



A CCCHAPS RESOURCE

The First 24 Hours Set the Tone for Months.

A practical checklist for the first 24 hours and the weeks that follow.

Sudden loss, on-site incidents, accidents, layoffs, and leadership transitions all carry the same risk: a transactional response that lands as cold. This checklist outlines what to have ready before you need it — and what a humane response looks like in practice.

ON-SITE

Across California

VIRTUAL

Nationwide

HYBRID

Built around your team

Serving organizations across California.
Nationwide virtual support available.



Seven moves for the first 24 hours.

Practical, executive-friendly notes.

- **Decide who speaks, in writing, before the moment.**

When a critical incident happens, the answer to 'who communicates what, to whom, and when' should already exist on paper. Not improvised.

- **Tell people something true within hours.**

Silence breeds the worst rumors. A short, accurate, human note from leadership beats a polished statement that arrives 36 hours late.

- **Make space, don't schedule a debrief.**

Forced group processing often does more harm than good. Open optional space — and a chaplain or trained presence — instead.

- **Reach the people closest to the incident first.**

Direct teammates, witnesses, and shift colleagues need a one-to-one check-in before any all-hands message.

- **Protect routines on purpose.**

Cancel the metrics review. Move the launch. Routines that demand performance in the first 48 hours add cost without value.

- **Offer non-clinical support and clinical care, separately.**

A chaplain can sit with someone today. A clinician matters for what comes next. Make both visible; let people choose what fits.

- **Plan the 30-day, 60-day, and 90-day check-in now.**

Most organizational care evaporates after week two. The check-ins that matter most are the ones nobody is expecting.

Crisis response isn't about having the perfect words. It's about being present, honest, and human — early, and again later, when most people have moved on.

BEGIN A CONVERSATION

Schedule a confidential consultation.

A 20-minute exploratory call. Confidential. Never a pitch.

ccchaps.com/request-consultation