



SUSAN PONDER-STANSEL
PRESIDENT AND CHIEF EXECUTIVE OFFICER

Susan began her career with Community Hospice (then known as Hospice of Northeast Florida) as a volunteer clinical social worker for the nonprofit's new St. Augustine office in 1985, having just earned a master's degree in social work from Florida State University. She became the organization's first staff social worker in 1986.

Prior to joining Community Hospice, Susan worked in the fields of aging services, developing and monitoring home and community-based programs to serve the frail elderly, and in medical social work in the hospital, nursing home, and homecare settings.

She was named Executive Director of Hospice of Northeast Florida in 1988 and was named president and CEO of Community Hospice of Northeast Florida in April 1991. During her tenure, Community Hospice has grown from serving 60 patients a day with a staff of 35 to one of the largest independent hospice programs in the United States as an organization of 1,000 full- and part-time employees as well as 1,200 volunteers serving approximately 1,300 patients each day, operating eight inpatient facilities and multiple administrative offices, as well as a palliative care program, pharmacy, and durable medical equipment company, serving patients with advanced illness in a sixteen county Northeast Florida region.

Susan is a member of the Academy of Certified Social Workers (ACSW), a Qualified Clinical Social Worker (QCSW) and a board-certified Licensed Clinical Social Worker in the State of Florida. She also holds certification as an Advanced Certified Hospice Executive (ACHE). In 2012, she was awarded Social Worker of the Year by the North Florida regional unit of the National Association of Social Workers (NASW). She was an EVE Finalist in the employment category, named a Woman of Influence by the *Jacksonville Business Journal*, has been repeatedly named one of the most influential people in healthcare in Northeast Florida by *Jacksonville Magazine*, and received multiple honors for outstanding community service. She was selected as one of the outstanding women leaders in the Jacksonville Community by the Mayor and the

Jacksonville Women's Commission and is a member of the Jacksonville Women's Network. She was also named Community Woman of the Year for 2016 by Jacksonville University for her community leadership. Susan is the past president of the Florida Council on Aging, a 1,000-member statewide advocacy organization for older Floridians and past chair of the Board of Directors for the Health Planning Council of Northeast Florida. She also serves on the Board of Directors of the Florida Hospice & Palliative Care Association (FHPCA) and is a trustee on the Flagler Hospital Board. Susan is a member of the Hospice Board of the Washington-based National Association for Home Care & Hospice. She is a member of the Penney Retirement Community Board of Directors and also served on the St. Johns Volunteers! Board of Directors as chair. Susan also serves on the United Way of St. Johns County Board of Directors. Susan also participates on several other healthcare-related advisory boards in Florida, serves as a consultant in the hospice industry, teaches, writes and contributes to various publications on the topics of hospice care and end-of-life care on both a state and national basis.

Susan is a long-time resident of St. Augustine and her family still resides there. She has held various leadership and community service positions in St. Augustine, including serving as President of the Junior Service League during the time it was leading the restoration of the St. Augustine Lighthouse and establishing the Museum there. She is currently involved in the work of a group of community leaders who taking steps to make St. Augustine and St. Johns County an age-friendly community. She is the proud mother of Sarah Stansel, who is a 2016 graduate of Douglas Anderson School of the Arts in Jacksonville and who is now a student at LIM College in New York.