the client or veteran is referred there. Every possible case is referred, and if this is impossible to do, the work may be done directly by the Department, or the client may be advised that no service is available to him. As the nature of the contact between the client and the worker is often very brief, sometimes being only one interview, the social worker must be constantly developing skill in the diagnosing and referring of social problems.

When a veteran is referred to another agency, he is given an explanation of the function of the agency; the worker must make certain that he is able to use, and wishes to take advantage of, the service which the other agency provides; and a reciprocal arrangement must be made with the agency to receive this new client.

As an understanding of social problems is developed among the Departmental personnel both through a teaching program and a consultation service with the social workers, the work of the Division is seen to be that of giving service to the most serious problems, and of allowing the Veterans' Welfare Officers and other Departmental staff to deal with the less serious cases.

A professional service is given to veterans' dependents when the service aimed at is the more adequate adjustment of the demobilized men and women to society. Family relationships are often a part of social problems, and it is often advisable to interview a dependent in order to render a more effective service to the client. When the service is requested by the depend-
ent, such service is given only if it is in the interest of the veteran and related to his problems. Dependents are also advised of existing community agencies which might help them.

The policy regarding "direct casework on an experimental basis related to social problems coming to the attention of the Department" is at the present time under study. When the policy in this respect has been clarified, the regulations and instructions of the Department will be amended. In all probability, the new policy will be based upon an analysis of the case work now being done in the various districts.

Work with the veterans includes a consultation service given by the professional personnel of the Division to members of all branches, divisions, and sections of the Department, and, on request, to related Departmental bodies, such as the Veterans' Land Act administration. The idea is to equip these people with a knowledge of community resources, and of the principles of social welfare. As well as carrying out the measures of the Veterans' Charter, the Departmental staff are more and more concerning themselves with social problems affecting the adjustment of the former military personnel to civilian life.

Much of the consultation service given is designed for the Veterans' Welfare Officers who have direct contact with discharged persons. In such cases, the responsibility for giving services will remain with the Veterans' Welfare Officers or other Departmental staff seeking assistance of the social worker, and the work of the latter will be to elucidate and to emphasize the social implications in the particular situation. The social wor-
ker does not usually see the veteran unless he has been previously interviewed and referred by a Veterans' Welfare Officer, or another member of the agency staff. Occasionally, consultation service includes an interview for diagnostic purposes, and, at times such a case may be transferred to the Division.

The policy of providing a consultation service to the Veterans' Land Act personnel is intended to supply these persons with "expert independent information and opinion regarding social service problems when the possibility of seeking cancellation of a veteran's agreement with the Director of Veterans' Land Act is under consideration". A request to the Supervisor of the Division for a report and an appraisal of the social problems in a situation must be initiated by the District Superintendent of the Veterans' Land Act, and reports made are submitted to him as well as to the Social Service Division, Ottawa, by the District Supervisors. In providing this service, the Supervisor examines the material on the veteran's file and discusses the situation with representatives of the Land Administration including their Field Staff. If insufficient information is available, the Supervisor may refer the request to a social agency in the district. If this is not possible, she may act as a consultant to one of the Field Staff, or assign a member of the social work staff to conduct the necessary visits or interview.

It is the duty of the Supervisor to maintain also a contact with the provincial committees of the various benevolent funds

19. Ibid., Clause 30.
20. These include the Canadian Naval Services Benevolent Fund, the Army Benevolent Fund, and the Royal Canadian Air Force Benevolent Fund. The purpose of these funds is to protect those who have served or who are still serving the country, and their families against unforeseen financial crises which may occur from time to time.
and to provide such service as may be requested by the members of these committees, provided it is within the general policy of the Department.

Staff training and teaching

"Staff training and the teaching of social welfare principles" is another function assigned to the Division personnel. The aim of this program is to help Departmental personnel in the recognition of social problems and in the more effective solution of the veteran's difficulties. The Supervisor is responsible for a portion of the in-service training given to Veterans' Welfare Officers and others in social welfare principles. This training is planned in co-operation with the District Administrator, the District Superintendent of the Veterans' Welfare Services, the Staff Training Officer, and the Personnel Officer who shall decide which members of the Departmental staff shall take the course. Discussion and lecture material include such things as the growth of social service in Canada, the local community welfare organization, and the mechanics of reference.

The more theoretical material involved in assisting people is thought to be best taught individually. The basis of this teaching is through consultation on various cases, and by constant interpretation to interested personnel; the aim is to help them to develop an understanding of human behaviour, of the part they themselves play, and a knowledge of the interplay of personalities and of other basic principles.

Encouragement is given to all staff members interested in
taking professional training at a School of Social Work, and assistance may be sought from these schools for suggestions regarding Departmental training and teaching programs. Assistance is always available to the District Divisions from the Head Office Division at Ottawa, and from there material and suggestions are sent to the various Supervisors, although it is not necessary that these be followed. Supervisors are also encouraged to send to the Head Office such lecture or discussion group material as has been utilized in the District, in order that other Districts may share in the benefits of the experience.

The social worker employed within the Social Service Division must meet standard professional social work requirements. All applicants must have graduated from a recognized university and must have successfully completed one year of professional instruction at a recognized School of Social Work. That is to say, five or six years of formal education are required, or qualifications that permit membership in a recognized professional association of social workers. Experience in a recognized social agency is also an asset. For the more responsible positions in the Division, the completed social work course of two years is required and from two to six years' experience in a social agency, with preferably two or three years of this experience in an executive or supervisory capacity. In specifying qualifications for the position of social worker in the Social Service Division, four classifications, known as "grades", based upon the education and experience of the workers have been established, and the
salary for each grade is set accordingly. At the present time, remuneration starts at $2100 per year for the beginning Grade I social worker and extends to $4200 per year as a maximum salary for the Grade IV social worker. These salaries are on a par with most social work salaries in different agencies across the country.

Research in social welfare matters

Included among the functions of the Division is "co-operation in research on social welfare matters". The Director of the Division at the request of the Director-General of Veterans' Welfare Services, or the District Supervisors at the request of the District Administrators, or the District Superintendents of Veterans' Welfare Services, undertake research as required. The Division co-operates with the Division of Research and Statistics in social work matters. Research undertaken by a District Supervisor is limited to her specific district, and all requests for local research projects and reports made are submitted to the Director of the Division at Ottawa.

This policy, as has been outlined, forms the framework for the operation of the Division. There is a wide variation in programs in the different districts, and the work done depends to a great extent upon the existing community resources, and the acceptance by the Department generally of the value of the program. This Division of the Department is an avenue for further development in social work in this broad field of veterans' welfare.
There is a difference in the development of the social work program in the Divisions of the several Districts. Because of the diversity in the development of community resources and in the understanding of social problems in the various parts of Canada, a decentralized program has been found to be most effective. That is to say, the policy which forms an operative framework for the Division is sufficiently flexible to allow for regional diversity in meeting the needs of the veteran peculiar to each district.

In Vancouver, the Social Service Division of the Department of Veterans' Affairs was established in May, 1947, and is a separate unit in the District Veterans' Building at 1231 Haro Street. This district comprises the Yukon Territory as well as most of British Columbia. As might be expected, the work of the Division thus covers a vast area in square miles, and consequently the development of the Social Welfare Branch of the Provincial Department of Health and Welfare has influenced greatly the nature of the work being done. The Division has cultivated a liaison with all community agencies and the facilities of the Social Welfare Branch have been utilized to their full extent. Especially in the rural areas, this Division is very fortunate in being able to take advantage of a provincial system of welfare. Saskatchewan is probably the only other Canadian province with a comparable welfare program on a comprehensive regional basis.
Liaison with the Community

The British Columbia Social Welfare Branch has established throughout the province a network of social services operative under social legislation, and, at the local level, brought to individuals and families suffering from social needs by a Field Service staff of qualified social workers. For purposes of administration, the province has been divided into five regions, in which twenty-four district offices have been established; these districts, in turn, are divided into territories. Each territory is served by a qualified social worker travelling either by car or by other means of transportation, and a generalized case work service is given to needy citizens. A supervisor oversees these workers as well as the social workers employed by municipalities, and gives to both detailed supervision regarding standards of service and to the former supervision as well concerning the administrative details of the organization.

Many of these provincial social workers have had university training, and for those who have not had this opportunity, an in-service training course is provided. The duties of these workers are numerous and deal with such services as: Social Assistance Allowances; Mother’s Allowances; Old Age and Blind Pensions; Welfare Institution Licensing; Family Services; Services to Children, including protection, custody, foster home care, adoption, and delinquency; work with unmarried parents and their children; work with tubercular and venereal disease patients; and affiliation with the provincial mental hospitals and psychiatric clinics. Specifically mentioned are "Federal Services", which include in-
vestigations for Family Allowances, and co-operative services with the Department of Veterans' Affairs.

This co-operative service includes service to the veteran because of his status as a resident civilian of British Columbia. It may consist of directing the veteran to the proper resource. In cases in which reference is not indicated and personnel of the Department of Veterans' Affairs lack sufficient information with respect to a veteran's problems, a request might be made to these provincial workers to visit the discharged person's home and make a report of the family situation, or perhaps a recommendation as to whether the service requested of the Department would be to the advantage of the veteran.

Being able to utilize the provincial welfare services means a financial saving to the Department; also, it usually means a better service to the veteran as he is being served by a qualified social worker who in some districts would be replaced by an untrained community worker. For the social workers of the Department to cover this area adequately would be in many cases impossible, would create a heavy expenditure in the Departmental budget, and would be contrary to the policy of making as efficient and as economical a use of social workers as possible.

As the Division takes advantage so extensively of the services of the provincial Social Welfare Branch, and as this is a resource not available to the Divisions of many of the other Districts, it is relevant to mention it first as a source of community liaison. However, advantage of other community services is also taken, and, especially in the City of Vancouver, co-
operation has been achieved with the various social agencies. These include various group work agencies, such as the neighbourhood houses, and the Young Men's and Young Women's Christian Associations; family and children's agencies, such as the Family Welfare Bureau, the Children's Aid Societies, the Foster Day Care Association, and the City Social Service Department; preventive services, such as work with probation officers and the Family Court; and miscellaneous groups, including the Canadian Red Cross, and the Victorian Order of Nurses, to name a few. In addition, services in the interest of the veteran have been sought from and requested by many other persons and institutions. Included among these are various private lawyers, doctors and psychiatrists, parish priests and ministers, the First United Church, the Imperial Order Daughters of the Empire, a private rental agency, the Canadian Legion, the Citizens' Rehabilitation Council, the Christmas Cheer Fund, Retail Credit Grantors, the provincial committees of the various benevolent funds, and from others as the need arises. These individuals and groups represent a wide diversity in occupations and interests. The Division personnel in seeking their help act as community organizers, both in stimulating their interest and in seeking to utilize the range of services which they provide, thus avoiding duplication of effort. In working co-operatively with the Social Welfare Branch and with other community resources, the members of the Division endeavour to supply the particular agency in question with information sufficient enough to determine whether the service requested falls within the policy of . See Appendix III.
the specific agency. Whether or not the information requested is in the interest of the veteran must be determined before disclosure to an outsider. In many ways a public federal agency is more open to criticism and to attack than is a private institution, and this vulnerability necessitates an added precaution on the part of the Departmental personnel as a whole. For this reason, the social worker in the Department may often be considered over-protective by those outside the agency.

In the policy of the Division, the social workers are urged to participate in the activities of the Councils of Social Agencies and of the Canadian Association of Social Workers, in order to promote good relationships with other professional workers and to keep up-to-date with current developments. The three members of the Division Vancouver staff are each members of the latter organization. Personnel of the Division participate to some extent in the activities of the Community Chest and Council of Greater Vancouver. The Division, being a part of a government department and being financed out of the federal treasury, does not, of course, come under the financial jurisdiction of the Community Chest. However, the various Division personnel, as requested, have participated on different research or other committees of the Community Chest and Council and have shown a willingness to cooperate in community efforts.

The Social Service Division has worked out locally an arrangement with the Social Service Index of the Community Chest and Council. It has not been the practice of Departmental staff
to register social cases with the Index, although this may be done if desired. The assumption is that it is common knowledge that a file is kept on the post-discharge record of each veteran and that an outside agency may contact the Division to ascertain if any information on a particular case is available. The social workers do enquire of the Index for all registrations available on each case opened or re-opened in order to avoid duplication of work done by community agencies. However, because they do not register their cases, they are not notified of post-registrations by other agencies or of registrations giving additional information, such as, change of address. The question might, therefore, be raised of whether it might not be to the advantage of the Division to register all social cases with the Index in order to achieve more adequate coverage. In the Department of Veterans' Affairs, authorization to enquire of the Vancouver Index is restricted to the social work personnel only. Use of the Index necessitates payment of a fee by the Department on a usage basis. This amount varies from year to year, and the cost per case of registering or enquiring is set by the Index and is based upon costs of operation and the amount of service granted to all non-participating agencies of the Community Chest. All of these agencies are charged a like fee for similar services rendered.

In some of the districts, very short social histories and contacts with the clients have been recorded on the files, the feeling being that this information should not be available to
all office personnel. Some of the files are very bulky and there are as many as two or three files on some veterans. These files may cover a variety of contacts: application for pension or war veterans' allowances; assistance from trust funds; medical data, et cetera. In order to simplify perusal of a file, the practice of using a different coloured sheet for recording on different matters has evolved. For example, social work recording utilizes "a buff sheet"; medical recording, "a pink sheet". The members of the Vancouver Division do not use "a temporary work file" for current cases, but keep all recording on the main file. Recording is kept to a minimum and, although the narrative may not be as detailed as that found in many private agency files, all pertinent information is recorded and may be consulted at a glance by turning to the "buff sheet". In giving forth information regarding a veteran, personnel are quite protective of the veteran. This is necessary because of the policy of the Department as a whole and in some cases, the District Administrator's permission is necessary before authorization to disclose information is granted. If any information seems particularly relevant in a social situation, permission is usually granted to disclose this to a social agency. Outside social workers should appreciate these restrictions in requesting information from the Department.

The Work of the Division

In evaluating the work done by the Division, the actual recordings on the veterans' files have not been perused. The survey is not a detailed study of the various problems arising, sev-
eral of which could constitute a thesis topic in themselves, but aims at a more general coverage: the number of clients seeking service, their family status, the war and branch of service in which they served, what their specific problems seem to be, the source of reference to the Division and the kind of services rendered.

The facts established and conclusions drawn are based on the Social Service Division monthly statistical reports compiled from June, 1947 to December, 1949, inclusive. The month of June, 1947, was the first month for which statistics were recorded. It should be noted that these monthly report forms are prepared by the Division staff for submission to the Head Office in Ottawa and contain a minimum of required information. More detailed information is obtainable locally. A master card index shows all cases known to the Division as well as to the medical social workers; and, in addition, active work-cards showing the nature of the problem and what work is being done are available. Any further information required may be obtained by reading the individual files.

In the month of September, 1949, a new type of monthly report form replaced the former one and several changes in the information recorded were made. For example, such information as the family status of the clients, the war and military branch in which the veterans served, was deleted, and other changes were made in the various classifications, six in all.

(a) The Case Count

The case count is meant to reflect all the activities of the

22. See Appendix II.
23. See Appendix I.
Division. This includes cases on which direct casework service is given. With more and more concentration being stressed on a consultation service and the teaching of social work concepts to Departmental staff, the number of cases in which a direct casework service will be given will supposedly decrease considerably and in proportion to the new consultation service developed. A consultation service is considered to have been given when a person inside or outside of the Department asks advice or help of the Division personnel, who themselves give no direct service to the client. It must be remembered that, in every instance, the veteran is the focal point of all services given. A client of the Division may be any one of the three categories eligible for benefits: those with military service; those without military service but with a claim because of subjection to risks engendered by war conditions; and dependents of both groups. In addition, interviews and consultations are granted to persons who seek service on behalf of any of the above persons.

The work of the Division is performed by a Supervisor, herself a social worker, and two social workers. The Supervisor rarely interviews clients coming to the Division but is more concerned with administrative duties. She also handles a considerable number of the out-of-town enquiries. To a great extent, the direct casework service is given by the two social workers although this is not a fixed practice. There is no definite division of the work, that is to say, each worker has a generalized caseload. If the work were assumed to be equally
divided between the staff of three, each worker would be responsible for thirty-five to eighty cases per month. In all probability, however, this figure may often be exceeded by the individual worker.

Table 4. Cases handled by the Vancouver Social Service Division, Department of Veterans' Affairs, June 1947-December 1949

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<th>Period of Time</th>
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<tr>
<td></td>
<td>Opened</td>
<td>Reopened</td>
<td>Brought Forward</td>
</tr>
<tr>
<td>June, 1947</td>
<td>130</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>July, 1947-</td>
<td>481</td>
<td>64</td>
<td>277</td>
</tr>
<tr>
<td>December, 1947</td>
<td>414</td>
<td>63</td>
<td>197</td>
</tr>
<tr>
<td>January, 1948</td>
<td>555</td>
<td>81</td>
<td>173</td>
</tr>
<tr>
<td>June, 1948</td>
<td>586</td>
<td>152</td>
<td>253</td>
</tr>
<tr>
<td>July, 1949-</td>
<td>662</td>
<td>213</td>
<td>230</td>
</tr>
<tr>
<td>December, 1949</td>
<td>TOTAL</td>
<td>2828</td>
<td>573</td>
</tr>
</tbody>
</table>

It will be seen that from June, 1947 to December, 1949, a total of two thousand, eight hundred and twenty-eight veterans were helped by the Division personnel, and that five hundred and seventy-three of these persons, or about one in five, came back at a later date for further service. In terms of the total case-load (the number of cases opened, reopened, and brought forward each month), only one in six are such repeater clients, ranging from a number of one in eleven in the first six-month period to one in five persons in the last six-month period. This would seem to indicate that an increasing proportion of the service given is of a repeater nature. Whether or not these veterans will become chronic repeaters, reappearing at intervals throughout the years, it is yet too early in the program to assess.
The average number of ex-service personnel being assisted each month is one hundred and forty-six and has gradually increased during this thirty-one month period. A minimum of ninety-seven were helped in November, 1947, and a maximum of two hundred and thirty-four in October, 1949; that is, in these two months, the variation was one hundred and thirty-seven.

The average period of time for which the veteran seeks service is not indicated. However, the statistics showing the number of "cases brought forward" from the previous month reveal that about four out of every five persons are helped and the case closed within the month. In such cases, either reference has been made, inside or outside the agency; no further service is requested; no service in the community is available; or, direct casework service has been given.

(b) Source of the Cases Received

The source of the cases received indicates the method of reference by which the veteran came to the Division. That is to say, some came directly contacting the social workers either by letter or in person; others were referred to the Division by private social agencies, by public social agencies (municipal, provincial, and federal), and by other Divisions and Branches of the Department.

The following table does not include the period, July, 1949-December, 1949, as statistics for that period were not recorded in the same manner as in previous months. June, 1947, was the first month during which records were kept by the Division, and the figures for this month have not been utilized as it was
thought that more stability would be achieved by starting with the second month of operation, July, 1947. The remaining two-year period, July 1947 - June 1949, has been divided into four periods of six months each.

These amounts shown include the number of new cases coming to the Division plus the number of re-opened ones. Figures for the number of cases brought forward each month have not been included as these would be repetitious and would not indicate a true total.

Table 5. Source of the Cases Received by the Vancouver Social Service Division, Department of Veterans' Affairs, July 1947 - June 1949

<table>
<thead>
<tr>
<th>Period of Time</th>
<th>Total Number of Cases</th>
<th>Direct contact by veteran or his family</th>
<th>Cases Referred By</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>July 1947 - December 1947</td>
<td>545</td>
<td>225</td>
<td>77</td>
<td>45</td>
</tr>
<tr>
<td>January 1948 - June 1948</td>
<td>477</td>
<td>138</td>
<td>49</td>
<td>50</td>
</tr>
<tr>
<td>July 1948 - December 1948</td>
<td>636</td>
<td>314</td>
<td>42</td>
<td>55</td>
</tr>
<tr>
<td>January 1949 - June 1949</td>
<td>738</td>
<td>340</td>
<td>43</td>
<td>70</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>2396</strong></td>
<td><strong>1017</strong></td>
<td><strong>211</strong></td>
<td><strong>220</strong></td>
</tr>
</tbody>
</table>

It is significant that eighty-two per cent of the cases of the Division originated within the Department; that is to say, the veteran, or someone on his behalf, has either come directly to the social worker or, having gone elsewhere in the Department, he has been eventually referred to the Division. This would indicate that most of these discharged persons are either very well acquainted with the resources of the Department, or that they choose these resources rather than those of the community, that is, they have segregated themselves as a veteran group.
Nearly one-half of this group of veterans have been sent to the Division from other parts of the Department. Of these, the majority were referred by the Veterans' Welfare Officers. Others came from the various members of the Treatment Branch, the Administration Branch, War Veterans' Allowance representatives, the Canadian Pension Commission, the District Legal Services, and the District Padre; a few have been referred from other Districts; and it is interesting to note that in the last year a few references have been received from the Veterans' Land Act Administration which reflects the recent endeavour to attain a closer co-operation between these two administrations.

The remaining low percentage of discharged persons sent to the Division during this period by outside public and private social agencies - a total of only four hundred and thirty-one persons in two years - would suggest that many of the former service men and women seek assistance first from the veterans' department, or it may be that social workers outside of the Department are not sufficiently aware of its offered services to be able to refer applicants to it for help.

(c) The family status, war and branch of service in which the veteran served

The table below indicates that four-fifths of the former service personnel coming to the Division are married or have been married. Of this group, three-quarters of the number are living with their husbands or wives, and the remainder are either widowed, separated, or divorced. There is a small group shown as "deceased". In these cases, it is probable that the service
rendered is on behalf of a dependent. Because a dependent may be a wife, husband, child, or parent, these veterans could have had either married or single status.

Table 6. Family Status of the Cases Handled by the Vancouver Social Service Division, Department of Veterans' Affairs, July 1947 - June 1949

<table>
<thead>
<tr>
<th>Period of Time</th>
<th>Total Number of Cases</th>
<th>Total Living Together</th>
<th>Married</th>
<th>Widowed</th>
<th>Separated</th>
<th>Divorced</th>
<th>Single or Single (deceased)</th>
</tr>
</thead>
<tbody>
<tr>
<td>July 1947 - December 1947</td>
<td>545</td>
<td>434</td>
<td>324</td>
<td>19</td>
<td>65</td>
<td>28</td>
<td>94</td>
</tr>
<tr>
<td>January 1948 - June 1948</td>
<td>477</td>
<td>378</td>
<td>281</td>
<td>26</td>
<td>54</td>
<td>17</td>
<td>84</td>
</tr>
<tr>
<td>July 1948 - December 1948</td>
<td>636</td>
<td>478</td>
<td>346</td>
<td>12</td>
<td>93</td>
<td>27</td>
<td>140</td>
</tr>
<tr>
<td>January 1949 - June 1949</td>
<td>738</td>
<td>549</td>
<td>420</td>
<td>28</td>
<td>87</td>
<td>14</td>
<td>115</td>
</tr>
<tr>
<td>Total</td>
<td>2396</td>
<td>1839</td>
<td>1371</td>
<td>85</td>
<td>299</td>
<td>84</td>
<td>433</td>
</tr>
</tbody>
</table>

The sex and age of the discharged men and women are not shown. As the majority of the persons on active service were men and only a small percentage women, the prime assumption seems to be that the person for whom service is requested is usually a male. Although the ages of these veterans are not shown, Table 7 reveals that seventy-one per cent of the discharged military personnel have served in World War II only which would suggest that these men and women are probably in the younger age group. Twenty-nine per cent have served in World War I; there are three Boer War veterans, one of the Northwest Field Force of 1885, and ten for whom the war has not been designated. Two age groups seem to stand out: the older veterans of World War I who because of old age or other factors have not made a successful adjustment to civilian living; and the larger group of younger veterans of World War II who have not yet become successfully established on "civvy street". A
third group falls in between these two.

Table 7. War Service of Veterans Receiving Assistance from the Vancouver Social Service Division, Department of Veterans' Affairs, July 1947 - June 1949

<table>
<thead>
<tr>
<th>Period of Time</th>
<th>Total Number of Cases</th>
<th>War Served In</th>
<th>Service in Wars</th>
<th>Total World War I</th>
<th>Total World War II</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>World War I</td>
<td>World War II</td>
<td></td>
<td></td>
</tr>
<tr>
<td>July 1947 - December 1947</td>
<td>545</td>
<td>76</td>
<td>437</td>
<td>3</td>
<td>29</td>
</tr>
<tr>
<td>January 1948 - June 1948</td>
<td>477</td>
<td>87</td>
<td>370</td>
<td>1</td>
<td>19</td>
</tr>
<tr>
<td>July 1948 - December 1948</td>
<td>636</td>
<td>155</td>
<td>451</td>
<td>1</td>
<td>29</td>
</tr>
<tr>
<td>January 1949 - June 1949</td>
<td>738</td>
<td>255</td>
<td>434</td>
<td>10</td>
<td>39</td>
</tr>
<tr>
<td>TOTAL</td>
<td>2396</td>
<td>573</td>
<td>1632</td>
<td>15</td>
<td>116</td>
</tr>
</tbody>
</table>

a. This figure includes three veterans of the Boer War; one of the Northwest Field Force, one who fought in three wars, and one without military service.

Indicated below is the distribution among the different military services of these veterans seeking help of the Division.

Table 8. Military Branch of Service of Veterans Receiving Assistance from the Vancouver Social Service Division, Department of Veterans' Affairs, July 1947 - June 1949

<table>
<thead>
<tr>
<th>Period of Time</th>
<th>Total Number of Cases</th>
<th>Military Branch of Service of Veteran</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Navy</td>
</tr>
<tr>
<td>July 1947 - December 1947</td>
<td>545</td>
<td>30</td>
</tr>
<tr>
<td>January 1948 - June 1948</td>
<td>477</td>
<td>23</td>
</tr>
<tr>
<td>July 1948 - December 1948</td>
<td>636</td>
<td>27</td>
</tr>
<tr>
<td>January 1949 - June 1949</td>
<td>738</td>
<td>61</td>
</tr>
<tr>
<td>TOTAL</td>
<td>2396</td>
<td>141</td>
</tr>
</tbody>
</table>

a. Eight veterans have served in two military branches.

About eight or nine out of every ten of these discharged men and women coming to the Division have been in the Army Service. There seem to be two reasons for this. (1) By far the greatest enrolment in the Armed Services was in the Army, and in considering the total number of former military personnel un-
satisfactorily rehabilitated, the figure would be proportionately higher for the Army than for the Navy or Air Force.

(2) Generally speaking, the members of the Air Force and of the Navy were a more highly skilled group in technical trades, and many received such training on the job. Many would, therefore, have civilian occupations to which to return.

(d) Services rendered to the veterans

The services rendered cover assistance given by the social workers to all veterans coming to the Division, and Table 9, below, shows in more detail the nature of these services.

Table 9. Services Rendered to Veterans by the Vancouver Social Service Division, Department of Veterans' Affairs, July 1947 - June 1949

<table>
<thead>
<tr>
<th>Period of Time</th>
<th>Total Services Rendered</th>
<th>Office Interview Only</th>
<th>Cases Referred Elsewhere</th>
<th>Assistance from Trust Funds</th>
<th>Cooperative Service Given with another Agency</th>
</tr>
</thead>
<tbody>
<tr>
<td>July 1947-December 1947</td>
<td>583</td>
<td>97</td>
<td>326</td>
<td>95</td>
<td>188</td>
</tr>
<tr>
<td>January 1948-June 1948</td>
<td>523</td>
<td>106</td>
<td>326</td>
<td>101</td>
<td>199</td>
</tr>
<tr>
<td>July 1948-December 1948</td>
<td>725</td>
<td>206</td>
<td>385</td>
<td>145</td>
<td>171</td>
</tr>
<tr>
<td>January 1949-June 1949</td>
<td>819</td>
<td>145</td>
<td>572</td>
<td>181</td>
<td>257</td>
</tr>
<tr>
<td>TOTAL</td>
<td>2655</td>
<td>554</td>
<td>1607</td>
<td>528</td>
<td>815</td>
</tr>
</tbody>
</table>

a. See Appendix III.

It is interesting to note that the Division social workers refer sixty-one per cent of the veterans to other persons and agencies for help with their social problems: about one-third being referred elsewhere in the Department and the remainder to private and public social agencies and other community resources available to assist them. In addition to this, twelve per cent
of these discharged men and women are given service in co-
operation with another agency, that is, a direct service is
given to the client by the Division social workers. As far as
giving casework service to these former members of the armed
services is concerned, in seventy-three per cent of the cases,
the services of other persons and agencies are utilized. The
Division is to a marked degree a "referring centre" for veter­
ans, and the social worker largely helps these clients to be
able to accept help from other sources.

A small number (6%) of the ex-soldiers, sailors, and air-
men are helped in obtaining assistance from trust funds, such
as one of the benevolent funds. In these cases, the social wor­
ker often helps her client to fill in the necessary application
forms, or she may assist him by preparing a social history or
summary to accompany these forms.

In carrying out the Division's function as a social work
agency, the remainder of the veterans have been granted an
office interview only. In these cases, many of the veterans do
not require referring; they may refuse to accept available help,
or there may be no existing resources to serve their need. It
is also possible that the worker may have granted one interview
only, but will continue to work with the discharged serviceman,
perhaps to help him to accept reference to another source of
assistance, or to assist him in some other way.

(e) The nature of the veterans' problems

The following table shows that for this two-year period,
July 1947 - June 1949, the total number of problems, three
thousand, seven hundred and one, exceeds the total number of
veterans, two thousand and thirty-six, coming to the Department.
That is to say, if each of these persons had only one problem
there would be one thousand, six hundred and sixty-five more pro-
blems than veterans. The fact is, of course, that any veteran
may have just one or several problems. In addition, there ap-
ppears to be a certain overlapping in the various classifica-
tions. For example, under employment is shown a heading "un-
employment of the head of the family affecting family relation-
ships". Could this also be considered as a "Family Relation-
ship" problem? Under "social environment" is "alcoholism".
Could this come under "health", or could it affect family re-
relationships?

Table 10. Nature of problems of the veterans assisted by the
Vancouver Social Service Division, Department of
Veterans' Affairs, July 1947 - June 1949

<table>
<thead>
<tr>
<th>Period of Time</th>
<th>Total Number of Problems</th>
<th>Economic and Employment</th>
<th>Family Relationships</th>
<th>Health</th>
<th>Social Environment</th>
</tr>
</thead>
<tbody>
<tr>
<td>July 1947-December 1947</td>
<td>808</td>
<td>349</td>
<td>317</td>
<td>99</td>
<td>43</td>
</tr>
<tr>
<td>January 1948-June 1948</td>
<td>627</td>
<td>321</td>
<td>190</td>
<td>93</td>
<td>23</td>
</tr>
<tr>
<td>July 1948-December 1948</td>
<td>1052</td>
<td>624</td>
<td>205</td>
<td>162</td>
<td>61</td>
</tr>
<tr>
<td>January 1949-June 1949</td>
<td>1214</td>
<td>715</td>
<td>225</td>
<td>222</td>
<td>52</td>
</tr>
<tr>
<td>TOTAL</td>
<td>3701</td>
<td>2009</td>
<td>937</td>
<td>576</td>
<td>179</td>
</tr>
</tbody>
</table>

According to the statistics recorded, economic and employment
difficulties constitute an average of fifty-four per cent (in-
creasing from forty-three to fifty-nine per cent) of the problems
of the veterans coming to the attention of the Division. Emer-
gency financial assistance, hardship because of marginal income,
and debts make up the majority of the economic problems. A few are attributable to personality factors affecting employability. Some are persons unemployed and needing vocational counselling or training. In some cases, unemployment of the head of the family affects family relationships.

Problems of family relationship rank second in importance. In proportion to the increase in the number of former service-men coming to the Division and in proportion to their problems, those of family relationships are becoming fewer. The average of these is about one-quarter of the total number of problems, dropping from thirty-nine to nineteen per cent. Part of the decrease has been the fewer number of war brides coming for help. Another factor may be that the ex-service personnel are becoming better established in Canadian life, or that they have found their way to other existing community resources. Included in family relationships are marital problems (the largest group), problems affecting the welfare of children, desertion, non-support, and illegitimacy, to name a few.

The remainder of the veterans' difficulties are those due to health and to social environment. This includes both mental and physical health. What bearing war service may have had on health is not indicated. Such factors as alcoholism and housing have been considered to constitute social environment difficulties.

(f) Summary of the daily report forms

These forms are meant to summarize statistically the daily activities of the worker. An interview is a contact only wherein there has been a significant exchange of information between the social worker and another person, that is, with a client or some-
one on his behalf. The same definition would apply to telephone calls, substituting for the word "interview" the word "telephone". This includes both outgoing and incoming calls. A visit is also considered a contact when there has been a significant interchange of information. When a number of persons are contacted on one visit outside of the office, this is recorded as one visit and several interviews depending upon the number of people involved. A case conference is a meeting on behalf of a veteran, or several veterans, to review their problems. It must involve at least three different sources of help, otherwise it would be in the category of a meeting. The term "letters" includes those written as well as those received by the Division personnel. The figures in the table below indicate the actual work performed.

Table 11. Indexes of the work done by the social workers, Vancouver Social Service Division, Department of Veterans' Affairs, July 1947 - June 1949

<table>
<thead>
<tr>
<th>Period of Time</th>
<th>Interviews</th>
<th>Visits</th>
<th>Telephone Calls</th>
<th>Letters</th>
<th>Meetings</th>
<th>Case Conferences</th>
<th>Others</th>
</tr>
</thead>
<tbody>
<tr>
<td>July 1947 - December 1947</td>
<td>733</td>
<td>249</td>
<td>605</td>
<td>404</td>
<td>23</td>
<td>7</td>
<td>0</td>
</tr>
<tr>
<td>January 1948 - June 1948</td>
<td>740</td>
<td>307</td>
<td>468</td>
<td>260</td>
<td>18</td>
<td>13</td>
<td>1</td>
</tr>
<tr>
<td>July 1948 - December 1948</td>
<td>1055</td>
<td>355</td>
<td>635</td>
<td>284</td>
<td>43</td>
<td>11</td>
<td>42</td>
</tr>
<tr>
<td>January 1949 - June 1949</td>
<td>1434</td>
<td>393</td>
<td>845</td>
<td>386</td>
<td>67</td>
<td>5</td>
<td>0</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>3963</strong></td>
<td><strong>1304</strong></td>
<td><strong>2547</strong></td>
<td><strong>1334</strong></td>
<td><strong>151</strong></td>
<td><strong>36</strong></td>
<td><strong>43</strong></td>
</tr>
</tbody>
</table>

Closer examination reveals that in these two years, the social work staff conducted three thousand nine hundred and sixty-three interviews: two thousand, three hundred and fifty-two with clients, eight hundred and thirty-eight with Departmental personnel, and the remainder with other persons. A total of one thou-
sand three hundred and four visits were made, eight hundred of these being to other Departmental persons, and the rest to veterans and other people. The low number of only ninety-eight visits to the clients points up the fact that most of the Division's work is done within the confines of the office building. This is made possible to a great extent by the large number of resources available in the community to the veterans.

On the new statistical forms issued in September, 1949, is included a heading "files reviewed". This applies to Division social workers reviewing files on which the Veterans' Welfare Officers are active, the aim being to assist them in the handling of welfare problems with which they find themselves involved. In the last four months of 1949, eight hundred and ninety-two of these files were reviewed, that is, an average of two hundred and twenty-three per month by the social service staff of three workers. This indicates the increasing importance and recognition of the value to other Departmental staff of a consultation service on social work problems.

Illustrative Cases

A few examples of cases handled by the Division will help to give a clearer picture of what work is actually being done. This information has been obtained from the brief summaries on the social workers' active work cards and not from the recording on the veterans' files. The cards were chosen at random and in the order given below. These cases are, therefore, routine random samples.

Arthur A. The widow of this veteran requested help in meeting
the medical expenses of her son, a mental defective of twenty-six years, still on child's pension, and suffering from a stomach ulcer. The social worker contacted the Vancouver General Hospital, Outpatients' Department, and was able to refer the mother and son there for assistance.

John B. An enquiry was received from the Community Chest and Council regarding Mr. B.'s eligibility for medical care. This veteran is an epileptic; as he had service in Canada only, he was not eligible for medical care in the Department, and no other assistance was available for him. He was, therefore, referred for help to the City Social Service Department.

William C. Mr. C. who is a periodic drinker, and was out of work, came to the Division, having just been discharged from Oakalla Prison Farm. He wished to return home to Victoria that night, but had no money. The John Howard Society was phoned, and an arrangement made with them for this veteran to obtain a charity rate ticket. This was paid for through a Departmental fund, the Minor Disbursement Fund, maximum amount to any veteran - $2.00.

Frank D. Over a period of years, this veteran has turned up at various social agencies in Vancouver and vicinity. He is usually destitute, and has proved to be incapable of getting along by himself. Mr. D. has been recommended for War Veterans' Allowance.

Derek E. This veteran was referred to the Division from the Veterans' Land Act Administration. He was out of work, and supporting a family of five on Unemployment Insurance of $15.00 per week as well as being behind on the mortgage on his property. Mr. E. had no job prospect, seemed a poor prospect for
the Army Benevolent Fund, and was referred for assistance to the Family Welfare Bureau the Artillery Fund.

Gerald F. The daughter of a veteran's widow, Mrs. F., came in to endeavour to obtain assistance for her mother, having been referred to the Division by Shaughnessy Hospital. Application forms for War Veterans' Allowance were given to her and an interpretation of this kind of assistance.

Roland G. This veteran was sentenced to twenty days in jail on a charge of assault. Mr. G. had not been supporting his family, whose income was supplied from four boarders in the home. Mrs. G., his wife, had been to Family Court and wished to obtain a divorce from her husband. Her object in coming to the Division was to obtain information from her husband's file to obtain a divorce. The record showed that the husband was a psychopath. However, as giving forth this information to the wife was not felt to be "in the interest of the veteran", this material was withheld from her.

Staff Training, and Teaching

The object of a staff training and teaching program is to create an awareness of social problems among the other Departmental personnel working with veterans. This is accomplished largely through the medium of a consultation service. The Vancouver Social Service Division is especially fortunate in having a trained social worker as the Assistant Superintendent of Veterans' Welfare Services. The Superintendent of Veterans' Welfare Services, though not a trained social worker himself, has nevertheless been active in welfare activities in the commun-
ity for several years and has participated, as requested, in the work of the Community Chest and Council of Greater Vancouver. This means that the social workers of the Division, being responsible to the Superintendent of Veterans' Welfare Services for the performance of their duties, have an advantage over social workers in other Districts in having persons as their administrative superiors who are, to some extent, familiar with social work practices.

In May, 1949, a War Veterans' Allowance Fund was established. This fund gives supplementary monetary assistance designed to help recipients of the War Veterans' Allowance who for some reason are in distress and are having difficulty in managing financially. In the summer and fall of 1948, many veteran groups agitated for an increase in the War Veterans' Allowance. Research surveys in which the social workers participated were conducted in December 1948 and in February 1949. Many of the recipients of the War Veterans' Allowance were interviewed and were helped in filling in required questionnaires. As a result of the Division's participation in this research, many of these veterans were given a "follow up" service, and many references were made to community resources. The proposed increase, however, was not granted but, as a result of the survey conducted, the above-mentioned assistance fund was created. Applicants for this fund must submit reasons why they need help and this information is summarized on a Departmental form provided for the purpose. The Veterans' Welfare Officers usually do these investigations, although, in some instances, the social workers may. It is interesting to note that, for the first time, space
is definitely reserved on a Departmental form for the comments of the Social Service Division. No application is passed without their remarks, which are actually in the nature of a recommendation for or against additional assistance to the veteran. This provides an opportunity for interpretative work with the Veterans' Welfare Officers.

Another excellent medium for the interpretation of the social aspects of various problems has presented itself to the social workers in their participation on the various boards and committees of the Department. This includes various review boards and committees, such as, the Army Interim Benevolent Fund Committee, which was active before the permanent establishment of the Army Benevolent Fund Board. This teaching opportunity works both ways, that is, one also learns as one teaches. The social workers are in a setting where the primary focus is not social work as they know it; on the other hand, they are able to widen their own and others knowledge by their own active participation on Departmental boards, committees, and in conversations with individuals. The social worker in educating others on social work concepts must also, in this setting, be able to show herself as a good professional person: first, in accepting her agency policy and its rules and regulations; second, in accepting her fellow workers, and in striving to be accepted herself. As she is able to prove the value of social work by performance, she is laying the groundwork for a more comprehensive training and teaching program.
Social Work in a Complex Department

Social work in a Dominion government department finds itself in somewhat unfamiliar surroundings. The Department of Veterans' Affairs is a complex institution; the social worker is in close association with people in other professions and with persons much longer established in veterans' administration than herself; to all personnel, however, the central figure is the veteran, and the service offered is that of helping him.

The social worker must not only know the concepts and practices of her own profession, but must have a knowledge and understanding of the area in which she is working. In order to be able to bring the veteran into effective relationship with the Department and the community, it is necessary first of all that the social worker be able to fit into the agency setting and to work with its personnel. She must acquaint herself with the rules and regulations governing the whole Department as well as her own Division. There are many legal problems connected with the Department with which she must have some familiarity. If social work is to be able to help the veteran to utilize more advantageously the benefits which are available to him within the agency, the social worker must have at least a nodding acquaintance with existing services. The work of the Department is geared to changing needs, and has to change with these. This means that as well as being aware of new procedures in the Social Service Division, the worker must constantly keep abreast of
current procedures and developments in other branches and divisions. For example, if a change is made in the amount of allowance given under the War Veterans' Allowance Act, it is important that the social worker should know this so that, when the need arises, she has the correct information.

**Position of the Division in the Department**

Which is the proper Departmental Branch in which the Division should be established? This has been a recurrent problem. Its gradual development has been characterized by the emergence of two separate social work groups: medical social workers within the veteran hospitals and serving the Treatment Branch; social workers in the Social Service Division and doing work in the Rehabilitation Branch; and the separation of the Investigators from both groups. The Division personnel encourage outside agencies to participate in the ex-service man's problems as early as possible; on the other hand, the medical social workers give a service which cannot be supplied by a community agency.

The Division has been shifted back and forth between the Veterans' Welfare Services or Rehabilitation Branch, and the General Administration Branch. The reason for the Division being placed within the Administration Branch may have been to give the Supervisor of the Division more freedom while the medical social workers still came under her authority. In effecting the work of the Division concerning medical social work, it would not, therefore, be necessary for the line of authority to pass first through the Veterans' Welfare Services Branch when the matter
was solely the concern of the Treatment Branch. With the se-
gregation of the Division social workers from the medical ones,
the Division has become established within the Veterans' Wel-
fare Services Branch, and social work is now considered as
another veterans' welfare service.

Office Arrangements

In the office arrangements of the Division, there are vari-
ous problems, such as, obtaining adequate clerical help, tele-
phone communications, transportation facilities, and sufficient
and permanent office quarters. The social worker is often shar-
ing clerical help or telephones with other personnel. When car
transportation is required, it is usually necessary to make out
a requisition form requesting a car for a certain time and date.
As these cars are serviced by a Department chauffeur and used by
various Department staff, in the event of an emergency this may
mean that no car is available, or that outside transportation
must be utilized, thus creating additional expenditure. Quite
frequently the Division has been moved from one set of offices
to another, creating in the minds of the veterans and office
staff a certain confusion. This is detrimental to the prestige
of the Division as well as being wasteful of time.

Hiring Personnel

In hiring social workers, the Department has been quite
rigid in specifying professional qualifications. The Civil
Service preference given to veterans seeking employment within
the agency has made this necessary, the aim being to maintain
high professional standards. Because of the scarcity of social
workers, residence restrictions of prospective workers have fre-
quently been waived. One difficulty in hiring workers has been that, following the Dominion competitions for social workers, on occasion the resulting appointments have not been forthcoming from Ottawa until a period of three months or more has elapsed. The positions not being assured, social workers have sought employment elsewhere while awaiting results of these examinations and, in the final outcome, have not been available for appointment. Measures to overcome this deplorable situation have been undertaken, and a more satisfactory method of hiring workers at the local level has been sought. To some extent, the difficulty has been overcome by the creation of temporary appointments pending permanent ones.

Social Work - A New Profession

In this Department, the social worker has close contact with persons from other professions, for example, physicians, surgeons, lawyers, and dentists. She must have some knowledge of the concepts of these professions. Compared with these, social work is a newcomer. The written rules and regulations have acknowledged it as a profession but, to a certain extent, social work has to prove itself in achieving acceptance within this setting. It is a question of demonstration by performance as much as anything else. This is not a measurable thing that can be quoted in statistical tables, but is rather a slow matter of interpretation. It depends greatly on community understanding of social problems and human behaviour and the consequent understanding the staff of the Department has of the work being done.
Because of the Division's newness in this setting, difficulties occasionally arise. Many of the persons to whom the social worker may act as a consultant have been in the Department much longer than she has; a few have been trained in veterans' administration since the beginning of the veterans' program in the First World War. Some of the personnel may still regard social work as an intrusion upon their own area of work and be unable to see a value in such a program. It is much easier to understand the functions of the legal or medical professions, as their content is—seemingly—more definite than that of social work, and the goals of these professions are easier at first to understand.

Sharing Cases with Other Departmental Staff

In the Department of Veterans' Affairs, the social worker is very often sharing her client with someone else. Roughly forty to fifty per cent of the cases handled by the Social Service Division have been referred to the Division from other branches and divisions of the Department. The nature of the previous contact the client has had with Departmental personnel may have an influence on the relationship which the worker is able to establish with the client. In some instances, a member of another division continues to handle a certain case and the social worker may hold an interview simply for diagnostic purposes. She has to be able to cope with the problems of inter-relationship which may arise. Most of the personnel of the Department are men, whereas the social workers are usually women.
The veteran may have seen several different people and have been to several different branches. The social worker may help to unify the various steps and to make them seem more constructive. Some clients may feel that they are being "pushed around" as they were in the army or other services. The social worker may help the veteran by showing him that she is able to understand his difficulties and at the same time help him to see the necessity for certain regulations and rules of the Department.

Is the Department too Authoritarian?

One basic principle of social work is that people should be allowed to make and to act upon their own decisions, the social worker often helping them to be emotionally able to do this. Is this principle contradicted by the Department? A somewhat authoritative air pervades the veterans' agency. In part, this may be a psychological characteristic attributed to the agency by the ex-service personnel. However, the Department of Veterans' Affairs has arisen out of a military program or setting; a large percentage of its personnel are ex-service members of the three armed forces; and there has been to a certain extent an infiltration of the authoritative attitude of giving and taking orders which characterizes military life. Nevertheless one of the goals of the Department is that the veteran should see himself as a civilian and not as a veteran. Since many of the staff are ex-service personnel, is there a tendency for them to form themselves unconsciously into a special category,
a veteran group; do they see themselves as civilians; do they make a distinction between the former commissioned and non-commissioned servicemen, that is, between officers and those in the ranks? The social worker must endeavour to understand what is the discharged man or woman's reaction to the Department, and how this affects her relation and that of the Departmental personnel to the persons seeking service. What has military service meant to the individual? Does he come to the agency expecting to be told what to do? Does he come submissively or defiantly? Does he feel that the country owes him a living? Many of the veterans feel differently about coming to the Department for help as compared with going to a community social agency. They tend to regard the services given by the Dominion government as a kind of social insurance; because the veteran has endured special risks, he is entitled to special privileges. This is especially noticeable in the case of veterans who have received the War Veterans' Allowance for a period of five, six, or perhaps nine or ten years, and having reached the age of seventy years are then eligible for the Old Age Pension. Even though they receive less in many instances while they remain on the War Veterans' Allowance than they would if they received the Old Age Pension, they prefer to accept the War Veterans' Allowance. Most of them feel that they have a claim to this, that they have earned it. By contrast, they regard the Old Age Pension as charity. To many, it is a matter of pride, of self-respect, avoiding the admittance of failure.
This is not an isolated example. Many veterans come to the Department not seeking social service but for other reasons. The service which they request may not be available to them, or it may be made more effective if consideration is given to the social implications in the case. The ex-serviceman may not be able to understand the value of social work in his present situation, nor may he be able to see how it can help him to achieve his ultimate goal. If a reference to another agency seems desirable, it may be very difficult for him to accept this, and often a great deal of interpretation of the agency to which a reference is to be made is required on the part of the social worker before the veteran understands the contribution which social work can make to him. In many cases, the person seeking service of the Department does not feel that he is asking assistance of a social agency, and the social worker must be able to help him to accept the idea of going to a social agency before an effective reference can be made. This is important from three viewpoints: that of the veteran, that of the Department, and that of the agency from which the veteran will be seeking service. The social worker must help her client to make use of the existing services which will be of help to him with his own particular problems.

Understanding Community Resources

The social worker must have a thorough knowledge and understanding of community resources. The development of outside resources in each district is an important factor and will in-
fluence greatly the nature of the work done by each Division. The stage of development of the community includes many things. Have the people an awareness of social problems and an ability to help the veteran and his family? Is the community a rich one or a poor one with a great economic need? What concept of function do the existing agencies have; is their vision broad or narrow? Are they willing to accept references from Departmental staff? The social worker serving the veteran is a member of a team not only in her own agency but in the whole district which her agency serves. She must work with others not only in daily contact, but in planning for the future.

To some degree, the Department may divert or isolate the social worker from her own profession. She spends much effort and gives much time in keeping up with the technical aspects and developments within the Department. Although she is doing an interpretative job with other personnel, they, in turn, are constantly helping her to understand their work and their viewpoint. This interpretation may be with doctors, with agricultural experts, with those dealing with property complications, rehabilitation grants and benefits, with dentists, with the representatives of the National Employment Service usually stationed in the District Offices, and a variety of others. There are many mechanical tasks which she must do, or which the veteran must do, such as, the filling in of numerous application forms, and other governmental "red tape". She must guard against falling into routine habits.
To social workers outside the Department, she may often seem too protective of her agency's regulations in not giving the social history of a particular veteran. The confidence attaching to Departmental files applies to her Division as well as to others. Case recording in these files is kept to an absolute minimum. When the social worker may seem to be withholding information, very often little information which would be of any help in a particular situation is actually available, and in giving out medical data, she must, in any case, technically first obtain permission from the District Medical Officer.

In a community where the social work resources are very few or non-existent, and there is a general lack of services to any of the members of a community, the social worker may become diverted from her central concern, the veteran, in endeavouring to serve him by stimulating the development of services for the community as a whole, and in interpreting the social work program to interested citizens.

The question also arises of whether the Department should not make more public the work that the Division is doing. Many of the workers in outside agencies have a very vague idea of the work done by the Division, and this work could perhaps be more effective if there were more awareness of its objectives. The reason for this may partly be that casework itself is on an experimental basis within the walls of the Department, and partly a hesitancy on the part of a governmental agency to open itself to criticism.
Social Work Still Experimental

The social work program in the Department is under constant study that it may best serve its place and purpose in the administration. Much of the work done has been experimental, and will continue to be even when the Division’s position is finally clarified. As new legislation for veterans is enacted, and as present services are revised, or new ones introduced, the policy of the Division and of the Department is one of sufficient flexibility to cope with new situations and, if desirable, to alter their functions to serve better the veteran group.

Since social work at the Dominion level is still in more or less experimental stages, what happens in the veterans’ program may well be taken as a guide for future developments in governmental departments. In planning for the Canadian people as a whole, many pitfalls, such as placing the service incorrectly in the organizational structure, may be avoided and many lessons learned. Others concern the reaction of private and provincial welfare agencies to the program and the co-operation achieved with them; the feeling of the public towards government welfare service; whether a government service best fills the need; and many others. On the other hand, services for veterans will always, it seems, be of a more specialized and elaborate character than those planned for the public at large. Both for its special reasons and its more general implications, however, the work of the Social Service Division is an important source
of precedent and experience for any future welfare planning on a Dominion-wide basis.
APPENDICES
APPENDICES

Appendix I  Social Service Division Monthly Statistical Report Form used by the Vancouver Social Service Division from June 1947 to August 1949, inclusive.

Appendix II  Social Service Division Monthly Statistical Report Form used by the Vancouver Social Service Division from September 1949 to the present time.

Appendix III  List of some of the persons and agencies outside of the Department other than accredited social agencies to which references have been made by the Vancouver Social Service Division.
APPENDIX I

SOCIAL WORKERS MONTHLY REPORT

1. Case Count

A. Carried Over
   Transferred In
   Less Transferred Out

B. New
   Transferred In
   Less Transferred Out

C. Re-opened
   Transferred In
   Less Transferred Out

D. Total Case Load for Month

E. Cases Closed

F. Balance Carried Forward

2. Family Status

<table>
<thead>
<tr>
<th>Status</th>
<th>Branch of Service</th>
<th>World War</th>
</tr>
</thead>
<tbody>
<tr>
<td>Single</td>
<td>Navy</td>
<td>I</td>
</tr>
<tr>
<td>Married</td>
<td>Army</td>
<td>II</td>
</tr>
<tr>
<td>Widowed</td>
<td>Air Force</td>
<td>Others</td>
</tr>
<tr>
<td>Separated</td>
<td>Allied</td>
<td></td>
</tr>
<tr>
<td>Divorced</td>
<td>Forces</td>
<td></td>
</tr>
<tr>
<td>Deceased</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>


A. Interviews
   - Clients
   - D.V.A.
   - Others

B. Visits
   - Clients
   - D.V.A.
   - Others

C. Telephone

D. Letters

E. Meetings

F. Case Conferences

G. Others
SOCIAL WORKERS MONTHLY REPORT (continued)

4. Problems
   A. Economic
      a. Emergency Assistance Required
      b. Marginal Income
      c. Problems of Budgeting and Home Management
      d. Debt
      e. Other
   B. Employment
      a. Persons needing Vocational Counselling or Training
      b. Personality Factors affecting Employability
      c. Unemployment of Head of Family affecting Family Relationships
      d. Other
   C. Family Relationships
      a. Marital
      b. Affecting welfare of children
      c. Desertion
      d. Non-support
      e. Illegitimacy
      f. War-Brides
      g. Other
   D. Health
      a. Mental
      b. Physical
   E. Social & Environmental
      a. Housing
      b. Alcoholism
      c. Inability to find or use Educational or Recreational Facilities
      d. Other

5. Services Rendered
   A. Cases requiring:
      a. Reference to other Section of Social Service Division
      b. Referral to other Branch or Division and/or section of Department
      c. Referral to Private Social Agency
      d. Referral to Public Departments
         1. Municipal
         2. Provincial
         3. Federal
      e. Referral to Others (specify)
   B. Office Interview Only
   C. Assistance from Trust Funds
   D. Cases where a service other than Referral is given in Planned Cooperation with Another Agency
SOCIAL WORKERS MONTHLY REPORT (continued)

6. Source of Cases Received during Month

A. Personal applications (interview, letter)......

B. Member of veteran's immediate family...........

C. Private Social Agencies.........................
   (a)__________
   (b)__________
   (c)__________

D. Public Departments............................
   a. Municipal_____
   b. Provincial_____
   c. Federal ______

E. Department of Veterans' Affairs..............
   a. Other Sections of Social Service Division____
      1. Investigation Section____
      2. Medical and Psychiatric Section____
   b. Treatment Branch.........................
      1. _______
      2. _______
      3. _______
   c. Administration.............................
      1. _______
      2. _______
   d. Rehabilitation Branch......................
      1. _______
      2. _______
      3. _______
      4. _______
   e. District Legal Services....................
   f. District Padre............................
   g. Canadian Pension Commission..............
   h. War Veterans Allowances...................
   i. Head Office and Other Districts.........
# APPENDIX II

## SOCIAL WORKERS MONTHLY REPORT

**DISTRICT:**

**MONTH:**

### Case Count

<table>
<thead>
<tr>
<th>Case Type</th>
<th>Count</th>
</tr>
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<tbody>
<tr>
<td>A. Brought Forward</td>
<td></td>
</tr>
<tr>
<td>B. New</td>
<td></td>
</tr>
<tr>
<td>C. Re-opened</td>
<td></td>
</tr>
<tr>
<td>D. Total Case Load for Month</td>
<td></td>
</tr>
<tr>
<td>E. Cases Closed</td>
<td></td>
</tr>
<tr>
<td>F. Carried Over</td>
<td></td>
</tr>
</tbody>
</table>

### Problems

<table>
<thead>
<tr>
<th>Problem</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>A. Economic</td>
<td></td>
</tr>
<tr>
<td>B. Family Relationships</td>
<td></td>
</tr>
<tr>
<td>C. Personality</td>
<td></td>
</tr>
<tr>
<td>D. Employment</td>
<td></td>
</tr>
<tr>
<td>E. Health</td>
<td></td>
</tr>
<tr>
<td>F. Housing</td>
<td></td>
</tr>
<tr>
<td>G. Transiency</td>
<td></td>
</tr>
<tr>
<td>H. Alcoholism</td>
<td></td>
</tr>
<tr>
<td>I. Legal</td>
<td></td>
</tr>
<tr>
<td>J. Imprisonment</td>
<td></td>
</tr>
<tr>
<td>K. Other</td>
<td></td>
</tr>
</tbody>
</table>

### Types of Services Rendered

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>A. Consultation</td>
<td></td>
</tr>
<tr>
<td>B. Interviews</td>
<td></td>
</tr>
<tr>
<td>C. Referrals to:</td>
<td></td>
</tr>
<tr>
<td>a. Other Divisions of D.V.A.</td>
<td></td>
</tr>
<tr>
<td>b. Private Social Agencies</td>
<td></td>
</tr>
<tr>
<td>c. Public Services</td>
<td></td>
</tr>
<tr>
<td>d. Veterans Services</td>
<td></td>
</tr>
<tr>
<td>e. Others</td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td></td>
</tr>
<tr>
<td>D. Correspondence only</td>
<td></td>
</tr>
<tr>
<td>E. Visits</td>
<td></td>
</tr>
<tr>
<td>F. Planned Co-operation</td>
<td></td>
</tr>
<tr>
<td>G. Case Conference</td>
<td></td>
</tr>
<tr>
<td>H. Administration</td>
<td></td>
</tr>
</tbody>
</table>

### Source of Cases

<table>
<thead>
<tr>
<th>Source Type</th>
<th>New</th>
<th>Re-opened</th>
</tr>
</thead>
<tbody>
<tr>
<td>A. Other Divisions of D.V.A.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>B. Private Social Agencies</td>
<td></td>
<td></td>
</tr>
<tr>
<td>C. Public Services</td>
<td></td>
<td></td>
</tr>
<tr>
<td>D. Veterans Services</td>
<td></td>
<td></td>
</tr>
<tr>
<td>E. Veterans and/or Dependents</td>
<td></td>
<td></td>
</tr>
<tr>
<td>F. Other</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Grand Total:**
SOCIAL WORKERS MONTHLY REPORT (continued)

5. Summary of Daily Forms

<table>
<thead>
<tr>
<th>A. Interviews</th>
<th>Office</th>
<th>Telephone</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clients</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>D. V. A.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Others</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>B. Visits</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>C. Outgoing Letters, Memos, and Case Reports</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>D. Attendance at Meetings</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>E. Lectures and Discussions Conducted</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>F. Files Reviewed</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>G. Case Conferences</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>H. Supervision Conferences</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I. Mileage</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

6. Any form of survey, special study, research or experimental casework undertaken by the S.S.D. under Departmental authority should be described in the Progress Report or special report attached. See Clause 38 and 53 of Chapter III, Section 15, Regulations and Instructions.

Date.......................... Supervisor, S.S.D. ..................
APPENDIX III

Persons and Agencies outside the Department other than Accredited Social Agencies to which Referrals made by the Vancouver Social Service Division

Agencies

Army Benevolent Fund
Banks
British Columbia Canteen Fund
Canadian Legion
Canadian Red Cross
Central Mortgage & Housing Corporation
Christmas Cheer Fund
Citizens' Rehabilitation Council
Dominion-Provincial Youth Training Employment Agency
First United Church Welfare
Hearing Aid Company
Housing Agency
Hospital Insurance Association
Imperial Order Daughters of Empire

Persons

dentists
doctors
employers
lawyers.

John Howard Society
Loggers' Association
National Employment Service
Poppy Day Fund
Registered Nurses Association
Rental Agencies
Retail Credit Grantors
Returned Soldiers' Club
Royal Canadian Air Force Benevolent Fund
Royal Canadian Mounted Police
Royal Canadian Naval Benevolent Fund
St. John's Ambulance Association
St. Vincent de Paul Salvage
St. Vincent's Shelter
Salvation Army
Victorian Order Nurses
Vital Statistics Department

ministers
optometrists
parish priests
psychiatrists.
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