



Open House

We relocated our business to the GTA in August, so we will be having our open house and first holiday season party on December 9th from noon until 6:00 PM. You are invited to drop on by; please RSVP with an email to 4@49Bespoke.com . 51 Caldari Road, Units 6-7B, Concord, Ontario L4K 4G3 (416) 661-4499

VARILITE® CEU's

As noted in previous versions of Bespoke Plus, VARILITE® has a super on-line course available for OT credit. Now, VARILITE® is teaming up with Sheila Buck, OT, ATP, Author, and Presenter, to bring you "Building Your Case For Functional Seating: The Good, The Bad and The Ugly". This RESNA-accredited course will teach participants how to assess prescriptions, set-up and functionality of seat cushions and back supports.

Course Description:

Ensuring appropriate prescription and set up of a seating system will ultimately preserve function and posture, reduce the use of restraints and promote a sense of well-being and quality of life for our clients. During this hands-on interactive session, Sheila Buck, OT, ATP will teach how to assess prescriptions, set up and functionality of seat cushions and back supports. Shear reduction, pressure management, and postural control (pelvic and trunk) will be addressed to ensure the goal of enhanced functionality is met.

This course will be offered in Charlotte, NC:

Date: Monday, January 23rd, 2012

Time: 8:00am - 4:30pm

Location: Hilton Garden Inn Charlotte/Ayrsley

CEUs Offered: (0.65 RESNA) **Cost:** \$125.00

Brochure available at www.varilite.com

RGK Builds

We now have most of the new order forms **on-line** now. Every build depends on a completed specification sheet that includes all the information required to allow a CAD engineer to produce a drawing for the welder/fabricator to interpret and build the new unit. Regardless of how talented the folks are building the unit, the size and final shape is up to the people producing the specification sheets, so remember, the best chair is the one that fits!

We often times get notes on the specification sheet to build the same unit as before with these changes; the specification sheet is nearly empty, options may or may not be completed, and we have to go back and chase down the answers. We have been doing that regularly and often speak directly to the end user if the dealer wishes, if that makes life easier for all concerned. After all, the dealer has often times been working on this for a couple months with the prescribing authority confirming needs, funding, etc.

We initiated development of drawings in the past to help clarify any particular build issues, but with the November 2011 price increase in RGK Products (10% in some areas and a decrease in some others); we also have a drawing charge assessed which is in the neighbourhood of \$125.00. This came about because we were receiving specification sheets, doing the drawing and going back and forth a number of times with a request for another drawing and it was taking up too many resources.

We need to receive the specification sheet with as much detail as available and if there is a concern on a particular measurement, identify it and we will assist in clarifying it with engineering so that the unit can go directly to build. RGK will build whatever is noted on the specification sheet and if there is an error, the dealer is responsible. We continue to offer through our company, assistance with the development of the specification sheet and guarantee the fit when the product arrives.

If there is a change in circumstance or a fitting issue that we cannot make adjustment for, **and as long as the dealer has kept the unit new**, we will take it back and do a rebuild. End user satisfaction is what we strive for with each new build.

Thanks Coach

We did a piece on Good Coach – Bad Coach a couple issues ago and thank you for your comments. Although about coaching, the nuts and bolts of the article relate to other relationships we all have in our daily activities.

As coaches we spend a lot of time understanding the tactics involved in the game, the physical and social offerings of a player, but the good coaches recognize the importance of heart, a player who has game, and those who can step forward when the going gets tough. A bad coach employs what is commonly referred to as coercive persuasion, coercive psychological systems or coercive influence which is not for the article today.

Bob Bryce was a national team coach in wheelchair basketball in the mid 80's and had the ability to reach into the soul of a player and answer the question as to who that player was, for their benefit and that of the team.

Coach Pastorek, a friend from days going back to 333 River Road and 1600 James Naismith Drive has coached a number of sports including Handball and owns a company called "Keep it Simple Coach!" Recently, he relayed a story to me that went like this:

One evening an elder Cherokee told his young grandson about the struggle that is waged within each of us. He said, "Grandson, the battle is between two very powerful wolves. They live inside every person and each wolf wants to win control of our heart and mind. One is Dark and is filled with anger, envy, jealousy, regret, greed, arrogance, sorrow, self-pity, guilt, resentment, inferiority, dishonesty, false pride and ego. The other is Light and filled with joy, peace, love, hope, serenity, humility, kindness, benevolence, empathy, generosity, truth, compassion, and faith." The young grandson thought about this for a few minutes and asked, "Which wolf wins, Grandfather, the Light or the Dark?" Looking deeply into his eyes, the wise elder replied simply, "The one you feed."

We work with folks every day who challenge us and

present situations that make us happy, make us sad, and make us understand that there are a lot of different ways to look at situations. We learn from each and every one of them. If you are a technician, OT/PT, manufacturer, distributor, or end user, keep it light and well fed!

VARILITE® Tricks

Thanks again to your feedback we can relay information that may have an impact on the lives of other folks. In a recent conversation about the difficulty a person had been having pulling their pants up in the chair while using an air cushion, I was made aware of a simple and effective fix.

When he was lifting up to pull up his pants with his pump up cushion, the cushion would catch the back of his pants and make it difficult to get dressed. He is now using an Evolution™ Cushion and when he gets dressed he lets the air out of the product, closes the valve, and then pulls his pants up without the cushion catching the back of his pants. When his pants are up, he simply opens the valve and lifts up by pushing off on both wheels; when the cushion is inflated (self inflating product) he lets go with one hand and quickly closes the valve at the pressure he wants.

If you have any tips and tricks that may have a positive impact on someone else's life, please send us a note.

Bits and Bytes

- 49 Open House 49 Bespoke Noon to 6 PM Dec 9;
- 49 Last shipping day for RGK to Canada is Dec 16th ;
- 49 VARILITE® Closed Dec 26 (1/2 day 30th) and Jan 2;
- 49 RGK Closed Dec 23 Noon -Jan 2;
- 49 Ki Mobility Closed Dec 26 and Jan 2;
- 49 KENDA Closed Dec 26 and Jan 2;
- 49 49 Bespoke Closed Dec 23 Noon through Jan 2 with emergency contact information provided!

BESPOKE PLUS helps to market and promote **RGK Wheelchairs**, **VARILITE®** Seating and Positioning Systems, **KENDA**, and **Ki Mobility** products, along with Spinergy, Glance, 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.