

Excellence & Empathy,
EVERY DAY.



2023 IMPACT REPORT

TO OUR SHAREHOLDERS



As we embark on a new year, our 40th Anniversary, I am reminded of the invaluable partnership we share with our community, each member an integral part of The Hospice of Baton Rouge family. Your unwavering support propels us forward, enabling us to expand our services and uphold our commitment to delivering unparalleled hospice care. Reflecting on the past year fills us with gratitude for your continued involvement and support, and we look forward to the opportunities and challenges the year ahead may bring. Together, we will continue to make a meaningful impact on our organization and the lives we touch.

Catrina

OUR MISSION

Our mission is to ensure that our community has access to excellent and compassionate end-of-life care and grief support. Our vision is to educate and serve our community on serious illness, hospice, and the grieving process. Compassion is our core, and community is our motivation. We strive for excellence and empathy, every day.

SERVICE AREA BY PARISH

**East Baton Rouge • West Baton Rouge
East Feliciana • West Feliciana
Ascension • Livingston • Pointe Coupee
Iberville • Tangipahoa • St. Helena • St. James
St John the Baptist • Assumption**

PATIENT CARE

A Holistic Approach to Care

For more than 40 years, The Hospice of Baton Rouge's focus on excellent patient care has been guided by individual plans of care developed by an interdisciplinary team of physicians, nurses, social workers, chaplains, aides and volunteers. This dedicated and empathetic healthcare team provides routine home care, inpatient care, respite, and continuous care for all patients in our community.



Palliative Care

Care focused on providing relief from the symptoms of serious illness with a goal to improve the quality of life for both the patient and family.

The Butterfly Wing

First inpatient unit in Baton Rouge, meeting medical, emotional, social, and spiritual needs of patients in need of full-time care.



We Honor Veterans

The Hospice of Baton Rouge is on a mission to serve those who have served their country. America's Veterans often carry experiences that present unique challenges at the end-of-life. We Honor Veterans®, a program of the National Hospice and Palliative Care Organization and the Department of Veterans Affairs, is designed to empower hospice professionals to meet the special needs of dying veterans. 115 Veterans pinned during our We Honor Veterans pinning ceremonies



Pet Peace of Mind

Because of the respect demonstrated by The Hospice of Baton Rouge for the human animal bond, we have received a grant from Pet Peace of Mind® to help defray the costs associated with pet care and to help relieve some of the stress associated with providing daily pet care needs during the patient's end-of-life journey. This service is offered only to non-profit hospice agencies, such as The Hospice of Baton Rouge. 35 pets cared for rehomed through our Pet Peace of Mind program.



Camp Conquer

Providing grief support services that include pet therapy, arts and crafts, sports, games, and group therapy sessions, our ongoing seasonal bereavement camps have become a reality for children in Baton Rouge. 194 children served through our Camp Conquer program.



PATIENT PROGRAMS

The Hospice of Baton Rouge offers free patient care programs that fulfill its mission to provide patients end-of-life care with dignity and respect. These unique programs are meant to support caregivers and patients that are veterans, pet owners, or looking to plan ahead.

YEAR IN REVIEW

5,687

VOLUNTEER
HOURS

2,849

BEREAVEMENT
VISITS
and calls made

8,429

SPIRITUAL VISITS
made serving 21 various
denominations

85,088

LPN, RN, and CNA
visits made in 2023

\$495,096

CARE for
non-funded patients

896

INDIVIDUALS
SERVED

through childrens'
grief camps and adult
supportive services

WHERE
MISSION
MEETS
MOMENTS

8,523

Social Work Visits
made in 2022

EACH HEART
REPRESENTS ONE OF THE

1,471

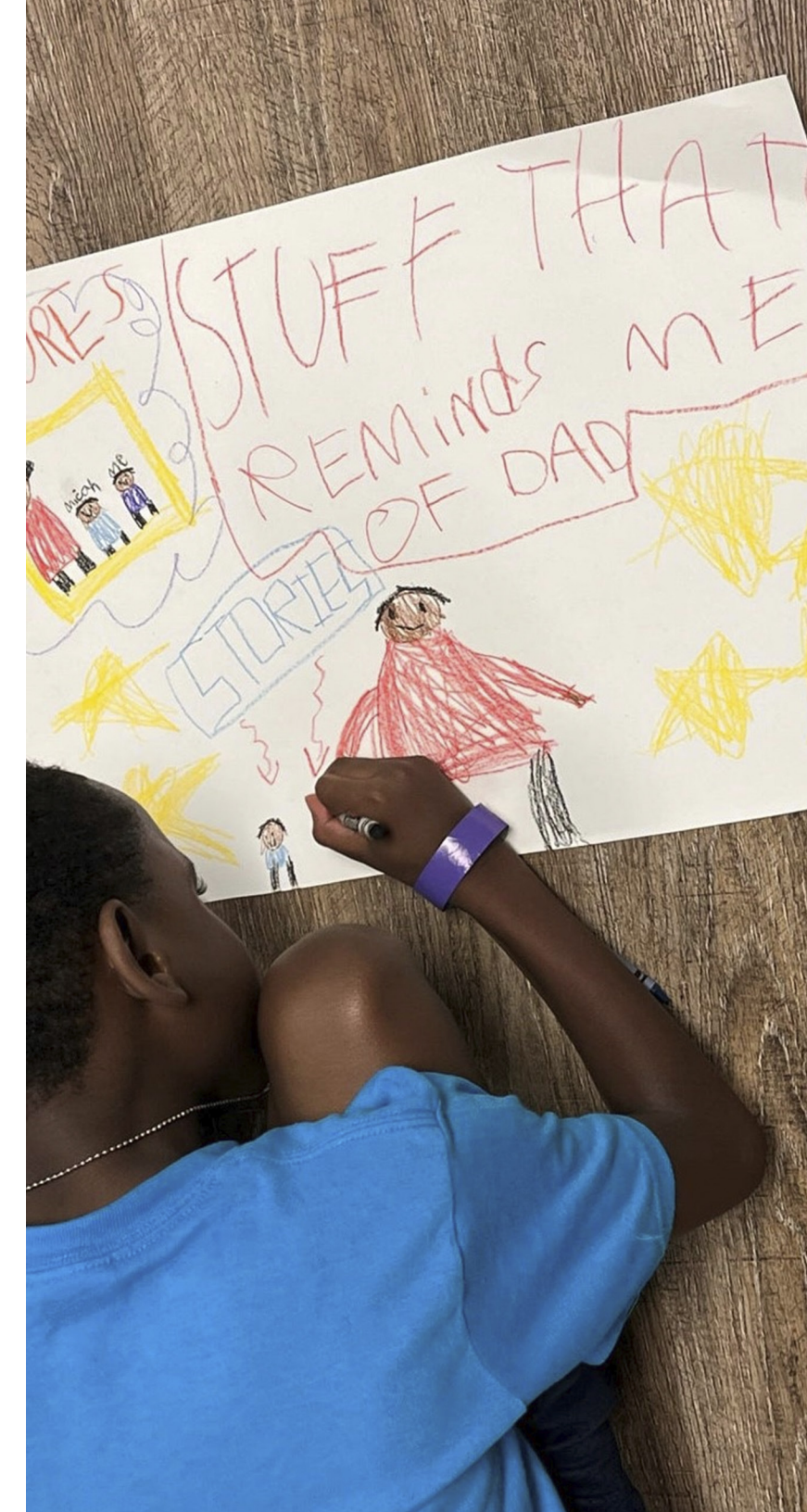
PATIENTS
SERVED

CAMP CONQUER

HOPE FOR HEALING

The Hospice of Baton Rouge has long been dedicated to providing compassionate end-of-life care to those with terminal illnesses, offering support not just to patients, but to their families as well. Through our Grief Services Programs, we walk alongside families for 13 months following the passing of a loved one, offering comfort and guidance during a difficult time. The Retreat at Quarters Lake will continue our efforts to provide a comprehensive range of grief services tailored to meet the diverse needs of our community. From specialized support groups for teens and adults to innovative therapeutic modalities like Yoga Therapy, Meditation Therapy, and Equestrian Therapy, our goal is to provide every individual with the tools and resources they need to find healing and solace. The Retreat at Quarters Lake will serve as the permanent home for Camp Conquer, our renowned children's traumatic grief and loss program. Camp Conquer is a week-long day camp offered for children ages 6-16 who have experienced loss. The camp teaches children how to identify, express, and, most importantly, conquer their emotions through activities that take them through the grief process. In 2023, we experienced a surge in attendance with record numbers of children participating in our program. With the exciting move to The Retreat at Quarters Lake, we are poised for further expansion and growth. This new location offers us ample space and resources to enhance our program offerings and accommodate even more children. We are thrilled about the opportunities that lie ahead and look forward to continuing to provide enriching experiences for all participants. This camp is free to the community thanks to donations from individuals and corporations.

452 Children served through Camp Conquer and grief support services in 2023



IMPACT OF A DREAM

As the CEO of The Hospice of Baton Rouge, we would not be where we are today without supporters and advocates like our very own Vera Olds, featured here. Vera began her journey with our non-profit agency in the early 90s and she served on the board of directors multiple times when the need arose. Vera has been a part of many pivotal decisions regarding policy, finance, and services that have ultimately changed the face of hospice and helped many families, patients, pets, and veterans over the span of 40 years. Vera has remained steadfast in her dedication to our organization's mission. She has been a trusted advisor and has made substantial personal contributions to our cause. Something that we have adopted here at The Hospice of Baton Rouge is not to say "no" but to figure out how we can say "yes". This mindset of helping, even if it is hard, comes from our roots and was established by people like Vera. Vera has played an important role in grief support for children, palliative care, and grief support for our staff by creating better policies and programs to better serve our own. And now, she has again committed to our newest campaign, Hope for Healing. This project will build an all-inclusive grief center in the heart of Baton Rouge where it will provide a safe space for those who are grieving.

In my nearly 10 years of service with this truly amazing organization, not a day goes by that I don't feel grateful for the work of so many community-minded individuals that have had a hand in our extensive history.

They invested their time and resources in something that mattered to them and their story continues to be told. That story lives on in the faces of children who have been affected by grief and found aid through Camp Conquer; and in patients who have received palliative care services in their homes when they needed extra care and support. That story continues to be told in the final days of our loved ones, who, because of these brave and faithful pioneers, can die in their homes surrounded by loved ones. It is a reminder that this is OUR hospice, yours and mine. It belongs to us. The love and care given by so many; volunteers, patients, caregivers, donors, educators, medical professionals, and board members since 1984 is the lifeline of The Hospice Foundation. The idea that we exist to serve the community has never wavered and with the building of the new grief center - the Retreat at Quarters Lake - that idea is thriving.

Many people serve on nonprofit boards year after year and wonder what they have contributed and if they made a difference. They question the impact of that service and the value of their time and funds spent. Well, if you have played even the smallest role in The Hospice of Baton Rouge, let me put your mind at ease. You, dear friend, have changed the lives of so many in this community for the better and the dreams of those early days remain at the forefront. We look forward to the next 40 years of caring for you, Baton Rouge.

- Catherine Schendel, CEO



Vera Olds, lifetime supporter, and Susie her loyal companion.



As we celebrate our 40th anniversary in 2024, we reflect on four decades of unwavering commitment to providing exceptional patient care, palliative and hospice services, and grief support programs. Since our inception in 1984, we have been dedicated to ensuring compassionate end-of-life care for individuals and families in our community. Over the years, we have innovated, enhanced, and expanded our services and programs to meet the evolving needs of our patients and their loved ones. In addition to our commitment to traditional care methods, we have consistently demonstrated an innovative approach to meeting the community's needs with the creation of the first in-patient care unit, The Butterfly Wing, Camp Conquer for children facing grief, the Apothecare Pharmacy, and opening this winter, The Retreat at Quarters Lake, a grief campus free to the community. As a non-profit hospice, the organization has returned millions of dollars back to the community in care and support for those without means. Vision, innovation, and a driven desire to provide for the needs of the community have created an extremely dynamic hospice organization. We continually strive to push boundaries and set new standards of excellence in end-of-life care. As we embark on this significant milestone year, we remain steadfast in our mission to provide comfort, dignity, and support to those navigating their end-of-life journeys.

1984
Establishment of The Hospice Foundation of Greater Baton Rouge by Mr. Don Berlin, Dr. David Lion, and Dr. David Kahn.

1989
Pediatric Care Services are initiated for terminally ill children.

2005
The Hospice of Baton Rouge opens **The Butterfly Wing**, the first in-patient unit in the area.

2007
Acquisition of land for what will later become The Retreat at Quarters Lake.

2010
Relocation of The Butterfly Wing to Baton Rouge General: Midcity.

2016
Initiation of the **Palliative Care of Baton Rouge** Program.

2017
Initiation of **Camp Conquer**, supporting children affected by the Great Flood of 2016.

2018
The launch of **Apothecare Pharmacy**.

2019
1st **Palliative Care Conference** held in Baton Rouge.
Apothecare Pharmacy begins **Prescription Services** for patients.

2023
Founding of **Louisiana Medical Equipment**.
Groundbreaking for The Retreat at Quarters Lake.
Initiation of **The Spritz** benefiting The Retreat at Quarters Lake.

2024
The **Retreat at Quarters Lake** set to open in September.



HOPE HAS A HOME

CONSTRUCTION HAS BEGUN ON THE RETREAT AT QUARTERS LAKE

We are delighted to announce that construction has begun on The Retreat at Quarters Lake, marking the official commencement on August 14, 2023. The realization of this project has been made possible through your steadfast support. We eagerly look forward to extending a warm welcome to the Baton Rouge Community—a collective effort in which you have played a pivotal role. We extend our heartfelt gratitude for your invaluable contributions towards transforming this vision into a tangible reality.



The construction of The Retreat of Quarters Lake is underway and is slated to be complete in late 2024.

The Retreat at Quarters Lake will be located off Essen Lane in Baton Rouge.

VOLUNTEER OPPORTUNITIES

Our volunteers are an integral part of the hospice program and without their dedication and support, The Hospice of Baton Rouge could not thrive. Volunteers provide a wide range of services including, but not limited to, administrative tasks, bereavement support, and patient companionship. Being a hospice volunteer is unique and can be an extremely rewarding experience. Some volunteers may go on grocery or errand runs for the family, watch movies with them, and take them outside for fresh air. Simple little acts of kindness can make a patient and their family's hospice experience special. To learn more about our volunteer opportunities visit us at hospicebr.org

DONATE TODAY

AND CONTINUE TO SUPPORT YOUR COMMUNITY HOSPICE.

Scan the code to see how you can help The Hospice of Baton Rouge continue to care for our community.



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hospicebr.org

