



# BESPOKE PLUS

*"If your work speaks for itself, don't interrupt."*

## OSOT in Niagara Falls

### OSOT'S 90<sup>th</sup> Year

We were pleased to be a sponsor at the recent Ontario Society of Occupational Therapists (OSOT) conference, Ontario's largest gathering of occupational therapists and the second-largest gathering in Canada. The conference attracted over 275 participants for 2 days of professional development and networking opportunities. Gail Simpson, Manager of Professional Development with OSOT recapped the events of the Conference and provided us with the list of newly elected board members.



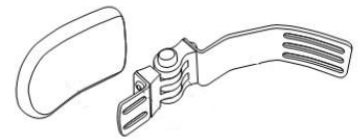
The new Board of Directors assumed office at the September 23, 2011 Annual General Meeting in Niagara Falls. They are **Cathy Vandersluis, President; Karen Rebeiro-Gruhl, Vice-President/Secretary; Pat Clancy, Treasurer** and **Directors, Barbara Cawley, Iris Greenspoon, Jennifer Henderson, Leta Stegne and Laurie Warren**. OSOT members recognized for their commitment, vision, and leadership were **Gail Teachman, President, Rhysa Leyshon, Vice-President/Secretary and Alice Kuszniir, Director**.

**Dr. Judith Friedland** was honoured with OSOT Honorary Life Membership Award, the most prestigious award from the organization. The announcement was met with a resounding standing ovation! Judy was recognized for her commitment to the development of the profession, education of students in occupational therapy and to the recognition, preservation and publication of the history of occupational therapy in Ontario and Canada which is widely recognized, valued and respected across the country and worldwide. Her leadership, vision, research, teaching and mentorship, advocacy and commitment to the profession and to its practitioners have had and continue to have a profound positive effect. More information is available on the OSOT web site at [www.osot.on.ca](http://www.osot.on.ca).

**Dr. Sandra Moll** was honoured with OSOT's Volunteer Award recognizing an individual who emulates the spirit of volunteerism through outstanding service. Sandra contributed enormously to the Society's ability to proactively address and respond to the changing policy environment of the mental health system, to position and advocate for access to OT services and to serve and meet the needs of members working in the mental health sector. Her 10 year tenure as Chair of OSOT's Mental Health Sector Team has been inspirational for not only those that had the pleasure to work with her but for countless members who benefited from her leadership and vision.

## PAL™ Update

Effective immediately, new nut and bolt kits will be included with the PALs (Positive Action Lateral



thoracic supports, pictured above). This hardware change includes two (2) longer screws and anti-rotation nuts. This change will allow customers to mount the PALs through the Icon™ Back System shell bracket in order to optimize placement for the end-user. The new nut and bolt kit will continue to work with the Evolution Back™ System.

The operating manual has been updated to reflect this change and can be found on the VARILITE website at [varilite.com/forms\\_instructions.aspx](http://varilite.com/forms_instructions.aspx) and on [varilite.ca](http://varilite.ca).



## Topolino Wheels

Founded in 1999, Topolino Technology was created with a mission to design and develop innovative products in specialized technology arenas, like the wheelchair industry. Topolino Technology prides itself on designing and delivering quality products based on genuine



innovation in materials and engineering and they now bring you hand built Topolino wheels in 24" (540) and 25" (559). We now have these in

stock and for a full overview of their product you can visit [www.topolintech.com](http://www.topolintech.com) or see the specification sheet at specials on our web site.

## RAMQ 2011

As reported last month, in Quebec every four years or so Regie de l'assurance maladie du Quebec (RAMQ) puts out a tender, only in French, that allows companies (manufacturers and distributors) to bid for the right to have their product on the approved product listing.

We went through the process to have the Ki Mobility line of chairs accepted and there appeared to be genuine interest in the product and all units passed the process.

In order to be part of the 354 page tender, the document needs to be completed and you must guarantee performance based on the life of the tender by putting up three different bonds or cash guarantees. They range from \$10,000.00 to \$50,000.00 unless you go the bond route which becomes \$20,000.00 to \$100,000.00. This money or bond is held without interest for the duration of the tender (three years and five more for parts) and the pricing presented is also fixed for those timelines.

The document demands compensation for a series of items normally handled by the dealer in the various jurisdictions in the form of service and good business practise. There are a series of fines and penalties for various occurrences and a legal confirmation that RAMQ receives the best prices in the province of Quebec for

product or the manufacturer or distributor is in breach of the agreement. This often means that products are labelled specifically for RAMQ even though they may be the same as product sold elsewhere.

As reported previously, the process is cumbersome, arduous, and extremely bureaucratic. It is fraught with potential legal issues waited heavily in favour of RAMQ and it is in French only. Every time we went through the document we found another potential problem in doing business in the province and at the end of the day weighed our risks against any sales upside and came to the conclusion that we would have to pass on submitting our completed tender, primarily because we felt that the emphasis was on the cheapest product pricing rather than the best product to meet the needs of the end user.

The process was very good for us in the sense that it encouraged us to look at the product line from a business perspective only and put aside the passion for producing and delivering the best product to meet the individual needs. To look at the market as numbers only, dollars and cents, (the tender was developed to accept the lowest bid and consider other product that was within 10% of that pricing) it lifted a weight off our shoulders to be involved in the process as off shore pricing will likely rein. Another day, another time for us and RAMQ ... perhaps!

## Bits and Bytes

- 49 Vaughan City Lashers (Varilite Uniforms) Oct 22;
- 49 Ottawa, ON Trip Oct 24-30;
- 49 CPA Chair Leader Event Oct 26 Ottawa, ON;
- 49 Medtrade 2011 Oct 25-27, Atlanta, GA;
- 49 My Man in Motion Run Oct 28<sup>th</sup>;
- 49 Alberta Rehab 2011 Nov 4-5, Edmonton, AB;
- 49 Pan American Games Nov 12-20 Guadalajara, MX;
- 49 SHHC Innovation Show Nov 14-15, Toronto, ON;
- 49 SHHC Innovation Show Nov 29, Calgary, AB.

**BESPOKE PLUS** helps to market and promote **RGK Wheelchairs**, **VARILITE®** Seating and Positioning Systems, **KENDA**, and **Ki Mobility** products, along with Spinergy, Gance, Frog Legs, Schwalbe, Sun, MBL, Natural Fit, Blax, and other great products.

**Please give us a call or contact the editor, Reg McClellan, if you have something that you think we should expound on.**