



BESPOKEPLUS



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

Happy Holidays



We are looking forward to some down time over the holidays along with catching up with friends and family. The annual Christmas party will be a noonish event on Wednesday Dec 21st.

We are getting more settled in our new facility with all new furnaces, doors, cameras, racking, lighting, entrance,

washrooms, and basically a huge facelift to what it was a year ago. We take this opportunity to wish everyone all the best in the holiday season.

Communication

Most people are comfortable calling if they have sent an email and have not got any response. We encourage that as we get a lot of email that relates more to retail sales clarifying sizes and attributes of add-on parts and pieces than it does our wholesale operations.

Thank you to a dealer who sent a note recently to follow up on a back order that spawned a discussion on how we diarize items and how often we should be sending an email or following up with a call if items are not able to be delivered same day. Some suppliers have relocated their factory, changed processes, have less people to do one off parts and pieces, and quality control issues that waste everyone's time. When this is combined with shipping issues whether it is by ground, water, or air it all lends itself to increased wait times and need for more communication. Fortunately, we do have the same phone numbers at the shop and our cell phones have not changed in 25 years. The only automatic answering we have is with a live body named Ami, Nikki, Matt, Adi, Chantal, or Reg. We are trying

to do something about the music on hold which is rarely used, so don't be surprised if we end up with oldies rock and roll in the future.

We have set up two new email addresses to more specifically direct email messages; this is a step away from what we have done historically which was to have all our email addresses be a number in front of the domain.

orders@49bespoke.com
customerservice@49bespoke.com

Service and Repair



We are intimately aware of a need for a lot more service technicians in many regions of the country, but none is more prominent than right here in the GTA.

It is fair to say that in the active user wheelchair market service and repair needs to be overhauled. The current network is not meeting the demand and there are some obvious reasons for that; the reimbursement for service and repairs may be lacking or it may be too bureaucratic to allow the current network to make economic sense of doing the work.

Most municipalities have set up transportation services for people with a disability to get around relatively economically. We understand that the system does not always run as it should and that sometimes needs are not met, but for the most part it works for individuals to take to a shop to get work performed on their unit. The bigger companies may find it better commercially to encourage funding agencies to pay for service and repairs in the field, but we are proponents of the end user bringing their product in when there is an issue and that appointments should come down to a call when there is an issue and availability to fix the issue should be a given on the same

day. Maybe the authorization process has to be streamlined, maybe there should be a preventive maintenance cost built into the funding process, maybe chairs should come with a five-year maintenance agreement, and maybe there should be a process to ensure that all end users that are able should be taught how to take care of and repair certain things on the equipment they need to get from A to B. Whatever it is the dealer network needs to figure out how they can better serve the customer and not consider it or have it be a lost leader proposition.

CFPDP



The date for the 39th Annual Great Valentine Gala is set for Saturday February 11, 2023 at the Fairmont Royal York Hotel in downtown Toronto and **The Lay Awakes** will be playing!

The event Patrons are Her Excellency the Right Honourable Mary Simon Governor General and Commander-in-Chief of Canada and The Honourable Elizabeth Dowdeswell, OC, OOnt Lieutenant Governor of Ontario.

The Honorary Chairs are Paula Allen, Global Leader and SVP, LifeWorks and Raj Viswanathan, Group Head & CFO, Scotiabank who are the Presenting Sponsor.

CORPORATE AWARD WINNERS include the National Hockey League (NHL) Led by Gary Bettman and the Council of Canadian Innovators (CCI) Co-founded by Jim Balsillie and John Ruffolo. THE HONOURABLE DAVID C. ONLEY AWARD WINNER will be Andrew Parsons President, International Paralympic Committee and the KING CLANCY AWARD WINNERS include 37 Paralympic Medal Winners from the 2022 Beijing Paralympics. Emcees include Suhana Meharchand and Rob Snoek. The Gala Chair is Tony Wight, the Event Coordinator is Christine Payne, and the Founding Chair is The Honourable Vim Kochhar. For more information check out www.CFPDP.com.

BATEC Anti-Slip Function

The BATEC SCRAMBLER 2 has new proprietary electronics that optimize engine performance and constantly provide maximum power at any speed and on any terrain, allowing high speeds to be maintained even on very steep climbs. It

is more powerful and has enhanced performance with a 748Wh - 48V battery that ensures speed levels even on up hill rides.

The BATEC SCRAMBLER 2 reinforces its level of safety thanks to the new Galfer floating brake disc and a new, more powerful double headlight. In addition, if you **activate the anti-slip function by stopping and pushing and holding the F-Button for 3 seconds it will go into a softer start and anti-slip mode (reversing that is done the same way by stopping and then pushing and holding the F-Button for 3 seconds)**, you will be able to accelerate without fear of the wheel skidding. And, at the same time, you will have extra retention that will help you resume driving on climbs even more smoothly and safely. This improvement will be advantageous on unstable terrain, on steep slopes, or in the rain and must be activated and deactivated while stopped.

The new storage bag allows you to carry tools, documents, smartphones, or any other small object in a comfortable and accessible way. The new double headlight with a retro-inspired yellow lens has 2000 lumens of power and the battery has padded protective stickers in a matte black finish. Check out the latest on-line at Batec-Mobility.

NWBA New CEO/ED

Congratulations to Darlene Hunter on her appointment to the position of interim CEO/ED for the National Wheelchair Basketball Association (NWBA). Darlene resigned as President of the NWBA to take the position and Ryan Martin who was the Vice President will now serve as interim President. Teresa Skinner, NWBA Board Member was elected to fill the Vice President role. The NWBA will be well served with these folks leading the charge as they all wear it on their sleeve and only want the best for the game.

Bits and Bytes

- 49 Abilities March 10-12, 2023, Los Angeles, CA;
- 49 REE March 7, 2023, Richmond Olympic Oval, BC;
- 49 38th ISS Pittsburg, PA April 13-15, 2023;
- 49 Pedaling Possibilities May 2023, Canada.

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.**