



# BESPOKE PLUS

"Enhancing Quality of Life"

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**Spinergy Wheels and Kenda Tires (in red, green, blue, yellow, orange, and grey) will be on display at the Symposium!**



*Effects of Tire Pressure and Type on Rolling Resistance*

Bonnie Sawatsky and Ian Denison have a session at ISS that will address the situation of tire pressure and rolling resistance in relation to the impact on wheelchair users. Data will be presented on the performance of various tires at their suggested level of inflation and other pressure settings, and take into account the physiological energy expenditure that is involved with different tires at different levels of inflation indicating the human cost of wheeling a chair in the different scenarios.

We are pleased to be involved supplying [Spinergy.com](http://Spinergy.com) wheels and [kendausa.com](http://kendausa.com) tires.

## ISS



Our attendance at the 20<sup>th</sup> International Seating

Symposium (ISS) March 4<sup>th</sup> – 6<sup>th</sup> at the Westin Bayshore in Vancouver will be the first of many events this year where we partner with **VARILITE** to show our seating and mobility enhancing products. We will showcase the Pressure Setting Valve (PSV) and the Talon™ back system.

We have had a number of inquiries regarding the Talon and the size of hardware required for different chairs.

The list on the right gives you an overview of the size of brackets used for some popular wheelchairs.

## TALON BRACKET SIZE GUIDE

### Specific wheelchairs

Chair Manufacturer	Model	Bar depth (i)	Recommended bracket size (ii)
Quickie	R2	1.75	Short
Quickie	DT	3.25	Long
Quickie	XTR	2.75	Medium
Quickie	GP	2.75	Medium
Quickie	Titanium	3.25	Long
TiLite	All models	2.25	Short
Invacare	AGS	2.75	Medium
Invacare	A4	3.5	Long
Colors		1	Short
Terra Trec		2.25	Short
RGK	Hi-Lite	3.5	Long
RGK	Maxima	3.5	Long
RGK	Quattro	3.5	Long
RGK	M2	3.5	Long

- (i) Bar depth measured from front of ridgidizer bar to back of back canes
- (ii) Recommended bracket size places back support level with back canes  
Smaller bracket will move back support further back (Increase seat depth)  
Larger bracket will move back support further forward (Decrease seat depth)
- (iii) RGK models are BESPOKE (Custom Made) and may be ordered with the specific dimensions required by the end user.

### General Guidelines

Bar depth (i)	Recommended bracket size (ii)
1.75" - 2.0"	Short
2.25" - 2.5"	Medium
2.75" - 3.0"	Long

## Order of Canada

Gary William Wilcox McPherson, C.M., LL.D., our long time friend received the Order of Canada designation in Ottawa on February 20, 2004 from **Governor General Adrienne Clarkson** and here is what is posted on her web site: "His story is one of incredible determination. For nearly 35 years, Gary McPherson lived in a long-term care facility after childhood polio left him quadriplegic. Now living independently, he has become a leading social activist, wheelchair athlete and sports administrator, inspiring others with his record of social service. A key player within the Alberta Paraplegic Foundation and the Rick Hansen Centre, among others, he has worked with every level of government to influence public policy and introduce legislation that reflects our commitment to building an inclusive society."

**Congratulations Gary, Val, Jamie, Keiko, and your extended family!**

Check out Gary's books "**With Every Breath I Take**" which is available at [www.garymcperson.com](http://www.garymcperson.com) or pick up a copy of "**Rolling On**" by Gerald W. Hankins at most book stores.



Trudie Read, OTR/L  
Education Specialist  
demonstrating the PSV



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## Building Relationships

As a wholesale operation, we communicate primarily with the medical supply dealer network. Apart from bi-annual visits we are communicating mostly via telephone, facsimile, email, post, and web sites. Yet the product that we started our business with is a **BESPOKE** (Custom Made) wheelchair that requires significant discussion with the end user and the prescribing authority. The manufacturer of RGK Products is located in the West Midlands of the UK and they deal directly with the end user in Northern and Central England. They have built end user relationships over the last 15 years of their development and that interaction has become synonymous with folks ordering RGK wheelchairs anywhere in the world. The communication opportunities today enable us to operate this way with relative ease, but there is a lot of work involved in respecting the business and personal relationships that evolve.



Our company is driven by satisfied customers and we will go the extra mile to ensure that happens. In our case, the customer is the dealer, but the end user of the product is of the utmost concern to both of us and that is why we encourage open communication. Although many dealers were initially hesitant to see this level of communication from the manufacturer to their client, they have grown to appreciate the extra effort and results being attained. The bottom line is that the person using the product is the single most important person in this business and all we can do as sales representatives, occupational or physio therapists, etc., is provide all the information and service possible to empower the person using the product to best meet their needs. We are not just selling products; we are building relationships that real people can count on and trust!

## Spinergy Changes

Josh Anderson, long time Spinergy Wheelchair Division "go to guy" has moved on to another stage in his work life. He is now the Director of Sales/Marketing with Ti-Lite.

Ryan Webb formerly with Sunrise Medical is the new Sales & Marketing Manager with Spinergy, Inc. His contact information is as follows: 3375 Talisman Ct., Unit B, Boulder, CO 80301 Office: (303) 545-0266 Fax: (720) 565-0521 Cell: (303) 588-7933 Email: [ryan@spinergy.com](mailto:ryan@spinergy.com)

## Bits and Bytes

- ISS March 4-6 Vancouver, BC
- Medtrade Spring March 16-18, Las Vegas, Nevada
- CWBL Finals, March 26-28 Fredericton, NB
- 2 for 1 Program through March 31, 2004
- National Team Athlete Program Announced



**BESPOKE PLUS** focuses on RGK Wheelchairs, Inc. products and services in NA

**If you have something that you think we should be expounding on, please contact us at your convenience in the manner of your choice.**