

# CRISIS RESPONSE IN THE WORKPLACE

Shifting Sand

# LOVE OVERWHELMING

COWLITZ COUNTY

**CHUCK HENDRICKSON**

EXECUTIVE DIRECTOR

**CALEB LUTHER**

PROGRAM COORDINATOR

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# 3 TYPES OF CRISES

➤ **AGENCY**

➤ **STAFF**

➤ **CLIENTS**

# Definition of CRISIS

*plural crises*

**1a** : the turning point for better or worse in an acute disease or fever

**1b** : a paroxysmal attack of pain, distress, or disordered function

**1c** : an emotionally significant event or radical change of status in a person's life

Crisis Definition

# AGENCY CRISIS

- 1) What types of Crises has your agency encountered?**
- 2) How were you able to cope with the crises?**
- 3) What did you learn from the crises?**
- 4) Were you able to view the crises as an OTL?**

**OTL=Opportunity To Learn**

SHELTER

# Chuck Hendrickson is loved by some, hated by others

Lauren Kronebusch lkronebusch@tdn.com Sep 5, 2015 0



Bill Wagner, The Daily News

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Love Overwhelming Director Chuck Hendrickson, right, listens as resident Kellye Bailey talks about how she's handling current challenges.

HOMELESS

# No closure for Love Overwhelming, but trial looming

Brooks Johnson [bjohnson@tdn.com](mailto:bjohnson@tdn.com) Jul 9, 2015  0



Brooks Johnson, The Daily News

Love Overwhelming Executive Director Chuck Hendrickson listens as attorney Lisa Waldvogel defends the shelter's existing and proposed policies in a packed courtroom Thursday afternoon.

# AGENCY CRISES

- 1) What types of Crises has your agency encountered?**
- 2) How did you cope with the crises?**
- 3) What did you learn from the crises?**
- 4) Are you able to view crisis as an OTL?**

**OTL=Opportunity To Learn**



# STAFF CRISES

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# STAFF CRISES

- 1) What types of crises have you encountered?
- 2) How did you cope with the crises?
- 3) What did you learn from the crises?
- 4) Are you able to view crisis as an OTL?

**OTL=Opportunity To Learn**



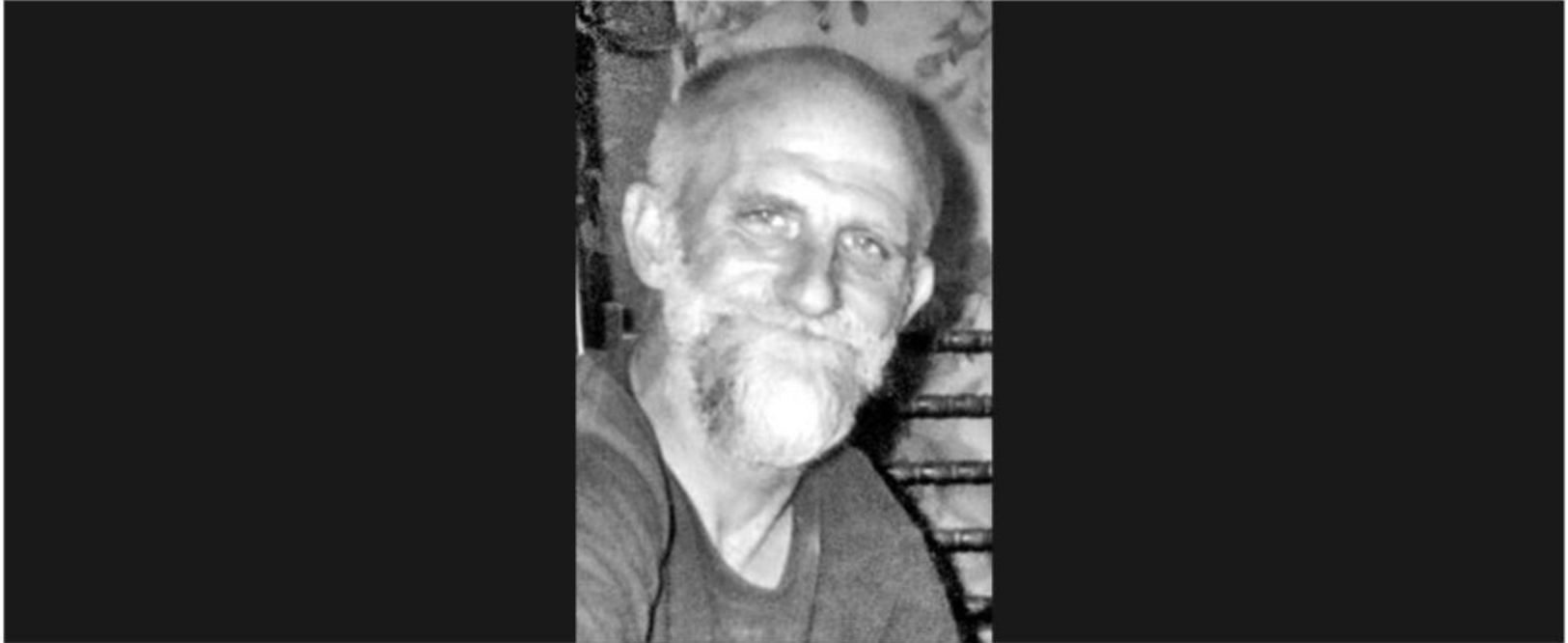
# CLIENT CRISES

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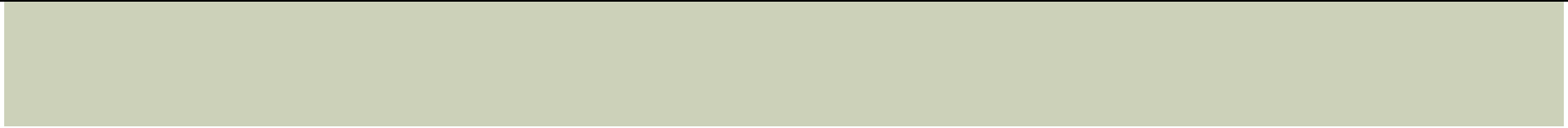
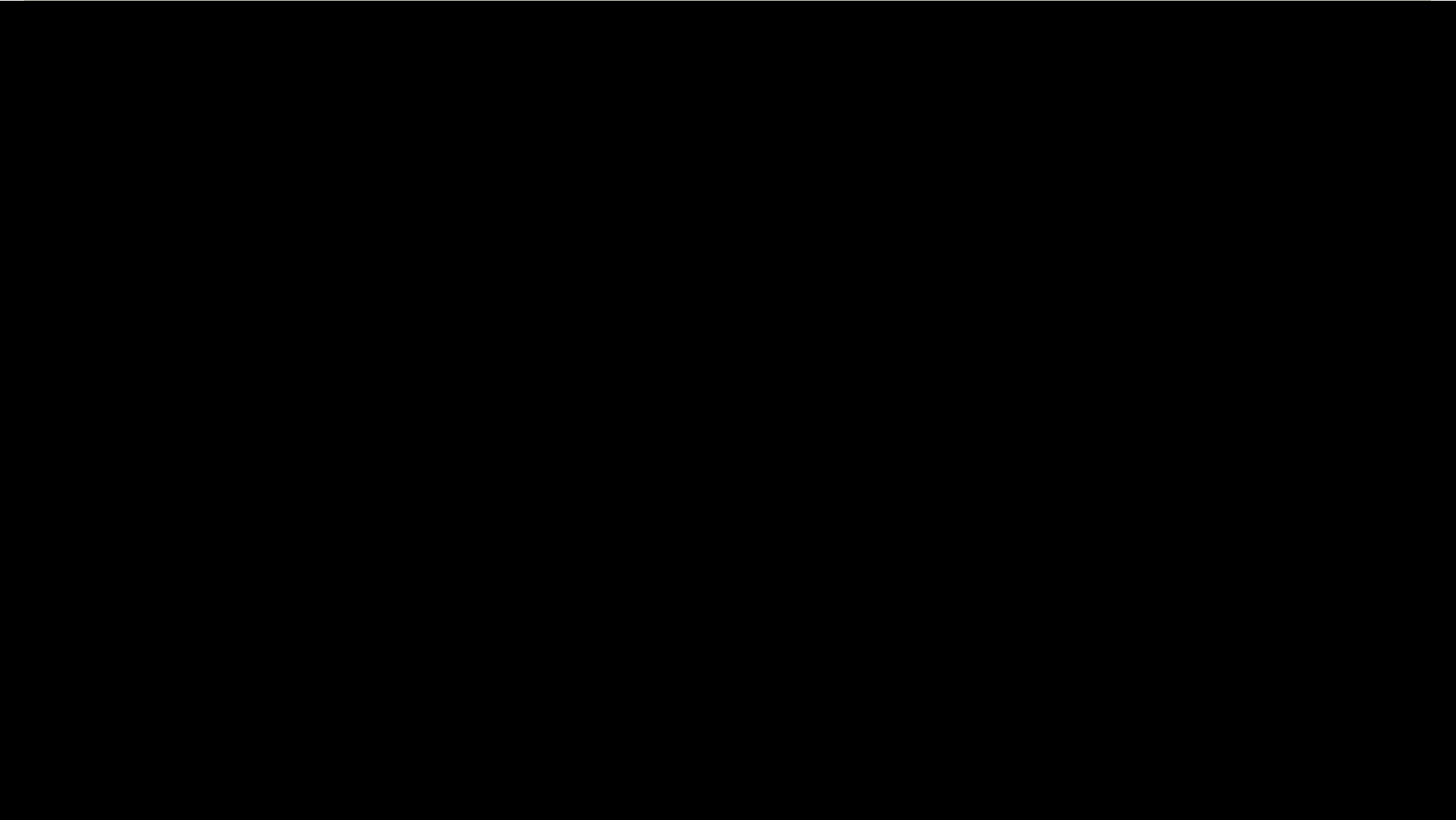


# David L. Williams

Mar 3, 2015  0



Lifelong local resident David L. Williams, 51, of Longview passed away Feb. 23, 2015, at the Hospice Care Center.



VIGIL

# Man presumed drowned honored by those he met at shelter

Tom Paulu [tpaulu@tdn.com](mailto:tpaulu@tdn.com) Feb 29, 2016 0



Roger Werth, The Daily News

Gina McConnell-Otten tosses a flower Monday off the Allen Street Bridge in memory of their homeless friend John Neubauer, who drowned there last week. Next to her is Betsy Sully.

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Police: 1 dead in shooting involving

WA Lottery





Bill Wagner photos, The Daily News

Love Overwhelming's Chuck Hendrickson and Shannon McLain, center right and right, field questions from the public and others from surrounding businesses during a walk-through of the 14th Avenue building that LO leased in early 2017.

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Bill Wagner, The Daily News

[Buy Now](#)

Love Overwhelming staffers and former residents pack up tents and belongings and head out to a new location after Kelso Police and Department of Corrections staff came to tell them they had to move from their People City location where they pitched tents at the County Administration building in Kelso. They were given time to pack and move in an orderly way.



➤ ***FACE the crisis***

➤ ***Hold to your MISSION***

➤ ***Be TRAUMA INFORMED  
with staff***

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