



## Matte or Gloss



Is there any difference between the matt finishes on the chair over gloss finishes? We have been of the opinion that leather, antique, matte, and standard colors have been more durable than flam, sparkle, and high gloss, but it certainly has not been a scientific observation. RGK has had their

powder coating in-house for years and have had great success with very durable finishes.

Since Ki Mobility moved their powder coating in-house a couple years ago there has been a marked improvement in product delivery and the quality of their powder coating has been great. In response to a question from Steve at MEDiChair, we tried to determine what finish would be best for demo units since most units that people touch and feel are treated without care and attention to the value of the product (an article for another issue where end users, clinicians, and sales folks throw units around and appear oblivious to the marks and scratches they put on units). Some suggest that the matte finishes are less likely to show marks and scratches than gloss finishes, yet the gloss finishes have more powder and may be double baked. Some suggest that darker colors are better than lighter colors. All to say, we need more information about the processes used for the various finishes and more importantly, a greater appreciation for the value of the product by all those who come in contact with it to allow for a greater life expectancy of the product or certainly a better looking product 4 to 9 years out!



## D-s Lock

**D's Locks** has proudly announced that their product is now compatible with significantly more chairs including the Ki Mobility Focus and RGK TIGA.

Their positive hub locks work independently of the tire by locking the wheel at the hub, thereby not relying on tire pressure, type, condition, and you can take the wheels off when engaged! Now you can order D's Locks direct from 49 Bespoke on wheelchair orders. The compatibility list is on the web site: [www.teamhoc.com](http://www.teamhoc.com)

## Ottawa Rehab Ctr.

The Ottawa Rehab Center is now managing their own fleet of chairs, backs, cushions, etc., and requested suppliers to provide product.

Thanks to our ongoing support from **Ki Mobility, VARILITE®, RGK, and Kenda**, we were able to ship four chairs complete with cushions and backs for a retail value of \$14,887.75.



## Bankruptcy

It is tough running a small business with companies going bankrupt and leaving a trail of unpaid bills behind them. We thought we were on top of things after MC Kelowna closed the doors and left us with uncollectable receivables, but then we trusted that Niagara Mobility was good for their accounts and no such luck; in both of these cases, and many before, the folks walked away from their obligations with many of them ordering right up to the day they signed the letter of regret that they were closing their doors!

In Canada, we have seen a small increase in the number

of bankruptcies (0.02%) from 2012 to 2013 (122,751 to 122,959). In 2013 those individual companies collectively had declared assets of \$11,498,229,939.00 and liabilities that totalled \$19,274,979,428.00.

In the healthcare industry there was an increase in bankruptcy proceeding of just over 26% from 53 in 2012 to 67 in 2013. The total assets declared on filing for those in 2013 were \$4,884,307.00 while liabilities were at \$49,702,959.00.

Looking at those numbers makes us feel relatively unscathed by the dozen or so bankruptcies that have cost our company, but makes us more diligent in making sure accounts are current or the company is put on hold.

The doom and gloom of sour accounts does have a silver lining on occasion. We have many friends in the business, some of which befriend us as soon as their account is past due, but two in particular come to mind that were involved in insolvencies. Both of them lost sleep over the issue and both of them took the initiative to make good on their failed companies debts over the course of months following the bankruptcy because they are responsible folks with integrity that goes beyond the corporate vale! Thank you guys!

## TIGA FX Exclusive



The **TIGA FX** is now available in quick delivery in four different widths, depths, and with certain options. The new order form will be on our new site.

This unit, initially unveiled at NAIDEX to the applause of many including long time RGK rider Sir Phillip Craven former wheelchair basketball star for Great Britain, and current President of the International Paralympic Committee (IPC), is billed as the ultimate rigid daily use product built in a BESPOKE fashion with a folding front end, side guards, and back assembly without pivot plates making it easy to store in the overhead rack on flights.

This unit has not been made available to funding agencies yet, but is able to be purchased by the end user like they would be able to purchase an RGK Club Sport product.



## OSOT Conference

This year's annual event will be on September 19-20 in Richmond Hill, ON at the Sheraton Parkway North Hotel and Convention Center. Labelled **Advancing Occupation: OTs at the Forefront of Health System Change**, the Society's annual conference is set to have *36 Workshops, 29 Poster Presentations, and it is our job to make it a Vibrant Exhibit Hall!* To view the CONFERENCE BROCHURE, agenda, etc. visit [www.osot.on.ca](http://www.osot.on.ca).

## Men's Worlds



Congratulations to the Aussies! Men's World Wheelchair Basketball Champions in Incheon, Korea. Canada, 2012 Paralympic Champions, did not qualify for the Worlds after a performance at the Qualification Tournament that left them on the outside looking in at this event. The rankings today are as follows: 1. Australia, 2. U.S.A., 3. Turkey, 4. Spain, 5. Italy, 6. Korea, 7. Great Britain, 8. Iran, 9. Japan, 10. Colombia, 11. Germany, 12. Argentina, 13. Sweden, 14. Mexico, 15. The Netherlands, 16. Algeria. It was super to watch the games live on-line and see some fantastic athletes and great calibre of play.

## Bits and Bytes

- 49 Alberta Seating Clinics August;
- 49 Ki Mobility Factory Visit Stephens Point, WI August;
- 49 Rehab Equipment Expo September 9 Richmond, BC;
- 49 OSOT Conf. Richmond Hill, ON September 19-20;
- 49 Rehacare September 24-27 Dusseldorf, Germany;
- 49 RGK Factory Burntwood, UK September 28-29
- 49 10<sup>th</sup> Annual Rolling Rampage Ottawa, ON October 9
- 49 Parapan Sport Seminar October 29-31 Toronto, ON.

**BESPOKE PLUS** markets/promotes **RGK Wheelchairs**, **VARILITE®** Seating and Positioning Systems, **KENDA**, and **Ki Mobility** products, along with Spinergy, Glance, Spintek, Frog Legs, Schwalbe, MBL, Sun Components, Natural Fit, Blax, etc.

**Comments are welcome; contact the editor Reg McClellan in the manner you wish below.**