



BESPOKEPLUS



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

Wheel Pricing Online



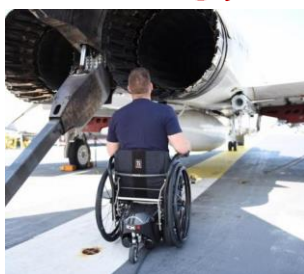
We have updated the wheel offering and pricing online and retail includes choice of tires, tubes, push rims, settings, etc.

If inserts, axles, spoke protectors, silicone covers, etc., are required they are charged separately.

In response to the Covid-19 pandemic, Spinergy has introduced a program that will allow end users to purchase a second set of wheels at preferred pricing to give them an opportunity to swap out their outdoor wheels when indoors. We will honor that pricing. Simply go to their web site to make your selection, print it off, and send it into us along with the contact information if you have a preferred dealer.



Spinergy Technology



The ZX-1 is available in Canada starting at \$12,995.00 MSRP for all rigid frame chairs with a camber bar. We are no longer offering the ZX-1 on folding frame units or any product with axle plates instead of a camber bar.

It continues to be available on units from 14" to 20" wide.

Moving in September

We will be moving in September to a larger location elsewhere in the GTA. The City of Vaughan is growing and a US Investment company Blackstone (62%), supported by the acceptable amount of Canadian content with Ivanhoe Cambridge (38%) acquired approximately 20 million

square feet of property managed by a company called PIRET in May of 2018. Their thrust has been to double the rents of existing tenants and probably work to change the various properties acquired from industrial to retail. The City of Vaughan has reached out to business to grow and develop the region but have no jurisdiction to restrict the price increases on commercial properties. There is no doubt in the writers mind that this kind of gouging small business particularly during a pandemic is not going to sit well with some investors in those companies and as their vacancy rates continue to sky rocket folks will eventually get concerned; but we will see. As long as the politicians allow them to continue writing off their empty warehouses, they will continue to run roughshod over the smaller, non-public enterprises.

CADA Update



In addition to keeping the community apprised of Federal Government initiatives to assist this community, the Canadian Assistive Devices Association

(CADA) held another ZOOM meeting and provided the following updates.

Assisted Devices Program (ADP) ON vendor payments

- ADP has made no decision on the duration of these or the reconciliation process. They are open to suggestions.

Processing

- ADP has added two additional staffers to help with the backlog. Applications are being processed on a "first-in-first-out" basis. As yet there is no estimate for when the backlog will be cleared
- So far, fax applications are going smoothly. ADP has no reports of new significant error in the application process.
- The project to move applications online (originally targeted for 2020) is still a priority but no timeline is set. ADP wants to ensure that lessons learned from the pandemic are incorporated into the project scope.

Virtual Visits

• ADP has made no decision on the use of virtual visits, but they would like to understand how virtual visits can be used in the assessment process. If you have examples that you can share, please contact the CADA office (info@cadaonline.ca) or any of the CADA Directors. Examples will be aggregated and shared with ADP without attribution.

CADA Survey Results

If you have yet to respond to the member survey, please give CADA your feedback. Here is what they have from the respondents so far:

• For 75% of respondents, the interim payments they are currently receiving from ADP are higher than the ADP business they are currently dispensing. For about 75% of these respondents, the gap is between 10% and 50%.
 • We asked, "When should the current ADP interim payments be concluded?". You answered:

1. When the current backlog of applications is cleared: 32%
2. When the payments owed to vendors equal the current interim payments: 41%
3. January 2021 or later: 27%

• We asked, "When should the payment reconciliation process begin?". You answered

1. When the current interim payments are concluded: 13%
2. 3 months after the interim payments are concluded: 52%
3. January 2021 or later: 35%

• We asked, "Should the current process of fax applications become the permanent method of ADP application submissions?". You answered:

1. Yes: 73%
2. No: 27%

• We asked, "What are your biggest challenges in operating your business during the COVID-19 crisis?". The most frequently cited challenges are as follows, in order of frequency:

Reduction in business due to:

1. Limited access to LTC facilities and client homes
2. Therapists not operating
3. Creating and managing new processes to ensure safety
4. Increased operating costs
5. Lack of PPE

In addition, CADA announced that a Vendor Council will be launching in the next few weeks under the leadership of

David Courtney, owner Access Abilities. The mandate of the Council will be to provide a forum for vendors to discuss issues of mutual relevance and to provide input and guidance to CADA's government relations activities. If you are interested in joining the Council, or you would like more information contact AJ Clancy info@cadaonline.ca or telephone 416.233.4440.

COVID-19

49 Bespoke Inc has remained open throughout the course of the pandemic. About 85% of our business is a straightforward wholesale operation and there has been no impact on that component. Where we meet with dealers and end users of product in our shop, we have tended to meet folks in the parking lot and provide curbside service so to speak. When required, people that come into the shop are wearing or are provided with a mask, their temperature is taken, and there is hand sanitizer or hand cleaning material available. As you, we hope this is a short-term phenomenon, but whatever it is we will play it by ear and be flexible in meeting everyone's needs!

Softwheel Technology



As of this mailing, we have all the aluminum availability for this product in stock in 24" (540 mm) 25" (559 mm) and some carbon fibre. Pricing is on-line under support for complete wheel sets. We do have some demo wheels in stock that have been provided free of charge

unless specific tires are required in which case there is a charge for new tires, tubes, etc., and shipping.

Bits and Bytes

- 49 Abilities Expo August 14-16, 2020 New York, NY;
- 49 REE **Cancelled** Richmond, BC Sept 15, 2020;
- 49 Access Expo Sept 18-19, 2020 VV, Toronto, ON;
- 49 Rehacare, Dusseldorf, DE **Cancelled** Sept 23-26;
- 49 Abilities Expo October 2-4, 2020 Toronto, ON;
- 49 37th ISS March 18-20, 2021 Pittsburg, PA;
- 49 Paralympics **Aug 25–Sept 5, 2021** Tokyo, Japan;
- 49 Rehacare Dusseldorf, DE **October 6-9, 2021**.

BESPOKE PLUS is the newsletter of 49 Bespoke Inc., which markets products from around the world 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.**