Recognizing Excellence

Meet the 2019 Canadian Franchise Association award winners

Awarded to those who received the highest scores from their franchisees, the Canadian Franchise Association (CFA) Awards of Excellence in Franchising are the pinnacle of franchise achievement in Canada. To reflect the wide range of franchise opportunities and to enable franchise systems to be rated against their peers, entries are separated into Traditional Franchises, such as those with brick-and-mortar locations, and Non-Traditional Franchises, such as those that are mobile or home-based. Within these categories, franchises are grouped based on the number of franchisees in the system. Each category has a gold, silver, and bronze winner.

Here are the 2019 winners in each category...
(continued on next page)
Inspiration Learning Center – Tutoring and Private School
Inspiration Learning gives students the chance to reach their full potential, offering a range of high quality educational programs including tutoring, educational consulting, and high school credit scores.

Lice Squad.com
Like no other, Lice Squad.com’s lice screening and removal processes utilize proprietary products and exclusive tools and equipment to leave the client with an unexpected level of customer satisfaction and the franchisee with a rewarding sense of service.

Sweet Jesus
Sweet Jesus is a social media sensation and is the market leader in the specialty ice cream category, delighting guests with handcrafted, chef-inspired soft serve ice cream treats.

Symposium Cafe
From specialty European coffees to decadent desserts, Symposium Cafe has been satisfying customers with full service breakfast, lunch, and gourmet dinners since 1996.

White Spot Restaurants
Best known for their legendary burgers and Triple O secret sauce, this iconic British Columbia based restaurant brand has been serving guests since 1928.

THE TEN SPOT Beauty Bar
THE TEN SPOT Beauty Bar is a nail salon and spa offering impeccably executed manicure, pedicure, waxing, and facial services.
### TRADITIONAL FRANCHISES (30–99 FRANCHISEES)

**Triple O’s**  
Serving only high quality and locally grown ingredients, including 100% fresh Canadian beef, Triple O’s serves its famous burgers, fries, and milkshakes worldwide.

**FASTSIGNS International, Inc.**  
With over 700 locations in nine countries, FASTSIGNS handles all business visibility needs including the signs and graphics it’s known for to digital signs, décor graphics, and everything in between.

**UCMAS Mental Math Schools**  
The UCMAS Mental Math program teaches children aged 4–13 to perform mental math calculations quickly and accurately through fun and engaging activities.

### TRADITIONAL FRANCHISES (100+ FRANCHISEES)

**Pizza Nova Take Out Ltd.**  
Pizza Nova is a family-owned company with over 140 locations in Canada. They pride themselves on delivering quality and invite customers to “Taste the Difference.”

**A&W Food Services of Canada**  
As Canada’s original burger chain, A&W prides itself on serving Canadians its signature burgers, fries, and root beer across 850 restaurant locations.

**Oxford Learning Centres**  
Oxford Learning is the foremost provider of supplemental education with more than 124 locations across Canada and internationally.

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Learn more and connect with these award-winning franchises at www.LookforaFranchise.ca.
RECOGNIZING EXCELLENCE
CANADIAN FRANCHISE ASSOCIATION
2019 AWARDS OF EXCELLENCE IN FRANCHISING

GRAND PRIZE WINNER -
NON-TRADITIONAL FRANCHISES

NON-TRADITIONAL FRANCHISES
(6–15 FRANCHISEES)

Driverseat Inc.
Driverseat is driving the change. Established in 2012 and growing rapidly, Driverseat provides personal chauffeur services for hundreds of communities.

Pop-A-Lock
Founded in 1991, Pop-A-Lock® has grown to serve more than 8,500 communities and is recognized as the largest, most successful locksmith company in the world.

Metropolitan Movers
Whether you’re moving down the street or across the country, Metropolitan Movers has a solution for residential moves, relocating a business, packing, storage, and freighting.

NON-TRADITIONAL FRANCHISES
(16–29 FRANCHISEES)

Restoration 1 Canada
For over a decade, Restoration 1 has provided unrivalled fire, water, and mould restoration services, restoring damaged properties to their pre-loss condition.

TWO MEN AND A TRUCK
TWO MEN AND A TRUCK is an international moving company that provides local and regional moving and related services to residential, industrial, and commercial customers.

Right at Home Canada
Right at Home focuses on wellness for seniors and those in need of assistance, offering a full range of exceptional support and care services with a focus on physical, medical, or memory impairment.
## Recognition of Excellence

### Membership Milestones

#### Non-Traditional Franchises (30+ Franchisees)

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<thead>
<tr>
<th>Franchise Name</th>
<th>Milestone</th>
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<td>Paul Davis Restoration Canada</td>
<td>30 Year</td>
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<td>PuroClean</td>
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<td>WP Creations</td>
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<td>5 Year</td>
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#### Franchise Success Stories

**Paul Davis Restoration Canada**

Committed to quality care, value, and efficiency, Paul Davis Restoration is a pioneer in the emergency mitigation, restoration, and reconstruction industry in Canada, putting people and property first.

**PuroClean**

PuroClean is one of the fastest growing franchise systems in Canada, specializing in property damage emergency services.

**WP Creations**

WP Creations (Wee Piggies & Paws) started in 2001 by a mom wishing to capture her children’s unique hand and footprints. What began as a small home-based business now has over 40 Canadian locations.

#### 30 Year Milestones

- Dentons Canada LLP
- Dunkin’ Brands
- M&M Food Market
- Sotos LLP
- TD Canada Trust
- Witten LLP

#### 25 Year Milestones

- Borden Ladner Gervais LLP
- Deloitte LLP
- Fasken
- FASTSIGNS International, Inc.
- Harris & Partners LLP
- Threecaf Brands Canada Inc.

#### 20 Year Milestones

- Academy for Mathematics & English
- Alepin Gauthier Avocats Inc.
- Blake, Cassels & Graydon LLP
- Crestcom International Ltd.
- Gowling WLG
- Medicine Shoppe Canada
- Mr. Lube Canada
- Pak Mail Centers (Canada) Ltd.
- Print Three Franchising Corporation
- Ricky’s All Day Grill
- Sandler Training
- Shields Harney
- Shoeless Joe’s Limited Restaurants

#### 15 Year Milestones

- Canadian School of Natural Nutrition
- Comfort Keepers Canada
- Foot Solutions Inc.
- GS Beauty Group
- Jones & Co
- Marble Slab Creamery
- McKenzie Lake Lawyers LLP
- Neighbourly
- Panago Pizza Inc.
- Tortoise Restaurant Group Inc.

#### 10 Year Milestones

- Beyond Digital Imaging
- Box Concepts Food Group
- Brightstar Care
- Burnet, Duckworth & Palmer LLP
- Crepe Delicious
- Fire-Alert Franchising Ltd.
- Heart To Home Meals
- Little Kickers Canada Franchising
- Living Assistance Services
- McInnes Cooper
- Pitblado Law
- Premier Printing Ltd.
- Robins Appleby LLP
- Smoke’s Poutinerie Inc.
- Telpay Inc.
- UCMAS Canada Inc

#### 5 Year Milestones

- 9Round
- AllStar Wings & Ribs
- Aloha Mind Math
- b Espresso Bar
- Bloomtools Canada
- Cheese Curds Gourmet Burgers + Poutinerie
- Econolease Financial Services Inc
- Intuit Inc
- Junk Works
- Lavery, de Billy LLP
- Oxygen Yoga & Fitness
- Prep ‘n Sell
- Restoration 1 Canada
- Smoker’s Corner
- Sunny Morning Breakfast & Lunch
- Tenenbaum & Solomon
The 2019 Franchisees’ Choice Designees are:
(in alphabetical order)

Learn more about these companies at www.franchiseeschoice.ca.
Celebrating an Ongoing Commitment to Franchise Excellence
A number of franchises have earned the Franchisees’ Choice Designation multiple years in a row, demonstrating an ongoing commitment to franchise excellence and strong franchisor-franchisee relations. In recognition of their achievement, CFA has created special logos that these franchise systems can use to display their consistently high scores from their franchisees.

THE 2019 FRANCHISEE’S CHOICE NINE-YEAR DESIGNEES ARE:

THE 2019 FRANCHISEE’S CHOICE EIGHT-YEAR DESIGNEES ARE:

THE 2019 FRANCHISEE’S CHOICE SEVEN-YEAR DESIGNEES ARE:

THE 2019 FRANCHISEE’S CHOICE SIX-YEAR DESIGNEES ARE:

THE 2019 FRANCHISEE’S CHOICE FIVE-YEAR DESIGNEES ARE:
CFA Recognition Awards pay tribute to individuals and franchises for their outstanding achievements and contributions to the Canadian franchise community and for their commitment to philanthropic endeavours.

**2019 Distinguished Franchise Support Service/Supplier Award Winner**

**Reshift Media**
The CFA’s ability to provide premium educational and lead generation resources and support wouldn’t be possible without outstanding contributions from Reshift Media. For nearly seven years, the Canadian-based digital marketing company has worked closely with the CFA team to search optimize, redesign, and market the CFA’s websites.

**2019 Lifetime Achievement Award Winner**

**Ronald V. Joyce, C.M., Co-founder, Tim Hortons, owner, Fox Harb’r Resort, owner, Jetsport Inc., advisor trustee, The Joyce Family Foundation**
Ron Joyce invested in the first Tim Hortons donut shop in 1964 and grew the business into one of the most successful food service chains in the world. He currently works with The Joyce Family Foundation, which focuses on helping to provide bursary funds to students so they can pursue further education.

**2019 Diversity & Inclusion Champion Award Winner**

**Inspiration Learning Center**
Inspiration Learning Center (ILC) is one of the largest and fastest-growing tutoring centres in the Greater Toronto Area. ILC are owned and operated by people from diverse backgrounds: 10 out of 14 franchisees are women, and the majority of them are children of or newcomers to Canada.

**2019 Outstanding Corporate Citizen Award Winner**

**Pacini**
Operating under the belief in the collective power of individuals to make a difference in the community, Pacini developed the “Pour l’amour des gens” (For the love of people) program, which supports 25 organizations and has raised nearly $350,000 to benefit various initiatives.

**2018 Hall of Fame Award Winner**

**Choice Hotels**
For 25 years, Choice Hotels Canada has been one of the highest occupied franchised accommodation chains in Canada. Located in all provinces and more than 80 per cent of Canada’s largest communities, Choice Hotels is a valued asset for millions of Canadians, in large part because of its franchisees.

**2019 Volunteer Leadership Excellence Award Winner**

**Tony O’Brien, executive vice president, TruShield Insurance**
Tony is the executive vice president of TruShield Insurance, and is the Chair of the CFA’s Franchise Support Services and Supplier Committee. His deep involvement and continuous support has helped to shape the CFA and the franchise community.
The inaugural Franchisee of the Year Award is presented to franchisees who have demonstrated an overall star quality within their franchise. Two awards are presented: one to a franchisee in the Traditional category (brick-and-mortar locations) and one in the Non-Traditional category (mobile or home-based franchises), who has been franchising with the brand for at least two years. Winners of this award demonstrate excellence in:

**Business performance**
The franchisee has demonstrated solid business performance. They’ve achieved their business goals, run a highly profitable franchise, and pride themselves on good customer service.

**Community involvement**
The franchisee has demonstrated involvement in the community and has embraced the franchisor’s philanthropic endeavours.

**Unique accomplishment that makes them exceptional**
The franchisee has accomplished unique endeavours, which makes them stand out as an exceptional franchisee.

### TRADITIONAL FRANCHISES

- **Kelly-Anne Pelley – Subway, Corner Brook, Newfoundland & Labrador**
  For Kelly-Anne Pelley, being a Subway franchisee is a lifestyle, not a career. Together with her husband James and their daughter Emily, Kelly-Anne runs 16 Subway locations in Newfoundland & Labrador and Nova Scotia.

- **Mark Mebs, BeaverTails**

- **John Lockyer, Dairy Queen**

### NON-TRADITIONAL FRANCHISES

- **Paul Bimm & Lyne Vincent – TWO MEN AND A TRUCK, Ottawa, Ontario**
  A strong focus on customer service led Paul Bimm and Lyne Vincent to the TWO MEN AND A TRUCK franchise system from the finance sector, and the duo is committed to serving their community.

- **Kelsi Ashley & Erin Levesque, Molly Maid**

- **Spencer Janke, Elite Trade Painting**