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.