

Letter 478  
**Overcoming Verbal Bullying**  
2016-06-04

Dear Dan,

**Wednesday, 1 June 2016, 6AM.**

This last Monday evening, which was Memorial Day, I went to work per my usual schedule, except that the area which I clean, and most of the rest of the hospital, was on a Holiday schedule. This means that on this day, where there are usually three Environmental Service Operators (ESOs) assigned to In-Patient Surgery (IPS), there were only two; me and another worker.

On observed holidays the surgical suites are typically not in use for any scheduled cases. Usually only emergent cases arrive, and not very many at that. So it is actually rather quiet on a holiday schedule on third shift. Few operating rooms are used at all during the day. This allows for the two IPS ESOs on site to clean other additional areas that are also used on a limited basis, thereby giving two other ESOs the night off, in addition to the other IPS ESO.

Generally speaking, Executive Leadership, Management, and Supervision have holidays off as well. Any special instructions that may be needed during the holiday work cycle are typically relayed through the ESO Designated Leader during the Holiday.

Lately though, (P10), the Night Supervisor, has taken to holding a short impromptu meeting the Friday night before a three day weekend with myself and whoever else will be working that holiday in IPS. Nothing really new is discussed, since I and my two other IPS co-workers have been servicing these same areas on a holiday schedule for many years.

So I was sort of surprised when (P10) didn't show on the Friday night before the Memorial Day weekend. I figured that (P10) had finally come to his senses and realized that we actually knew what we were doing, and could trust us to get the job done with little or no immediate oversight.

This gave me no small comfort. (P10) can at times be rather pejorative in his tone and choice of words, and at the last "pre-holiday" meeting I had with him he referred to my co-worker and myself as "you kids". I am virtually the same age as he is, so I hardly qualify as a "kid" in his presence. And my co-worker who was standing next to me is an adult and well tenured at (G6). Usually a gutter-snipe like this comes from the voice of insecurity, and is a way for one to exert authority, or "lord-it" over, another\*. It is actually a form of verbal bullying. When a spiritual component is added, this kind of "hate-speech" qualifies as a "flame of fire from hell", requiring the Shield of Faith to quench. So I was quite relieved Friday that I did not have to endure the presumed lack of proficiency and demonic pejorative name calling coming from a "channeled" source.

On Monday as I was driving to work I began to reflect on what had not happened on Friday. I began to feel very relieved and relaxed, since to my mind the likelihood of being verbally

abused by my immediate supervisor was virtually non-existent.

I got to work and, after I changed into my scrubs and got my tools and equipment together for the night, I went downstairs to clock in. But to my surprise there was (P10) standing by the time-clock.

There is about a thirty foot walk from the elevator to the time-clock, so in the time it takes one to walk from one to the other, either party has time to begin to formulate just what kind of verbal greeting will come out of one's mouth.

My boilerplate greeting continues to be "Happy \_\_\_\_\_day", and then I will work from there if the person I am greeting demands more than that.

As walked toward the time clock, (P10) beat me to the punch by greeting me with my formal birth name, (RCT)\*\*. Coincidentally the other worker assigned to IPS just a few steps behind me, and as we got closer (P10) started to refer to us as "kids", and to lecture us with information of what was expected of us for the Holiday; things that we both already knew.

(P10) began saying these things just as I was passing him to take the few remaining steps to get to the time clock. And as I began the short process of clocking in, these words came out of my mouth:

"FIRST OF ALL, WE'RE NOT YOUR KIDS, AND SECOND OF ALL,  
WE KNOW WHAT WE'RE DOING".

In response to my words, (P10) said that he didn't mean it "that way", and I could tell that he was getting the message that I was not happy with his verbal treatment of me and my co-worker. After that we parted company, and I went to my work area.

For the better of the night I pondered what had transpired. I will most likely spend the rest of my tenure at (G6) finding out.

\*Something similar to this happened between me and a Church elder. See Letter 429 Volume 5-15.

\*\*Earlier in my tenure at (G6), (P10) started to alternatively call me by my nickname, (Romanus), and my formal name, (RCT). He did this a few times rather hesitantly, and asked me more than once if it was OK for him to call me (RCT). I said it was fine, and I didn't mind. What he didn't know was that I knew that when he used my formal name, it was one of his angels speaking to me. When he used my nick-name, it was (P10) speaking, and when he said something derogatory, it was being channeled from Hell.

Blessings...

R. C. Theophilus