



BESPOKE PLUS

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

Happy New Year!

As an eternal optimist, I tend to look at the most positive things happening in our little circle of life and try to share that with folks in hopes of combating those always prominent dramatic news headlines that dwell on death and destruction.

To that end, I look forward to meeting another 200-300 people this year that want to take the time to think about what would best meet their mobility needs and assist them to act on it; or, to provide some feedback on sport and active living that might encourage someone to get involved in wheelchair basketball or some other activity that provides a physical, emotional, or social component to their life that was previously unrealized.

In a business sense, and with the growing number of mega corporations in the industry who are placing a retail (sell, sell, sell) emphasis on the products we provide, I like that of course, but this industry should never forget that it is a service industry for the person that requires their help to find and/or fix product that meets their needs.

My friend Kit Grant reminded me of a quote from Aristotle this month: *"Criticism is something you can avoid easily by saying nothing, doing nothing, and being nothing!"* I hope to encourage people to critique their chair setup, to encourage those working in the industry to meet the wants/needs of this setup or that or suggest something else with their best rationale. And, to encourage the prescribing authority to own each and every measurement on the specification sheet along with the person they are serving, the end user. Most of all I am going to encourage everyone to be involved in each and every chair build; because it matters for Luci's mom in a nursing home and Billy a world class athlete!

The products we work with are amongst the best in the marketplace with our biases aside; I hope each and every end user/prescribing authority check them out. I understand that some of the bigger dealers in the

country have initiated or refined their purchasing to ensure that they are carrying product that they absolutely have to, but favoring products that they have the biggest margins on; this is good business and the individuals involved would not have a job if they were not doing that. End users need to know what products are on the market and available to them. That is everyone's job from the dealer, prescribing authority, funding agencies, and the end user themselves. Funding agencies may be concerned about product procurement processes within the vendor community. They are likely concerned about preferred product placement because of the perception that it may have less to do with product performance and a lot more to do with the bottom line. The latter is important, but the former is of much greater concern which we can all agree on.

I take this opportunity to wish everyone a Happy New Year and we look forward to working with you in 2013!

Ki - Growth Policy

Every chair, every rider, every time! (Patent Pending)

In keeping with their "meeting the end users needs" philosophy, Ki Mobility established a growth policy that impacts the following models in Canada: Tsunami Little Wave XP, Catalyst 5, and the Tsunami.

Tsunami Little Wave XP

There is a one time growth kit available with this model and it will be provided for the cost of shipping the required parts. It will include a frame growth insert, a back growth insert, camber tube, back release bar. It does not include new seat upholstery, back upholstery, or foot platform.

Catalyst 5

There is a one time, "Growth Kit" available on the Catalyst 5 in Canada. The parts for the growth kit are free, but

there will be a shipping charge. The growth kit includes the cross braces, seat upholstery if not omitted on the original order, slider links if there is a width change, lifting strap if there is a width change, standard back upholstery with width change if not omitted from the original order, front and/or rear frames if there is a depth change (if the chair has flip back arms, new front frames with holes drilled for the flip back receivers will be sent), seat rails and screws in the event of a depth change.

The growth kit excludes tension adjustable back upholstery, angle adjustable, one piece flip-up or foam loop footplates, and depth changes on depth adjustable chairs.

Tsunami Growth Package

Ki Mobility offers a growth package for width and depth changes only to the Tsunami for \$935.00 Retail; apart from being able to change color (standard colors only), other option modifications would be at standard pricing including changes that may be required with the new dimensions like wheels, casters, forks, etc. If the dealer or end user prefers that the changes be made at the factory, they would need to absorb the shipping charges and a labour charge of \$100.00. There will be no shipping charges if the dealer does the work at their location.

The growth package includes the frame, seat upholstery, seat rails and screws on depth adjustments, camber tube, back frame, back release bar, footrest, and standard back upholstery on width changes, and any other parts that may be required to achieve the requested growth sizing. The growth package excludes tension adjustable back upholstery.

Safe to say on any of these growth packages, give us a call with the serial number of the unit and what it is you are trying to achieve and we will come up with the appropriate price quote for you prior to taking any action. At the end of the day, Ki Mobility is making a commitment to every chair, every rider, every day!

Spitfire Challenge

The web site of **Domonic Corradin** Founder of eXtreme Abilities in Santa Barbara, California showcases the work of someone with a spinal cord injury making a difference in the lives of others and promoting health, wellness and fitness for all. His on-line presence labels him a crash test dummy, stunt man, and motivational speaker.

<https://www.facebook.com/events/490502580991115/?ref=22>

He recently posted the following Spitfire Challenge and KENDA sponsorship information on his Facebook page and linked it to KENDA's Facebook page.

"The Spitfire Challenge will be hosting their 30th International Spitfire Challenge Wheelchair Basketball Tournament from August 2 – August 5, 2013 in The Greater Toronto area of Brampton, Ontario, Canada. Competition will begin on Friday morning, August 2nd and continue on with the Championship Games and all teams final games taking place on Monday August 5th, followed by awards presentations at the gym."

Ki - Stealth Products



Ki Mobility has a bundling relationship with Stealth Products which includes mobility bases, head supports, positioning devices, and seating systems for units like the Spark. These products come installed and ready to go from the OEM (Ki Mobility). All of the products available are well laid out on the

www.stealthproducts.com web site. When ordering any of these products please refer to the addresses below for part numbers and we will provide the pricing on a per order basis.

http://www.stealthproducts.com/temp_products.php

<http://www.stealthproducts.com/gui/docs/>

Bits and Bytes

- 49 Centric Health Trade Show Feb 25, 2013 Toronto;
- 49 Spitfire Challenge Aug 2-5, 2013 GTA;
- 49 29th ISS March 5-9, 2013 Nashville, TN!

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.**