

The Bug letter

A man who was on a business trip stayed in a hotel that had a bug problem. There were bugs all over his room.

He complained about this to management and later wrote a letter of complaint to the main office of the hotel chain.

Sometime later, he received a letter signed by the president of the company, who said: "We are humiliated that a man of your integrity, a man of your reputation, a man of your importance in the community should have had this experience in one of our hotels. We are deeply sorry."

This made the businessman feel somewhat better about the situation until, as he was folding the letter to put it away, he noticed a little piece of paper at the bottom of the envelope – obviously not supposed to have been included.

It was in the president's handwriting, and it read: "Send this guy the 'bug letter.'"

Unfortunately, this is sometimes the way people get treated. They are sent the "bug letter," the form letter.

The old clichés are handed out. People are asked: "How are you?" when the questioner doesn't really care. Or "Have a nice day," or "I'm sorry," when the one asking couldn't care less.

Our Lord said we should be compassionate. And that's the careers we have chosen in Life Care and Century Park. We operate businesses, to be sure. But we must truly care about others.



Each day, we come into contact with people who will have one thing in common: they're struggling with something. They will tell us about loved ones who are sick, loved ones who have died, loved ones who have problems. They will share with us their sufferings, their heartaches, their fears.

When those conversations occur in our buildings, we must find the right balance between listening and showing concern and not neglecting our responsibilities.

Let us not send people the "bug letter." Let us listen carefully and mean it when we say we care. Jesus never sent anyone a "bug letter." Neither should we.

Therefore, as God's chosen people, holy and dearly loved, clothe yourselves with compassion, kindness, humility, gentleness and patience (Colossians 3:12 NIV).