Fewer Fees, Better Services
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With the help of every person in Ontario, our government has made meaningful progress to do things better, safer, and stronger to build a brighter future for everyone.
A MESSAGE FROM THE MINISTER

Fewer Fees, Better Services

Since day one, we have been working diligently to streamline how people and businesses access the government by reducing unnecessary burdens and red tape that govern people, workers and businesses in Ontario.

We’ve successfully introduced and passed seven Acts, all aimed at creating economic opportunities by removing unnecessary regulatory burdens for people and businesses while protecting the environment and people’s health and safety. We’ve made huge strides, resulting in big savings to businesses, not-for-profits, municipalities, universities and colleges, school boards and hospitals in regulatory compliance costs, the total of which has brought us very close to reaching our target goal of $400 million in net annual savings.

This final Red Tape package of our current mandate, Fewer Fees, Better Services, builds on the progress made through the Supporting People and Businesses Act, 2021. It brings together a number of legislative, regulatory and other items, as well as policy announcements, all designed to reduce red tape and provide economic certainty for businesses and communities as the province emerges from the pandemic.

Ontario is a great place to live, raise a family and work, and we’re working hard every day to make sure this province is the first choice for people and businesses who are ready to invest.

We’ve come a long way to opening doors to economic development opportunities by taking a thoughtful approach to listen carefully to what matters most to Ontarians.

Since 2018, we’ve worked to identify and invest in technology and tools to update and simplify processes, improve access to necessary supports, and increase compliance for the benefit of Ontarians and the businesses they depend on. And it’s making a big difference. With the help of every person in Ontario, our government has made meaningful progress to do things better, safer, and stronger to build a brighter future for everyone.

Sincerely,

Nina Tangri
Associate Minister of Small Business and Red Tape Reduction
Throughout, we’ve always taken a thoughtful, targeted approach to eliminating red tape in Ontario. Each decision we have made—and continue to make—is informed by the following five guiding principles:

1. Protecting health, safety, and the environment

2. Prioritizing the important issues—even if they’re tough

3. Harmonizing rules with Ottawa and other provinces where we can

4. Listening to you

5. Whole-of-government approach
Applying a Best Practices Approach to Burden Reduction

Since introducing our first regulatory burden reduction package, the government has made significant progress by requiring ministries to consider these best practices as they develop proposals for regulatory changes. This will ensure people and businesses can count on clear, focused, and effective rules that maintain or enhance protections for people’s health, safety, and the environment.

- Use industry standards or international best practices to eliminate redundant reporting requirements and facilitate harmonization.

- Apply a small business lens by setting out different paths for achieving targeted outcomes, instead of a one-size-fits-all approach.

- Go digital by delivering digital services and products that will modernize public service delivery and make government work better for people and businesses.

- Strengthen risk-based inspections to recognize businesses with a strong safety and compliance record, use accreditation to distinguish good actors from high-risk targets and better coordinate inspections among ministries and agencies.

- Create a “tell us once” culture so businesses don’t have to provide the same information to different ministries.

- Focus on the user by writing in plain language and creating a single point of contact for businesses to access government information and services.

- Explain the desired results businesses must meet, rather than how they must achieve them, by allowing them to use, where appropriate, an alternative approach to meet requirements.
What we’re doing: 
**Fewer Fees, Better Services Act, 2022**

Our Spring 2022 Red Tape Reduction Package will help Ontarians save money and make life easier for people and businesses.

*The proposed initiatives are subject to the approval of the Ontario Legislature.*

**For People**

**Refunding fees for licence plate renewals**

- We are putting money back in people’s pockets by reimbursing the fees paid for licence plate renewals on passenger vehicles, light commercial vehicles, motorcycles, and mopeds since March 1, 2020.

**Removing tolls on Highways 412 and 418**

- Removing connector highways that are provincially owned from the Highway 407 toll network.

  - **Removing toll charges:** This proposal is a relief measure for Ontarians and provides support to customers who need to use these highways. It enables commuters and commercial vehicles to use the highway without toll charges.

  - **Faster travel times:** Commuters and commercial drivers using the highway and surrounding road network will benefit from more predictable travel times, since the removal of tolls will relieve congestion on local and regional roads.

  - **Reduced travel costs:** The reduction of tolls saves Ontarians money for daily travel expenses, easing some of the hardship due to the pandemic’s economic impacts.
Establishing a Centre of Realty Excellence (CORE)

- Creating a holistic approach to prudent management of government property to determine priority surplus properties.
- To allow underused or vacant real estate to be more easily transformed into needed facilities like long-term care homes and affordable housing.

Providing a Culturally Sensitive, Holistic Approach to Child and Family Services for Indigenous Children and Youth

- Distinguish customary care from residential care in certain circumstances to better reflect the customs of bands and First Nations, Inuit and Métis communities and to enhance access to customary care for Indigenous children and youth.
- Improve access to culturally appropriate prevention services, such as implementing “circles of supportive persons” as a holistic approach for First Nations, Inuit and Métis children and youth.
- Create opportunities to better support families to thrive by clarifying and enhancing the role of prevention-focused Indigenous service providers.

Modernizing the Laurentian University of Sudbury Act

to reflect positive change as it emerges from the CCAA (Creditors) process and turns its focus to the success of its students.
For Businesses

Building up businesses with Ontario procurement

• We’re building up Ontario businesses, strengthening the provincial economy and supply chains.
• We’re increasing the number of small and medium-sized businesses that receive public-sector contracts while building competitiveness in the global market.
• We’re leveling the playing field by reducing barriers to give businesses opportunities to secure public-sector contracts to help them grow.

Single-window access to government services

• We’re making Ontario a leader in North America for how easily and quickly a new business can get started.
• We’re enhancing the business experience and increasing government transparency and accountability.
• We’re coordinating a cross-government effort to ensure all services to businesses are delivered in a consistent and integrated way that puts business needs at the centre of service design and delivery.
• We’re creating a dedicated website and a clear point of entry for businesses to access relevant content that’s easy to navigate and can be found in one place.

Working for industry

• Making amendments as part of our Critical Minerals Strategy to attract investment, increase Ontario’s competitiveness in the global market, and become an important global supplier of critical minerals.
Actions from recent Red Tape Packages

For Workers

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<tr>
<th>Provide better access to skilled trades</th>
<th>Second Career Streamlining</th>
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<tbody>
<tr>
<td>- A new agency called Skilled Trades Ontario (STO) is providing clearer access and enhanced services for apprentices, skilled trades workers, and their employers. STO helps apprentices access registration and get certification all in one place, with enhanced digital service delivery.</td>
<td>- The Second Career program is helping unemployed workers to gain the skills they need for a good job that is in high demand. The program fills jobs in areas that are critical to our province’s economic strength.</td>
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For Businesses

Reducing the time and costs involved in securing planning approvals

• We’re continuing to protect important employment lands through Provincially Significant Employment Zones and continuing to work with stakeholders on the best ways to leverage zones to support future economic development.

• Municipal councils have greater discretionary authority to delegate certain additional planning decisions. Municipalities are empowered to streamline and expedite development approvals by delegating decisions to council committees and municipal staff.

Extending liquor licenses to outdoor patio spaces

We’ve made it easier and faster for licensed restaurants, bars, and other hospitality businesses to apply to create or extend their licensed outdoor patio spaces.

• The changes are delivering more choice and convenience to consumers while supporting workers and businesses in Ontario’s vibrant hospitality and tourism sectors.

Making the best use of public lands

• Removing barriers to transferring land to First Nations and other levels of government.

• Helping ensure public lands can be used for future resource-based economic development opportunities, especially in Northern Ontario.
Modernizing the *Healing Arts Radiation Protection Act* (HARPA)

- We updated safety requirements in HARPA regulation 543 to align with revised national guidance from current Health Canada Safety Codes to ensure the requirements reflect the best available evidence and evolving technology.
- We’re improving our review and approval of timelines for designations of new CT machines, including new streamlined approval requirements to replace CT devices in hospitals. We’ve revised forms and guidance documents to clarify policies to help industry and health system partners understand legislative requirements and clarify roles and responsibilities.

Updating lab licensing

- We’ve modernized the regulatory framework for laboratories to ensure Ontarians can continue to receive the high-quality health care they need. This change gives Ontarians the benefit of additional flexibility in lab operations so they can access a broader range of laboratory services in the province.
For Everyday Life

Expanding the scope of veterinary practice across Ontario

- Modernizing the accreditation model for veterinary facilities is making it easier for a veterinary practice to offer services to a wider range of species and clients.
- Animal owners have added access to a broader range of services from veterinary practices, expanded service availability in some areas and increased innovation in the services that veterinarians offer to the public, including farmers.

Making it easier to volunteer

- We’ve eliminated the processing fees related to Criminal Record Checks and Criminal Record and Judicial Matters Checks for individuals applying to volunteer positions. This also enables the government to address service issues associated with police record checks for volunteers in Ontario through the Police Record Checks Reform Act, 2015.
- Reducing barriers to volunteering means Ontario’s valued volunteers can continue contributing to their communities.

Giving special-needs students better access to health supports

- We’ve made it easier for children with special needs to access the therapies they need in school. Students can access nurses, speech language therapy, occupational therapy, and physiotherapy in school.
The Spring 2022 Red Tape Reduction Package is the next step in our efforts to modernize regulations and ease unnecessary burdens, while helping to position Ontario’s economy to succeed in a post-pandemic world.

The package features the proposed Fewer Fees, Better Services Act, 2022, and builds on the work that has come before it by continuing to find ways to ease the everyday lives of Ontario’s working families, businesses owners and investors.

Whether it’s putting money back in the pockets of more than eight million vehicle owners by refunding validation fees paid since March 2020, or reducing the tangle of government administration by giving businesses a clear path for approvals they need to operate, we continue to make a substantial difference toward making Ontario the best place to raise a family, work and play.

Further, in keeping with our Guiding Principles, the package will also help government deliver clear and effective rules to keep Ontario workers and families safe and healthy, while enhancing protections for our environment and resources.

Ontario.ca/redtape
How you can help

We’re in this together, Ontario—and we want to hear from you. Share your red tape challenges or offer ideas on how we can work better for you.

Visit Ontario.ca/redtape