



Bridge Chat Overview and Importance

Recommendations from the 2021 Independent Review Commission on Sexual Assault in the Military directed all services to implement the "No Wrong Door" principle to care; a person-centered approach to ensure all individuals seeking care and support from an organization will not be turned away. The CTC Approach is the process of sharing information and/or referral of care between two or more service providers with the goal of ensuring connection to appropriate services.

BG Debra A. Lovette, AF Director of Integrated Resilience

Chat Reminders

- ▶ **Based on feedback from the field:** August 2019 resilience tactical pause feedback told us that our teammates overwhelmingly want continued, sustained and consistent opportunities to talk with their leaders.
- ▶ **Leaders have flexibility.** HQ ACC provides the topic, but the timing, delivery, and discussion questions are at the commander's discretion.
- ▶ **Cohesive teams built on trust and synergy are more effective**
Above all else...
Demonstrate respect for human dignity

Connect to Care

Bridge Chat Purpose: Create cohesive, high-performing teams that foster trust and connection through flexible and consistent small group discussions; in direct response to overwhelming feedback from the CSAF 21's Resilience Tactical Pause.

Getting the Conversation Started

VIDEO: "The Big Picture," reminds us that taking care of our people is a team sport, and all of our responsibility.

<https://www.dvidshub.net/video/674516/helping-agencies-psa-series-big-picture> (2:02)

"Each one of us has the responsibility to foster a healthy climate by connecting with our fellow Airmen and their families, leading by example, providing guidance, and knowing what resources exist. Familiarize yourself with the Spectrum of Resilience, seek out the help you need at any level, and be a support, help, or bridge for others."

-General Charles Q Brown, Jr, CSAF and Chief JoAnne Bass, CMSAF

Related Resources

The Bridge is a one-stop resource of resilience tools and information for Airmen, Guardians and families. <https://www.acc.af.mil/About-Us/The-Bridge>

The following documents are located on The Bridge, under "Connect to Care & Resilience", and designed to provide additional information on available service providers.

- ▶ Thriving Spouses
- ▶ Connect to Care Service Provider Matrix - Connecting Care Concern to Service Provider
- ▶ Spectrum of Resilience
- ▶ Service Provider Fact Sheets - The Connect to Care Approach

"Regard your soldiers as your children, and they will follow you into the deepest valleys. Look on them as your own beloved sons, and they will stand by you even unto death."

- Sun Tzu, The Art of War

Suggested Discussion Questions ▶

1. List some service providers that you are aware of and some of the services that they offer.
2. Who is responsible for knowing what the different service providers do? Why?
3. What are the most effective ways of informing the Total Force and families about services available to them?
4. If a teammate expressed concerns about a personal relationship that they were involved in, what would you do? Who might you refer them to for help?
5. What barriers exist to getting the care needed?
6. How could Connect to Care address these barriers?



"No one is useless who lightens the burdens of others." - Charles Dickens