



United News

Congratulations Team Phoenix for Outstanding Service

This is a United Team success story. The characters are not fictional, they are team members you know and love.

My name is John B. and recently I bought a Ti-Lite ZR wheelchair from your company and wanted to talk to you about one of your employees who went beyond the call of duty for me.

I had been having the hardest time getting the chair in the first place and was ready to pull the plug

on the whole thing, when things finally went through.

My new chair had arrived and that same day I had a family emergency in Las Vegas and needed to leave town immediately. I talked to Josh D. - it would be a couple of days before you could assemble my chair. I explained my situation and Josh put me at the top of the list. They had it put together and delivered by mid-morning. I just wanted to let someone know about Josh going beyond the call of duty

for me and how much I appreciated his effort.

People like Josh are few and far between. I can't thank him enough for helping me. Love your customer service! Thank you.

Submitted by John B.
Customer
Phoenix, AZ

Thank you Josh for your outstanding effort!



United Grows into Boise, Idaho



United Seating and Mobility is now in Boise Idaho and serving the surrounding area as well. Steve Gustafson and our helpful team can be reached at 208.288.5460 or toll free at 866.840.2486.

United's goal is always first time quality, because we know that doing it right the first time results in satisfied customers.



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Congratulations to Susan Rogers - Case Manager of the Year 2010



Case Management Society of America recently held their 20th Anniversary and Conference at Disney's Coronado Springs Resort in Orlando, Florida. The theme this year was Dreaming and Doing. We want to Congratulate Susan Rogers for receiving the Case Manager of the Year 2010 award.

Thank you to Susan and all of the Case Managers out there for all that you do. We are here to support you!

In Loving Memory of Pat Frye

This is Pat's story in her own words.

I am a 57 year old woman that suffered a spinal cord injury in 1968. I was involved in a motor vehicle accident and was pregnant at the time. I had two children and one on the way and raised my new baby with the help of my grandmother. I was able to raise my children using a manual wheelchair until I fell out of it one day while caring for one of my children. The fall resulted in a dislocation of my left femur from my pelvis. Eventually, the femur pierced through my skin at the hip which required multiple surgeries and the removal of half of my pelvis and the head of my femur. This left my leg attached to the rest of my body by soft tissue only.

I ended up in bed for 17 years. A

therapist told me about a company that could design a wheelchair that would help me get out of bed. The wheelchair company that did the evaluation sent a seating specialist to my home to make sure that the wheelchair would do everything I needed it to. I received my new power wheelchair in 2002 right before Christmas.

This is me in the power wheelchair that Missouri Medicaid bought for me. Even though I cannot sit upright, I am now able to get out and about, be more independent and do whatever I want! Before I was totally bedridden, only through this wheelchair was I capable of becoming anything in the community again. I found a new life and a new way of helping other people. Had it not been for this chair, I would still be in bed with only a telephone as my out. I have done a lot of



volunteer work which could not have been done without this blessing from God.

I realize that some people think these wheelchairs aren't necessary, but no one could ever realize just how depressing it is to lie in bed for 17 years. I am a paraplegic and if it wasn't for the wheelchair, I wouldn't have had any opportunity.

Thank you for your attention and please understand how important wheelchairs are for our community.

Scott Lopez, OTR/L, ATP with United Seating & Mobility assisted Pat with her wheelchair.