

## **Honoring Carol Reynolds**

Carol traces her strong ties to Saratoga Hospital to the wonderful care her son received more than a decade ago from the late Dr. Desmond DelGiacco and the rest of the care team.

It was spring 2011 when Carol brought her son to the Emergency Department and was told he'd need to be admitted to the ICU and placed in a medically induced coma. For 10 days, Carol and other family members took turns sitting, 24/7, by her son's bedside. Despite their fear and worry, they couldn't help but be impressed—and comforted—by the quality of care her son received and the kindness shown to the entire family.

Dr. DelGiacco was exceptional, and the nurses were skilled, attentive, and so compassionate. Everyone who came into her son's room—doctors, PAs, nurses, cleaning staff, and more—took the time to speak with the family and offer support. It was Eastertime so, as an expression of gratitude, Carol and her sister made baskets for the nurses. Once her son recovered, Carol continued to express her gratitude in countless acts of service and generosity.

She joined Saratoga Hospital Volunteer Guild later that year and has served in a variety of roles ever since. Carol has helped staff the front desk; worked on D3, in Same Day Surgery, and in the Gift Shoppe; and served a term as Guild president. But her favorite place, where you can find her three days a week, is where it all began: in the Emergency Department.

Carol's contributions as a Guild volunteer earned her a Service Star of the Month award several years ago. She was touched by the recognition and counts it among the many reasons Saratoga Hospital is outstanding. From the beginning, Carol has been struck by the positive culture and the kindness and appreciation staff members show to patients, their families, volunteers, and each other.

In keeping with her belief in giving back, Carol's career was one of service: 25 years as a high school English teacher, followed by a brief stint teaching master's level courses at Union College. A native of the Rochester area, she has lived in Saratoga Springs since 2000. She has three children, two of whom live in Saratoga Springs. Two of her four grandchildren live here as well. All, like Carol, have been raised to value education.

Carol also believes in paying it forward—at Saratoga Hospital and other local organizations, including LifeWorks Community Action. Her contributions to the Hospital include time, talent, and treasure. A longtime, generous donor, Carol has named Saratoga Hospital in her will and estate plan. Those planned gifts will continue her good works and help meet the health care needs of the Saratoga region for generations to come.





