Across
3. Listening is the most important and most _______ of all the
   skills needed to help patients and families.
5. Volunteers provide ____________ to our patients.
9. Communication includes ____________, speaking, eye contact
   and body language.
11. Contact Volunteer Coordinator whenever you are unable to
    _______ patient.
12. Communication may be affected by _______.
13. _______ talking about what someone else told you in confidence.
17. Do not _______ or criticize someone if you do not agree or
    approve of his/her actions.
18. One of the ways to treat patients with dignity is to use their name
    and not endearments such as _______.
19. ____________, is a mutual responsibility.
20. Hospice is a _______________ ________.

Down
1. Hospice care is ________________.
2. Talk with the ____________ whenever you have any concerns, questions, suggestions and ideas.
4. When talking with patients, ask yourself, “What is my ____
    communicating?”
6. Do not include another _______ in the volunteer note.
7. Each patient should be treated ____________. Volunteers
    should caution against becoming routine in their patient visits.
8. Look for ways to validate patient’s ____________.
10. Complete volunteer notes are in ____________ ink.
14. _______ is a powerful form of nonverbal communication.
15. Volunteers give their ____________ to support our patients.
16. Volunteer notes should be submitted to office within ______ days.