

BUSINESS BUREAU:

**Special Needs Group
Helps Mobility Challenged Back To Active Life**

by Norb Sieber

**SPECIAL
NEEDS
GROUP®**



Delivering an Accessible World®

As mobility issues frustrate more baby boomers, mobile scooter demand is booming. As folks age, ailments slow them down and becomes an issue for family and friends and the mobility challenged gradually fade out of life's experiences and is often the end of the active life and adventures they cherished.

Pioneers in mobilizing the less mobile, Dania Beach-based *Special Needs Group (SNG)* has been a friend to thousands of movement challenged cruise ship vacationers. SNG provides them 'just in time' scooter and wheel chair rentals and a variety of medical supplies. Their worldwide network includes medical equipment rental providers in 217



No supply chain crisis here! Special Needs Group CEO Andrew Garnett has a large inventory of mobility scooters ready to roll!

metropolitan areas and 70 countries.

The SNG network was built from scratch by Dania Beach CEO, **Andrew Garnett**. His mantra is: *'Delivering An Accessible World'*. He's well known in his industry and has been quoted by CNN and The NY Times for his mobility expertise. As an advocate for people with disabilities, he believes: "You don't have to stay home and watch it on TV!. Not only can you go, it's gonna be fun!"

Getting into the special needs business in 2007 was purely serendipity. "Honestly it was all by accident," Andrew recalled. "There was a travel agent that had requests for wheel chairs who asked if I was willing to help. I decided to give it a shot and learned everything from the ground up. I started in my home and ended up renting a storage unit, buying inventory, renting a van on busier days, and supplying wheel chairs and scooters to the cruise ships in Miami and Fort Lauderdale. It's all about networking. It's not what you know, it's not who you know, it's who knows you. We recently provided all the scooters and wheel chairs for **Art Basil** in Miami Beach. They called us and said 'Hey, we know you from doing the cruises and we want to work with you!' My response was,



Andrew is driven to help people get around and not left behind. Schedule an appointment to pick the scooter that's right for you. He'll even give you a test drive! Get a scooter and get a life!

'Great! How can we help?' SNG has a wealth of travel agents, meeting and convention professionals who refer them and coordinate with their cruise patrons. One of their travel agent partners, *Connie Bookwalter*, is a SNG fan. "I want to give a shout out to Special Needs Group," Connie said. "I awoke one morning to a desperate email from my clients who are in Seattle to board the *Celebrity Solstice* for a 7-night Alaska cruise. Last evening, one of the guests injured her knee and needed a wheelchair. She already uses a walker, and they are in a handicapped accessible cabin. I called the Emergency # for SNG at 7:13 a.m. Eastern time. By 10:30, I had confirmation that an electric scooter will be delivered to my client's cabin that morning. They could not have been more accommodating! Thanks SNG!"

Andrew's world class customer service representatives have earned the reputation that if SNG can't do it, nobody can.

"Lately, we've had to diversify," Andrew said. "Prior to the pandemic, 99 percent of our business was renting equipment for the cruise ships. For now, we're also focused on selling all our great products locally."

Andrew is looking to build the retail side of SNG by opening his warehouse to locals and offering an online inventory with a full array of high quality medical and oxygen equipment and supplies at www.shopspecialneedsgroup.com A myriad of mobility optimization scooters, wheel chairs and lift chairs are available The SNG warehouse is full!

"We only buy the best scooters," Andrew explained. "We have some that are transportable and fold up. Some of them are heavy duty for a smoother ride. There's a gentleman who weighs 110 soaking wet who bought a scooter that can accommodate someone weighing 500 pounds. He said: 'I don't like feeling the bumps while I am driving.' So he got the Cadillac Escalade of scooters! That's what works for him. A lot of the snowbirds actually have bought two scooters from us, one to keep here and one to take back home."

"For the local community, we have many lift chairs, and a wide variety of new and used scooters and beach wheel chairs," said Jimmy Varella, a SNG Travel Industry Ambassador "We can help you choose the right model that meets your needs."

Their beach chairs are particularly popular as customers Jerry and Bonnie King will attest. "Just wanted to tell you, the people at SNG are wonderful. We ordered a Joy on the Beach (JOB) wheel chair for our son so he would be able to go to the beach. When we received the JOB I had questions on how to fold the canopy and how to put the chair into the storage bag. Office Manager Zyanya Jimenez had her team do a video on the proper way to fold the canopy. It was great! We will definitely use SNG again. Many thanks."

When you call SNG for your test drive and new found freedom, you'll be thanking them too!

Special Needs Group
302 NW 1st Street, Dania Beach, FL 33004
954.585.0575 www.specialneedsgroup.com