



## **Temporary Help Agency and Recruiter Licensing Renewal Period Consultation**

***Proposal number: 25-MLITSD009***

### **Introduction:**

Home Care Ontario is pleased to provide input as part of the Temporary Help Agency (THA) and recruiter licensing renewal period consultation process. Home Care Ontario is a member-based organization representing the full spectrum of home care providers in the province. Our members are united by a singular mission to provide outstanding nursing care, home support services, personal care, physiotherapy, occupational therapy, respiratory therapy, infusion pharmacy, social work, dietetics, speech language therapy and medical equipment and supplies.

### **Input on Key Proposed Change(s):**

Home Care Ontario has reviewed the announced change(s) and is supportive of extending the THA and recruiter license renewal period from annually to every two years to help streamline the program and keep the focus on patient care. It is in that vein that the Association highlights other issues that have been identified since the inception of the registry, and provides the recommendations below to address them and help the government fulfill its stated goal of cutting red tape, increasing transparency and supporting businesses during this time of economic uncertainty.

The first issue requiring immediate change involves the long approval timelines faced by all applicants to the Registry. While this has created uncertainty for the businesses who applied before the July 1, 2024 deadline they were still able to operate their businesses while their applications were in “pending” status.

New businesses and franchisees who submitted their applications after July 1, 2024, however, were not provided with the same opportunity and have been unable to operate their entire business until their application is formally approved. Several members have highlighted that this has meant months of lost earnings, loss of hired staff and other negative impacts related to the long wait times that in some cases have stretched almost a year.

Home Care Ontario, therefore, respectfully urges the government to allow new businesses to also be allowed to operate as long as they have submitted their application while it is reviewed. In the absence of that, we would propose a written service guarantee for review periods by the Registry (i.e. 30 or 60 days) as has been done for labour mobility needs to provide clarity and certainty for these small businesses and minimize the negative impacts resulting from the unclear and long approval timelines seen to date.

Lastly, we would like to suggest the government consider improvements that would enhance accountability and transparency for the Registry. In particular there is a need for an established, and easily accessible, “complaint/reporting” pathway. This pathway would enable the public to signal directly to the Registry the presence of an organization clearly doing THA defined work without a valid license.

Thank you for your consideration of Home Care Ontario’s recommendations and we welcome the opportunity to discuss our feedback in greater detail. Our office will follow-up to set up a meeting, and in the meantime, please reach out directly with any questions to Matt Drown, Director of Policy at [matt.drown@homecareontario.ca](mailto:matt.drown@homecareontario.ca).