



A CCCHAPS RESOURCE

Crisis Response Planning Checklist.

A practical preparedness checklist for HR leaders and executive teams.

Most organizations only think about crisis response after one happens. This checklist is the version you complete now — while no one is in crisis — so the response, when it comes, feels human rather than transactional. Use it as a working document for HR, leadership, and communications partners.

ON-SITE

Across California

VIRTUAL

Nationwide

HYBRID

Built around your team

Serving organizations across California.
Nationwide virtual support available.



Eight items to have in place before you need them.

Practical, executive-friendly notes.

- **A single internal point of contact, named.**

When a sudden loss, on-site incident, or layoff hits, ambiguity costs hours. Designate one HR or leadership owner for coordination — and a documented backup if they're unavailable.

- **A pre-approved internal communication template.**

A short, human, leader-signed note. Drafted now, blank in the right places. The goal is hours, not days, between the event and the first acknowledgment.

- **A written confidentiality and disclosure policy.**

What information leadership shares, what stays private, and how names and details are protected. Decide once, in calm. Don't improvise during the event.

- **A list of people to reach one-to-one, first.**

Direct teammates, witnesses, shift colleagues, and close mentors. Personal outreach precedes any all-hands message. Map this by team and location before you need it.

- **A non-clinical support option ready on day one.**

A chaplain or trained presence employees can sit with the same day. On-site, virtual, or hybrid — whatever the team needs. Build this relationship before the moment of crisis.

- **A clinical referral pathway, separately.**

Therapy, counseling, EAP — kept distinct from non-clinical care, and visible to anyone who wants it. Both options matter; conflating them confuses people in shock.

- **Schedule and routine adjustments, pre-decided.**

Decide ahead which routines flex on day one — metrics reviews, launches, performance check-ins. Performance demands in the first 48 hours add cost without value.

- **30-, 60-, and 90-day check-ins on the calendar.**

Workplace care evaporates after week two. Schedule the follow-up check-ins now — quietly recurring, low-pressure, and led by someone trained to listen.

The best crisis response isn't a perfect plan executed flawlessly. It's a calm, prepared, human one — built before anyone needed it.