

Accessing Agency Services – 2024-25

Below is a list of the services offered by our agency. Each department has their own set of policies and procedures, which can be referenced in the Policies & Procedures (Blue Book) section on the staff intranet at www.reachdane.org/staff. Please follow these procedures for ordering services. Due to the high volume of requests processed by each service area, it is preferred that staff email, instead of calling.

For purposes of tracking & fielding many requests, please only call if your request is an emergency. Your cooperation will be appreciated! If you have any questions, feel free to contact the following department representatives for assistance. Thank you & have a wonderful school year! Patty Lofquist, Administrative Services Director

EMERGENCIES – call 911 if needed. When safe to do so, call your direct supervisor. Follow your site plans until you are able to actually speak with somebody to notify them of the emergency. Please do not leave a message in an emergency situation. If all else fails, call the front desk at Red Arrow, state you have an emergency & need to speak to a member of the Leadership Team immediately.

Emergency Contacts

Red Arrow Front Desk	608-275-6740
Maintenance/Facilities – Brian Wiltzius	608-225-0988
Patty Lofquist	608-228-0472
Luann Williams	608-695-4453
Jen Bailey	608-566-4154

Transportation Services, Transporting Food, Agency Van/Bus Repair Oversight

Field trips, Family Fun Nights, and other events require a 2-week notice for all programs and staff

John Corcoran, Transportation Manager
(608) 381-8560 – cell phone
jcorcoran@reachdane.org
vans@reachdane.org

Food Services, Food Orders, Baby Formula, Kitchen Supplies, Dish, Laundry, & Hand Soap

Field trips, Family Fun Nights, and other events require a 2-week notice for all programs and staff

Kathy Robinson, Food Services Manager
(608) 275-3700 – desk phone
(608) 695-8688 – cell phone
(608) 298-2588 - fax
krobinson@reachdane.org

Maintenance/Repairs, HVAC, Fire Alarms, Security Systems, Kitchen Equipment, Lawn Maintenance, Snow Removal, Janitorial, Grease Trap, Waste Management, Pest Control, Contracted Floor Mats Event Set Up (RA only) – 48-hour notice minimum

Always call for emergencies. Requests should come from site supervisors. Larger requests require additional approvals. Send all requests to the email address noted below. **Safety and Compliance issues are served first.**

Brian Wiltzius, Maintenance Manager
(608) 225-0988 – cell phone
maintenance@reachdane.org

Administrative Work Orders (up to 1 week turnaround), Supply Requests, Purchasing (we order 2x a month) Diapers, Translations (two-week turnaround), Facility Use (RA only), Cell Phones, Phone Issues, Consumables, Forms, Talk Techs, AV Check-out, RA Van Check-out.

Carlos Hernandez Perez, Administrative Manager
(608) 716-9224 – cell phone
(608) 275-6756 – fax
purchasing@reachdane.org
adminsUPPORT@reachdane.org

Technology - Login, Email, Servers, Internet, Printers, Workstations/Set up Computers, Laptops, Software, and other Computer Equipment - Send all requests to the email address noted below.

Charles M. Bridwell, CFO
(608) 212-4249 – cell phone
cbridwell@reachdane.org

Social Media Posts, Community Event Planning, Graphic Design, Website Management -

Send all requests to the email address noted below.

Aja Shumate, Marketing, Social Media & Marketing Manager
(608) 957-1516 – cell phone
marketing@reachdane.org