

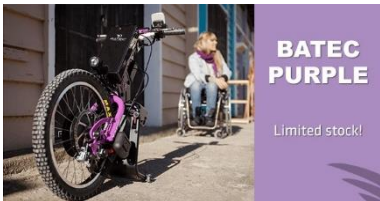


New Container of Batec's

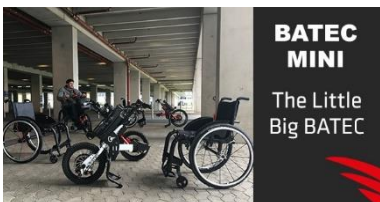


We have received a new container of Batec's completing our inventory of all available products. There are 15 Purple Editions along with new White Electrics and Graphite Rapids; para and quad versions are available

in all models and we have the docking equipment required for chairs on the market.



The special PURPLE edition of the BATEC ELECTRIC handbike features a special PURPLE chassis and white components. The BATEC PURPLE is available in PARA and QUAD ELECTRIC versions. Plus, the BATEC BOSSA rucksack and Smartphone holder comes standard with the BATEC PURPLE editions.



Coming soon! BATEC will launch the BATEC MINI, a new product created based on users' requests and ongoing R&D work. This new product will include a

16" drive wheel and a number of other functions that end users have been asking for; complete with the same sought after docking system and interchangeable parts and pieces! The launch will occur in November in Europe and the new year in North America.



We received the special BATEC October offer late in the month and have chosen to incorporate it into a November offering here in North America. With every

BATEC ordered in November we will provide a pair of in stock Spinerdy Spox wheels or a 5% discount on the BATEC order.



ADP Cost of Cuts

We understand that manufacturers have different discount structures for different dealers (vendors) and that bigger discounts may be available when larger sales volumes are achieved. Naturally, vendors with multiple locations may have greater sales volumes, especially if they also have separate agreements with institutions that provide services to all people in that institution. Therefore, any reasonable person would see those vendors as having a significant advantage over the smaller vendor or mom and pop operation as they would not have access to the same discount structure or volume rebates. Mom and Pop may be disadvantaged in the Ontario Assistive Devices Program (ADP) by not having an opportunity to scale their business like bigger corporations.

As we understand it, two years ago an ADP audit of one or more multiple store vendors was performed and the result suggested that the profit margin for that/those vendor/s was considered too high by either the Ontario Liberal Government and/or ADP and therefore under the cloud of justification, the ADP reimbursement amount was reduced by something like 14 to 26 per cent. The smaller vendors have taken the brunt of the blow back from the people that benefit from the program by having to be the bearer of bad news indicating that certain things are not covered, or the end user amount is significantly higher than what it used to be. As noted in the July 2015 Bespoke Plus, the **service reduction** to people with a disability in Ontario should be unacceptable. The reasoning for it should have dealers, manufacturers, distributors re-evaluating their approach to business. There is lots of blame to go around, but I would have most of it rest with the people that made the decision whether it be political or government; or the manufacturers who have provided greater discounts with increased retail pricing; or, the audited dealers who were registering significant margins not available to Mom and Pop operations; or, ADP who may not have considered Mom and Pop; and, the end users who have not created a strong enough voice to make a difference!

The end users are struggling with reimbursement amounts. Mom and Pop are struggling with how they convey the reimbursement amount onto the end user, and that is compounded by long wait times for approvals and long wait times for payments. Vendors relay they are constantly advocating for and with an end user or prescriber for application approval and frustrated that there is no real quick

way of resolving issues. Telephone wait times are significant and seldom result in clarification of issues.

Mom and Pop are more likely to have as part of their mission a commitment to meet the emergency needs of the end user with or without resources, and everything related to running a service business as opposed to the bigger corporate store models that are more focused on retail sales and therefore have service bookings that are one or two weeks down the road. We don't have any magic bullet for the issues described herein, but it would be nice to have any of the associations working with people who benefit from ADP talking about/doing a report card like the Auditor General www.auditor.on.ca/en!

Conflict of Interest

Funding agencies across the country have conflict of interest policies for Authorizers, Vendors, and Manufacturers of devices that may be covered under their respective programs.

In Canada's largest province, the Ontario Assistive Devices Program (ADP) considers it a conflict of interest if:

- a Vendor accepts any fee, benefit or gift, directly or indirectly, from a manufacturer of a Device;
- A Vendor accepts registration costs, costs for travel or accommodations or other benefits, directly or indirectly from a manufacturer/distributor of a Device in connection with attendance at educational sessions or conferences;
- An Authorizer accepts registration costs, costs for travel or accommodations or other benefits, directly or indirectly from a manufacturer/distributor of a Device or a Vendor in connection with attendance at educational sessions or conferences;
- A Vendor accepts rebates and/or discounts from a manufacturer/distributor of a Device, other than in accordance with the terms of the Manuals;
- An Authorizer accepts a fee or other benefit from a manufacturer/distributor or Vendor to provide education regarding a Device or Devices;
- An Authorizer or Vendor enters into an agreement respecting lease or use of premises under which any amount is payable related to the volume of sale of ADP Devices, other than in circumstances that are specified in the relevant Device-specific Policy and Administration Manual as being permissible;

An Authorizer or Vendor enters into any financial agreement or exclusive relationship where there is sharing of any profits made from the sale or provision of ADP Devices, other than in circumstances that are specified in the relevant Device-specific Policy and Administration Manual as being permissible.

Partner Opportunity



49 Bespoke Inc. has been involved with the Ontario Society of Occupational Therapists (OSOT) for many years now. We have made a commitment to provide educational opportunities that includes all products and services in the marketplace and are not simply an infomercial for one product line. We have received great support from a number of

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distributors, manufacturers, representatives, and dealers to help support these "Linked in to Learn" initiatives and super partnership thank you's from OSOT. Now, going forward in 2018 and with our unwavering support, OSOT will provide that same partnership status to at least nine other manufacturers, distributors, representatives, dealers, etc., who make a commitment to participate in all 2018 "Linked in to Learn" events. For further information, contact Cassandra Venere, Administrative & Events Coordinator, Ontario Society of Occupational Therapists, T: 416-322-3011 ext. 230 TF: 1-877-676-6768 F: 416-322-6705 E: cvenere@osot.on.ca

Potential municipalities and dates discussed to date but not set in stone are: Sarnia/Windsor in April 10, 11, or 12, 2018, Oshawa (Pediatric Workshop): May 29, 30, 31, 2018, Thunder Bay: September 11, 12, 13, 18, 19, or 20, 2018, Toronto (OSOT Conference): Mid/End October 2018.

Thank you to the Kingston OSOT partners, Advanced Mobility Systems, Assistability, Mobility Care, Theracare Marketing with Dynamics and Motion Composites, Continent Globe and Amy Systems, Power Plus Mobility, and 49 Bespoke Inc.

Hall of Fame

Congratulations to the 2017 Canadian Disability Hall of Fame Inductees and to the organization at www.CFPDP.com for making it all happen!



Todd Nicholson (Athlete): Sledge Hockey Paralympian



Jim Sanders (Builder): 40 Years CNIB/Order of Canada



Shirley Shelby (Achiever): Travel Pioneer & Volunteer



Robert Snoek (Achiever): Track & Field Paralympian

Bits and Bytes

- 49 DC Metro Abilities Expo Dec 1-3;
- 49 49 Bespoke Open House Dec 8
- 49 Toronto Abilities Expo Jan 19-21, 2018;
- 49 CFPDP Valentine Gala Feb 3, 2018
- 49 Los Angeles Abilities Expo Feb 23-25, 2018;
- 49 34th Annual ISS March 6-9, 2018 Vancouver, BC.

BESPOKE PLUS is the newsletter of a privately owned Canadian company called 49 Bespoke Inc., which markets products from around the world that are designed to better meet the needs of people with a disability. We have grown up in sport, have a social service background, and have adopted an advocacy role in our business practice. Comments are welcome.