

Proud to Serve is a semi-regular compilation of heroic stories about letter carriers in their communities. If you know about a hero in your branch, contact us as soon as possible at 202-662-2489 or at postalrecord@nalc.org. We'll follow up with you to obtain news clippings, photos or other information.

# Honoring heroic carriers

**H**eroism, like the mail, comes in many packages—think of police officers or firefighters. But for some citizens in need of assistance, their heroes come in the form of concerned letter carriers.

Letter carriers are members of nearly every community in this nation and know when something is wrong. Spotting fires and injuries, they often are the first to respond. The following stories document their heroism. For them, delivering for America is all in a day's work.

## Carrier puts out a fire and alerts residents

Roanoke, VA Branch 524 member **Ken Nguyen**, a carrier since 2016, was nearing the end of his route in March when he saw a child running frantically alongside his truck.

"I heard the kid screaming 'fire!' he said.

Nguyen looked around and spotted flames coming from a customer's home. "I knew it was two older people living there," he said.

He called 911 and then knocked on the door to alert the couple, who were completely unaware of the fire. After ensuring that they were safely out of the house, Nguyen grabbed a garden hose, pulled the hose inside the front door and put out the fire.



Ken Nguyen

The fire department arrived and Nguyen continued on his route—because he was back to the office on time, he didn't even mention the incident to supervisors. However, Nguyen's supervisors and fellow carriers learned of the incident the next day when the fire marshal came to the post office to commend Nguyen for his life-saving actions.

## Carrier protects customers from aggressive man

On May 2, Emerald Coast, FL Branch 4559 member **Richard Moller**, who has carried the mail since 1995, was driving a truck on his route when he spotted a customer he knew and waved at her.

"She frantically waved me down," he said.

The customer, Sara Cline, was on the phone with the police, but was so panicked that she could barely speak. She managed to tell Moller that a stranger, acting aggressively, had been chasing her.

Soon, some neighbors Moller also knew noticed the situation and came to help. Moller asked Cline to hand her phone to a neighbor so the neighbor could explain the situation to police, and the carrier got in his truck to drive around the block and see if the threatening man was still nearby.

"Sure enough, I saw the guy," he said.

The man was screaming at people on the street. When he saw Moller, the man yelled at him and threw a rock at Moller's truck.

Moller drove back to Cline and the neighbors and told them to watch out because the man was still nearby. With Cline safe with neighbors and the police on their way, Moller continued on his route.

The police arrived shortly, locating and arresting the man. Cline later sent a thank-you note to Moller. "When I saw you, I was on the verge of passing out from fear," she wrote. "I can't thank you enough for making sure I was safe."

Cline called him a "hero," but Moller said he doesn't feel like one. "You just do what you've got to do," Moller said. "I do get a kick out of making people happy; I can say that."

## Cries of help lead CCA to a fallen elderly woman



Bradley Woods

On a rainy, stormy February day, Selmer, TN Branch 4210 city carrier assistant **Bradley Woods** was in his truck delivering mail when he heard a cry for help.

He turned the truck off to hear better, and he heard the cry again. He spotted the source of the cries when an elderly woman lifted her hand from behind a nearby tree. Rushing over, Woods soon learned that the woman had gone outside without a coat to close the doors of her shed, which the storm had blown open—and had fallen.

After lying there for several hours, she was cold and wet. Woods helped her get up and get back inside her house. Fortunately, she did not need medical attention. The carrier checked in on her the next day, and she was healthy and in good spirits.

Things could have turned out differently—the temperatures dipped below freezing the night after Woods helped the woman get back in her home. "She was so nice and so grateful," Woods, who joined the Postal Service last year, said. "It made me feel good all day." **PR**