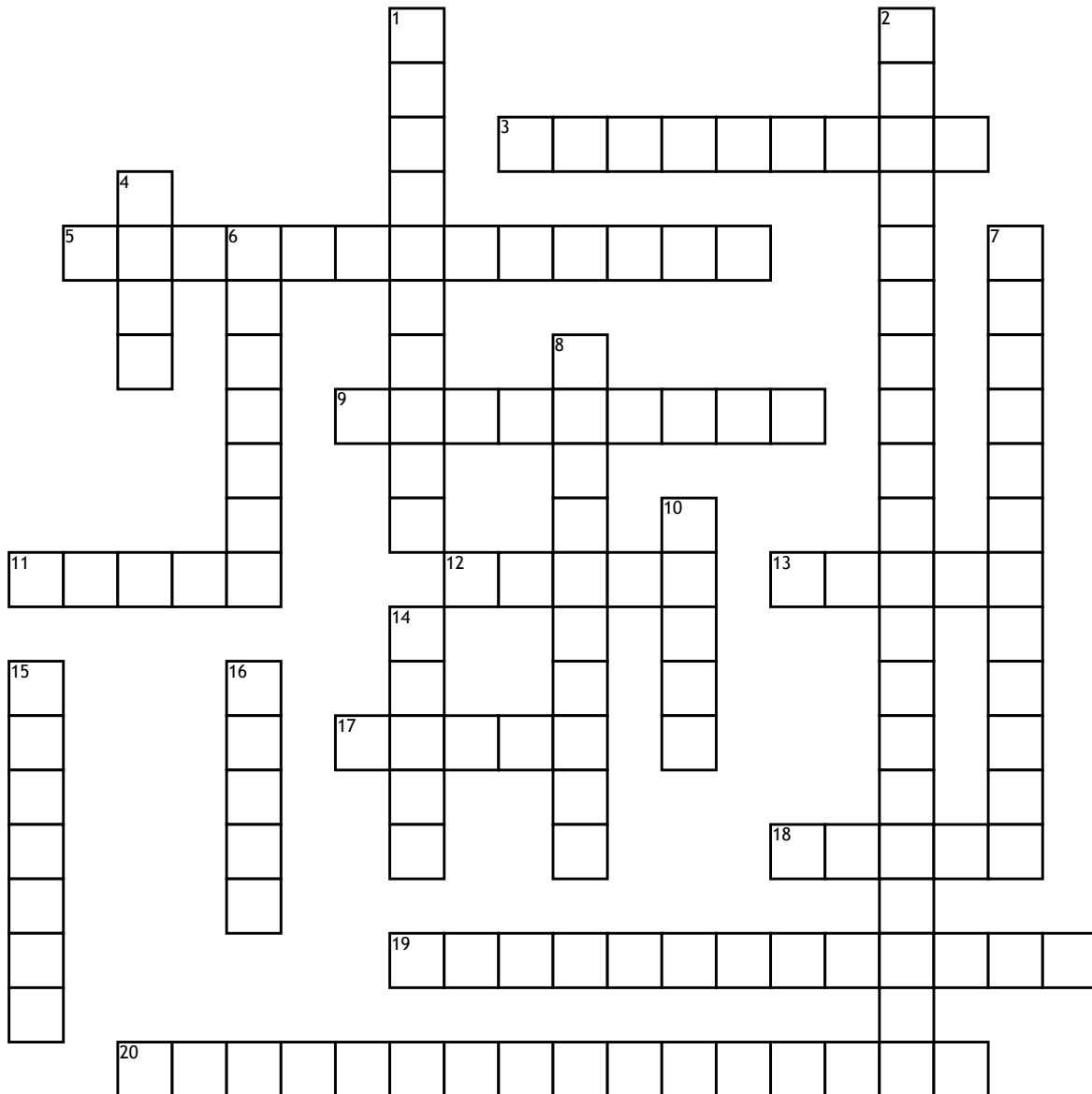


ProCare Hospice



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.