



2018

OF THE YEAR AWARDS

“Letter carriers regard what they do as more than a job—to them it’s a career in public service.

They take their work seriously as they provide Americans with the most affordable and efficient postal services anywhere,” NALC President Fredric Rolando said as he welcomed a large audience to the 2018 NALC Heroes of the Year Awards luncheon. “But their dedication to the people and the neighborhoods they serve goes beyond that. Every day, letter carriers help people who need help—sometimes at great personal risk.

“They do these things, again, not because they are supermen or superwomen,” Rolando said, “but because they know the neighborhoods they serve, they know when something’s not the way it should be. Because they’ve watched the families grow and the children grow up over the years, and they care about their well-being and they care about their safety.”

The Heroes event was held on Sept. 26 in Washington, DC. The annual ceremony highlighted the special acts of courage and compassion performed by 10 NALC members to improve—or save—lives along their routes.

Before presenting the awards, Rolando thanked the panel of independent judges who had reviewed the stories about heroic and humanitarian acts published in *The Postal Record* between July 2017 and June

2018. The judges were Richard Bow-ers, retired chief of the Fairfax County, VA, Department of Fire and Rescue; Christopher Godfrey, chairman and chief judge of the Employees’ Compensation Appeals Board at the U.S. Department of Labor; and Kelly Temple, director of labor engagement at United Way Worldwide.

Rolando also recognized several special guests who were on hand, including Postmaster General Megan Brennan; Postal Regulatory Commission Chairman Robert Taub; National Postal Mail Handlers Union President Paul Hogrogian; American Postal Workers Union President Mark Dimondstein; National Rural Letter Carriers’ Association President Ronnie Stutts; and American Federation of Government Employees President J. David Cox.

NALC’s president then invited to the podium Postmaster General Brennan, who thanked letter carriers for their service and for what they do day in and day out. “You do more than deliver mail,” she said. “You represent



**Postmaster General
Megan Brennan**

Opposite page: The 2018 Heroes of the Year
Below: NALC President Fredric Rolando com-
mends the selfless nature of carriers who look
out for their communities.

Bottom: The awards event was held at a hotel
in Washington, DC.



the Postal Service, you care about your community, you live in these communities, and your selfless acts, your humanitarian efforts, deserve this recognition.”

The postmaster general lauded the carriers’ contributions to society. “Know that you make a difference,” she told them. “I also want to say how proud I am to be a postal employee. And it’s days like this and events like this where we stop to celebrate your contributions that make me so proud.”

Rolando explained why the Postal Service, and especially the nation’s 200,000 active city letter carriers as the face of the agency, are so trusted by the public. He said that they, along with the union’s 80,000 retired carriers, go beyond the call of duty every



day. And he addressed the factors that spurred the 2018 Heroes.

“While their actions differed, they stem from the same factors that we’re all familiar with,” he said, “Knowledge of the neighborhood, commit-

ment to the well-being of the residents, awareness of the surroundings, and a readiness to act when necessary, whatever the dangers might be. As a matter of fact, that pretty much describes what letter carriers are all about. And because they’re out delivering the mail six—or even seven—days a week in every community across the vast country, they’re often the first one on the scene when action is necessary.”

Rolando told the crowd that if the past were any indication, the heroes would downplay their accomplishments while asserting that any of their colleagues would have done the same thing in the same circumstance.

“This, by the way, affects how we usually learn about these events in the first place,” he said. “The one place we rarely learn it is from the letter carrier themselves. After doing something exceptional and even putting themselves in danger, letters carriers generally brush themselves off and simply resume their routes, delivering the mail. Afterward, they didn’t seek credit. They just went back to work.”

Rolando also mentioned that almost a quarter of letter carriers are military veterans who are wearing their second uniform, a proportion that was reflected among this year’s honorees, with the Army, Navy and Army Reserves represented.

“Situational awareness and acting to protect others are simply second

How the NALC Heroes of the Year are selected

The Heroes of the Year judges—Richard Bowers, Christopher Godfrey and Kelly Temple (pictured above)—met in June to select this year’s winners.

All three read through the nominees’ stories found in *The Postal Record* from July 2017 through June 2018, then Bowers and Temple met at NALC Headquarters to discuss them. Godfrey had a schedule conflict that day, so he participated by submitting his rankings to the other judges, who discussed the merits of their choices over the course of a few hours before carefully choosing the honorees.

Jenessa Wagner, who writes the “Proud to Serve” heroic carrier stories for *The Postal Record*, and Geneva Kubal, who organizes the event, sat in on the proceedings to record the judges’ picks and reasons for their choices. Upon Kubal’s retirement this summer, Christina Vela Davidson took over her duties. **PR**





Top: Postmaster General Brennan (far l) and NALC President Rolando (far r) joined the Heroes onstage.

Below: President Rolando (l) presented award certificates to National Heroes of the Year John Sylvain (c) and Jason Moss (r).



nature for them,” Rolando said. “The same willingness to help also applies to letter carriers as a whole, whether or not they’re military veterans. That’s because serving residents and improving communities is part of what letter carriers do.”

He then recounted each hero’s story to the audience. Their stories are found in the following pages of this issue of *The Postal Record*.

The NALC president presented each honoree with an award certificate and a special lapel pin that the carrier can

wear to highlight the distinction.

This year’s honorees were selected from nearly 200 nominees, whose stories of heroism and community service were published over the course of a year in this magazine, as has been done since 1974. And, for the first time, the Heroes of the Year judges selected two National Heroes of the Year. All of these stories were collected into a booklet, *A Year’s Worth of Heroes*, which was distributed to the luncheon’s guests.

“The letter carriers gathered here today saw an urgent danger or they saw an unmet need—and they stepped up,” Rolando said. “They evaluated the situation, devised a plan and took action. They represent our country’s best in public service. They are, truly, our heroes.” **PR**

NALC Heroes in the spotlight

Following this year’s Heroes of the Year Awards ceremony, all of the honorees met with congressional representatives, who were eager to thank them for looking out for their customers and their communities.

Senators who met with their award-winning constituents included Dianne Feinstein (D-CA), Debbie Stabenow (D-MI), Chuck Schumer (D-NY), Kirsten Gillibrand (D-NY), Bill Nelson (D-FL), John Cornyn (R-TX) and Ted Cruz (R-TX).

Among the members of the House who took similar meetings were Reps. Norma Torres (D-CA 35), Dennis Ross (R-FL 15), Frederica Wilson (D-FL 24), Brenda Lawrence (D-MI 14), Dave Trott (R-MI 11) and Randy Weber (R-TX 14).

Florida Rep. Ted Deutch (D-22), who represents the district where the incident

took place, submitted a statement regarding National Hero of the Year John Sylvain that was read at the awards luncheon. “I was so proud to hear of John Sylvain’s heroic actions,” he wrote. “He went above and beyond the call of duty to save lives while putting himself at risk. I am also grateful for his service in our military defending our nation. He is certainly most deserving of this honor. I also want to express my sincere appreciation for all letter carriers and the work you do every day.”

Meanwhile, news media coverage of the ceremony and honorees was extensive, with stories running in a number of outlets across the country, including *Government Executive*, *The Detroit News*, Florida’s *Sun Sentinel* and *Tampa Bay Times*, California’s *Daily Bulletin* and *Chino Champion*,

and New York’s *Rockland/Westchester Journal News*. Federal News Radio, Press Associates Inc. and Los Angeles’s KABC-TV also reported on the event.

Visit nalc.org/heroes to find links to these and many other stories. **PR**



Dennis Denham, Steve Futach & Joseph Pomante

Mt. Clemens, MI Branch 654, South Macomb, MI Branch 4374 & Detroit Branch 1

In a moment of serendipity, the paths of three active and retired members converged on a Mt. Clemens, MI, cul-de-sac on May 23, 2017.

Retired South Macomb, MI Branch 4374 member **Steve Futach** had just returned home from volunteering at the branch. As he pulled into his driveway, he stopped to pick up his mail.

Futach's neighbors, retired Detroit Branch 1 member **Joseph Pomante** and his wife, Michele, out enjoying a bike ride, paused to chat with him.

Dennis Denham, a Mt. Clemens, MI Branch 654 city carrier assistant (CCA), passed the retirees as he worked his route. Denham noticed customer Fred Baker lying on his driveway; he assumed that Baker was working on his car. As he got closer, however, he could hear the 81-year-old calling for help.

The CCA immediately alerted Futach and the Pomantes and the group sprang into action. While Denham called 911, Joseph Pomante ran up to provide first aid to Baker, who was bleeding from a gash on his head, and Futach went home to get towels to help stanch the flow. Denham put the 911 operator on speakerphone so Pomante could follow directions on administering aid.

"I asked [Baker] a number of questions just hoping he wouldn't go unconscious. He barely remained awake until the ambulance arrived" about 10 to 15 minutes later, Pomante said.

After EMTs arrived, stabilized Baker and took him to the hospital, Futach noticed that Baker's keys and wallet were still in the driveway. By this time, Futach's wife, Linda, a retired postal employee herself, had arrived on the scene. Linda Futach called the injured man's daughter, whose number was found on an emergency contact list in Baker's wallet. The daughter gave the group permission to get Baker's dog from the house.

"We then cleaned the blood from the driveway, secured his belongings and retrieved the dog," Steve Futach said.

Baker apparently had fallen on

his driveway a half-hour earlier and had hit his head on the concrete. He received stitches and, after leaving the hospital, went to a rehab facility.

"This is a very unique situation where two different generations of letter carriers worked together," Branch 654 President Clarence Blaze said. "In this case, they worked together to save a human life."

In bestowing NALC's 2018 Unit Citation Award on Denham, Futach and Pomante, the Heroes of the Year judges cited the carriers' teamwork and eagerness to extend themselves. "What an outstanding team effort demonstrated by active and retired letter carriers," they said. "Their act demonstrates the character of letter carriers and their willingness to help."

In accepting the award, Denham said, "I want to thank Steve and Joe for being there to assist me as we helped Fred."

Futach and Pomante credited Denham for his fast reaction in assisting his customer.

"I thought the biggest thing was that a CCA did this," said Futach, who retired in 2012 after 36 years as a letter carrier. "Me and Joe just helped."

Pomante concurred. "I spent 32 years flying under the radar for the post office and then all of a sudden I got this notoriety that I didn't expect," he said. "But I am very grateful for this award. We want to give Dennis all the credit." **PR**



Above: (From l) Steven Futach, Dennis Denham and Joseph Pomante



Naseem Elias

South Macomb, MI Branch 4374



2018 SPECIAL CARRIER ALERT
AWARD HERO OF THE YEAR

Naseem Elias recognized the distraught woman clutching her infant.

They had met a few weeks before. The resident was from Egypt and didn't speak much English. "If you need any help, let me know; I will be on this route once a week," the South Macomb, MI Branch 4374 member had told her.

On Aug. 14, 2017, she very much needed help. Her baby had stopped breathing and she had run into the street to try to get a passerby to call the police. The man ignored her, and she ran back to her house, screaming.

By kismet, Elias was on the route that day. He heard the screams and, as he followed the sound, the woman cried out to him, "Please call the police! The baby is not breathing!"

Elias called 911 and stayed on the phone with them until police arrived. He remained at the scene to translate to officers and the medical team what the frantic mother was saying.

He checked on the mother and child after they returned home from the hospital two weeks later. The mother, crying and profoundly grateful, said

"God sent you to me from nowhere," Elias said she told him.

The carrier was just happy that he could spare the woman and her family the pain of losing a young loved one. He knows it all too well, having lost his 13-year-old brother to a car bomb in his native Iraq in 2006. "I still remember that day like it was yesterday," he said.

Besides English and Arabic, Elias also speaks Turkish, Kurdish and two ancient Middle Eastern languages, Chaldean and Assyrian.

"The Postal Service has a lot of employees and each one has different skills and experience, and this is one of them," he said. "When a mailman speaks more than one language, it can help people like this mom."

The Heroes of the Year judges were impressed by both the "unique" quality of the incident and the way it underlines the importance of diversity. "Diversity is a gift that we should embrace and be grateful for," they said. "No one else in that situation could have helped."

Because of this, it seems particularly appropriate that Elias should be the recipient of NALC's 2018 Special Carrier Alert award.

"Delivering the mail is not only putting letters in the mailbox, it is about delivering to people news and needs, love and care," Elias said. "I am proud to be an employee for the United States Postal Service."

"We are equally proud to have you among our ranks," NALC President Fredric Rolando told him at the National Heroes of the Year ceremony.

"I'll keep up the good work," Elias said while accepting his award, "because being the best is not my goal, but working and giving the best is always my goal." **PR**



Antonio Colon

Garden Grove, CA Branch 1100



Calls of “Help!” in both English and Spanish alerted Garden Grove, CA Branch 1100 member **Antonio Colon** as he delivered packages to his customers at a senior apartment complex on Saturday, Sept. 16, 2017.

“I was close by, so I rushed over,” the carrier said. The screen door of the apartment was closed, but the door was open.

“When I got to the apartment door, I saw the back of a man kneeling on the ground,” Colon said. “When I asked what was going on, he got up quickly and started to button up his shorts. He told me that the lady had fallen and he was trying to help her up.”

As they spoke, he heard the 90-year-old woman who lived there continuing to cry out for help in both languages. “The lady [had been] lying on her back underneath him. She said, ‘No, *mijo*, he’s trying to rape me. Call the police.’”

Colon took his cell phone out, but as he did so, the man started to walk to the door of the apartment. “I told him to wait,” he said. “He couldn’t leave;

he had to wait for the police.”

The man reiterated that he had been trying to help the woman and that he needed to go.

“I said that was fine, but he had to wait for the police to tell them,” Colon said. He asked him to wait in the corner.

The man asked if the carrier really wanted to get involved in the situation. “I said I was already involved,” Colon said.

The suspect again tried to escape, so the carrier grabbed his pepper spray and warned him that he would spray him if he did not comply. This marked the first time the 14-year carrier had used his pepper spray to restrain a person, NALC President Fredric Rolando noted at the ceremony.

The man moved to the corner, and the carrier did his best to keep the two separated.

Colon waited at the apartment until police officers arrived to help the woman and question the suspect. “I didn’t want to touch anything in case it was evidence,” the carrier said. When it appeared that the situation was in safe hands, he returned to delivering his route. Police officers arrested the



man for disorderly conduct.

The woman’s son later contacted the post office to thank Colon. Despite receiving praise and hugs for his actions from the woman’s son and his wife, as well as from many of his customers, the carrier insists he is not a hero.

The Heroes of the Year judges disagreed. “His call to act was awesome,” they said. “It was incredible for him to intercede—what a stand-up action. He was trying to keep him from doing this to someone else.” That’s why they named him NALC’s 2018 Western Region Hero.

While Colon said it feels great to be recognized with this honor, he added, “I think it’s normal that if anyone needs help, you help them.”

In accepting his award, he told the crowd, “I really don’t think I deserve this, but thank you anyway.” **PR**

Brandon Franklin

North Oakland County, MI Branch 320



The morning of Sept. 21, 2017, was like any other for North Oakland County, MI Branch 320 member **Brandon Franklin** as he left the post office to begin his route. Then, he said, “I was coming over the crest of the hill and I saw this car with its hazards on.”

Franklin wasn’t sure what was going on with the vehicle, which was swerving between lanes and appeared to have no driver. “I drove past and I didn’t see anyone in it,” he said. “Something just didn’t feel right about the whole situation.”

He turned his vehicle around and caught up with the Jeep. Passing it, he saw a woman inside—the Jeep’s driver was unconscious and slumped over the center console into the passenger’s seat. “She was starting to get into the oncoming traffic,” Franklin said.

The carrier got as close to the Jeep as he could and parked his LLV. He then got out and ran. “I was like Usain Bolt,” he told local news station WDIV-TV, referring to the Olympic sprinter from Jamaica. “I just sprinted a 100-meter dash and I’m able to catch up to her.”

“I tried yelling at her to wake her up,” Franklin said, but the woman did not respond. The door was locked. In desperation, he dove through the open driver’s-side window of the moving Jeep, with his feet in the air, as the vehicle was getting closer to a busy intersection and school zone. “I was able to get it into park and turned off,” he said. “We ended up stopping right in the middle of the intersection, right before the school.”

Franklin attributed his actions partly to adrenaline and partly to the fact that, as he phrased it, “I’m a pretty lanky guy,” which allowed him to reach the gear shift.

EMTs soon arrived and were able to resuscitate the woman and take her to the hospital. “Of all the things you’ve seen on your routes, that takes the cake,” Franklin told WDIV-TV. “The

driverless Jeep takes the cake.”

The three-year letter carrier said he had acted because he was concerned that the car could hit a child. “It was a fight-or-flight moment,” he said. “If I didn’t, no one else was.”

Despite overwhelming local media attention for his actions, Franklin insists he’s not a hero. “I’m not—I’m just a mail carrier,” he said. “It was just the right thing to do.”

“I feel pretty honored,” Franklin said of being named NALC’s 2018 Central Region Hero. “But a lot of people probably would have done the same thing.”

The judges believed, though, that his actions deserved special recognition as a hero. “His act was very courageous, spontaneous and athletic,” they said. “He had only one shot, and he did it.”

In accepting his award, the carrier noted that he was at the beginning of his postal career. “Being young, it gives me a job and security for the future,” Franklin told the crowd. “I’ve got a long way to go until I retire, and I appreciate all of you fighting for young people like me and giving me hope.”

Peter Monteleone

Westchester Merged, NY Branch 693

“I heard two women scream,” Westchester Merged, NY Branch 693 member **Peter Monteleone** said of delivering his route one day last October. “I haven’t heard a scream like that. It was total fear. It caught me off guard.”

A woman and her 12-year-old daughter had just run from their house and were standing in their driveway. The two had returned home to find a man inside. “The intruder happened to be in the daughter’s bedroom and it scared the living daylight out of her,” Monteleone said.

He understood the situation in part, he said, because he has two children, 10 and 12, “so I understand how scared she was. I heard fear in the screams, so that really caught me off guard. She had quite a shock when she opened her bedroom door to find that guy.”

Seeing the two residents distraught, the carrier attempted to calm them. The carrier then confronted the man as he tried to leave the scene through a side door. Monteleone would not let him leave. “There were a few choice words and an ultimatum,” the Cold War Navy veteran said. “I was serious. I told him that if he attempted to leave, there was going to be a confrontation.”

Noticing kitchen knives protruding from the man’s pants pockets, Monteleone quietly urged the woman to call police and assured her that he was not going to leave them until law enforcement got there. Police officers soon arrived and arrested the intruder, who was carrying knives, blank checks and jewelry that he had stolen.

Monteleone, who has worked for USPS for 26 years, said, “I just reacted, and it worked out. I’m sure any letter carrier would have done the same thing.”

The Heroes of the Year judges disagreed—they said he had demonstrated uncommon courage and determination and named him NALC’s 2018 Eastern Region Hero.

“He placed himself between a clear and present danger and risked his life,” the judges said during deliberation. “It was a stand-up action.”

The carrier’s actions also earned him praise from his customers. “Undoubtedly, Peter’s poise, courage and steadfast clear judgment helped to keep a very tense and dangerous situation from escalating into catastrophic violence, and resulted in a quick and efficient apprehension of an armed criminal,” the woman’s husband, John Piazza, wrote to the local post office. “My entire family owes Peter a huge debt of gratitude for his brave and conscientious actions that day.”

Monteleone preferred to shift the praise to letter carriers as a whole. “We help people daily, weekly and yearly and we do more than deliver the mail,” Monteleone said in accepting his award. “We look out for the communities. They become an extended part of our family, and we become an extended part of their family.” **PR**



Ebony Nobles

Houston, TX Branch 283



“In the Army, we’re taught to anticipate and act,” said **Ebony Nobles**, a member of Houston, TX Branch 283 and an Army veteran who served in Afghanistan. Working as a new city carrier assistant (CCA) in August of 2017, Nobles noticed the water rising rapidly due to unrelenting rain brought by Hurricane Harvey. When she stopped on her route next to a canal and water poured into her truck, she knew that things would get serious soon.

“I watched the weather and I saw how bad it was getting,” she said.

The rain came down for three days, ultimately dumping 61 inches in parts of South Texas—a record for a tropical storm in the United States. As she watched the water rise, Nobles began reaching out to friends and volunteers who owned boats to prepare to stage rescues. She also checked on her co-workers’ situations, using social media to get contact information for those she didn’t know. “It started expanding from there, because there was such a need,” the carrier said.

She didn’t wait for deployment as part of the Army Reserves—instead, Nobles began rescues and assistance to the community when the Postal Service suspended mail delivery due to the flooding. On her own time and

initiative, Nobles coordinated dozens of rescues in the area.

Her advance thinking allowed her to send help to people in danger, including a fellow letter carrier trapped in her home by rising water. After checking on the safety of the co-worker and learning that her home was filling with water, Nobles arranged for a rescue by boat and then helped transport the family to a shelter in her personal vehicle.

She helped with rescues for three straight days while mail deliveries were stopped. Once the Army Reserves were activated, she rescued more residents from homes and rooftops in an official capacity.

The Postal Service resumed deliveries once the water began to recede, but Nobles continued to help. Some nights, she had Reserve duty after finishing her route, returning to her post office the next morning. Nobles managed to deliver the mail, do her Reserve duty and step in to help people in need through her own efforts by working a few 24-hour, back-to-back-to-back days, countering fatigue by drinking lots of water—a tactic she learned while deployed in Afghanistan.

After the rescues ended, Nobles led a clothing drive and brought food to shelters.

But she brushed aside praise for her actions. “I’m just doing what any human being would do in this situation,” Nobles said. “I feel like I was put on this Earth to serve and help people.”

Her efforts, which clearly went beyond what most people would be able to do, led the judges to choose Nobles as NALC’s 2018 Humanitarian of the Year.

“She used many pathways, including the use of her contacts, to coordinate rescues,” the Heroes of the Year judges noted. “She did everything she could think of to help.”

Nobles received a standing ovation at the Heroes of the Year ceremony.

“We as human beings tend to forget or tend to bypass and dismiss a lot of things that are going on around us,” Nobles said in accepting her award. “When you’re in the middle of turmoil and you see a city that you work in, you see a city that you live in, and you watch the devastation and the utter defeat of some people that just give up, your only reaction is to jump in and help.

“I’m a city letter carrier, I’m a mom, I’m a soldier, and I’m a human being and I have a heart,” she added. “So all I did was reach out, using my heart, and do what I can do. I’m truly appreciative and humbled by this award.” **PR**



Jason Moss

Tampa, FL Branch 599

“I noticed smoke and something smelled like burnt tires,” Tampa, FL Branch 599 member **Jason Moss** recalled of delivering his route on June 9, 2017.

Looking closer, he saw smoke billowing out of a nearby home and the homeowner standing outside, talking on the phone. Moss asked him, “Is someone in there?” The man responded, “Yeah, my dad is.” Two dogs also were in the home.

The carrier said he felt the urge to take action. “The son was in shock,” he said. “He was stunned at the moment and didn’t know what to do. I pulled over to the side of the road and jumped out.” Moss told the son to call 911 and then tried to find a way inside.

He opened some window screens and entered the house. The elderly father, Terry Sims, responded to Moss’s calls from the back of the house and said that he was bedridden. “I was overtaken by the smoke,” the carrier said. “I dropped to my knees and crawled back out of the window.”

Unwilling to give up, Moss tried a second time along with a police officer, but the two were overcome by smoke. Then a second officer with training and a respirator arrived, lifted Sims off his bed and passed him to Moss and the first officer, who brought him out of the house.

Once Sims was safely outside, Moss said, “We realized the dogs were inside.” As firefighters arrived and proceeded to the back of the house and the roof to contain the fire, Moss and the first officer knocked out the living room air-conditioning unit in the front of the house, cleared the window panel and got the two dogs out.

Sims was treated for smoke inhalation at the hospital but suffered no life-threatening injuries. Moss, too, was taken by ambulance to the hospital. “I had the man’s blood all over me,” Moss said. The carrier was checked for the bio hazard and treated for smoke inhalation before being released.

A fire investigator determined that the fire had been caused by an electrical malfunction. The home was consid-

ered a total loss.

Sims is now in a nursing home. Moss said that he recently had run into the son. “He shook my hand and told me how much he appreciated me,” he said.

Despite praise from the family, firefighters and local media, the carrier brushed off any accolades. “I thought I was just doing what everyone else would do, but everyone thinks I’m nuts,” the 13-year postal veteran said.

The Heroes of the Year judges thought that Moss acted selflessly and courageously. “He made repeated attempts during this significant fire,” they said. “The situation was hugely dangerous and he was putting his life on the line for another life.”

Because of that, the trio of judges named Moss one of NALC’s two 2018 National Heroes of the Year, which the carrier called an honor.

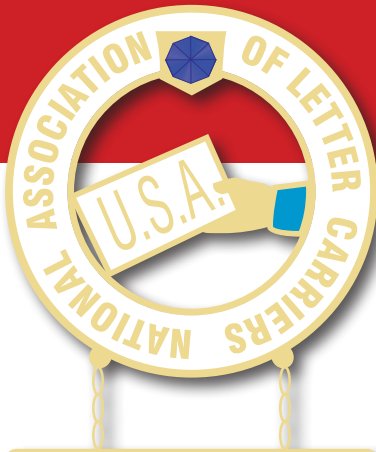
“It’s crazy that a group of people thought what I did was pretty cool,” he said. “I didn’t really want the attention, but I’m going with it. It’s another person’s life. I’m not going to let someone die.”

In accepting his award, the carrier explained that, as a T-6, he delivers a different route each day. “To be in that place at that time is divine intervention,” Moss said. “I don’t care what anybody says. We’re here for a reason.” **PR**



John Sylvain

South Florida Branch 1071



2018 NATIONAL
HERO OF THE YEAR



Driving up to a curbside box on his route on April 12 as he typically did, South Florida Branch 1071 member **John Sylvain** noticed that things were amiss at his customers' house.

"I knew both gentlemen and talked to them every day," he said. "I was looking for Mr. Hicks to yell, 'Good morning!' as always. But that was not to be.

"Someone yelled, 'Help! The old man!' " Sylvain said, and he then began to see and smell dark, ominous-looking smoke coming from their home.

"I then placed my LLV in park in the middle of the street, locked up my truck, and ran toward the side door and went in to look for Mr. Hicks," he said.

A neighbor called out to tell him that the homeowner, Lou Didomenicis, was asleep inside the burning house. It was unclear whether the man's octogenarian tenant, Donald Hicks, was there.

The carrier said he knew he had to go in.

He made his way into the house, and found the kitchen engulfed in smoke. He quickly located Hicks by the side door.

"He was trying to find his way out," Sylvain said. "I grabbed the guy and brought him outside."

Then he returned to the house.

"[Someone] gave me an extinguisher, I believe it was the next-door neighbor," the carrier told WSVN-TV. "I got the

extinguisher, trying to extinguish the fire. I couldn't do it from the inside, so I asked [Didomenicis], '...could I break the window and try to get the fire from this angle?' He told me, 'OK,' so I broke the window and started spraying the fire."

Didomenicis later told WSVN-TV that, when he woke up, he witnessed Sylvain trying to put out the flames with a fire extinguisher. The homeowner was able to get out of the house on his own.

"Then someone said, 'The dogs!'" Sylvain said. "I ran to get the dogs, but the smoke was too thick to breathe and see, so I couldn't. Then I went back out for air."

He added, "A city worker escorted me across the street, sat me down, and gave me water to wash out my eyes."

Four fire crews soon responded to the scene. The two residents survived and were taken to the hospital. Sylvain was treated for smoke inhalation at the hospital. The house was damaged, and the two dogs inside were lost in the fire.

Firefighters said the cause of the fire was unknown, but the two occupants said they thought that it may have started with the water heater. Didomenicis now is trying to repair the house and get it back to livable condition.

Neighborhood residents praised the carrier in local news media, but Sylvain, a fourth-year letter carrier and five-year Army veteran, insists he's not a hero. "I was just trying to help," he said.

In naming Sylvain one of NALC's two 2018 National Heroes of the Year, the judges commended the carrier's selfless and brave actions during the fire's "huge, dangerous exposure" and said, "He was going above and beyond his duties—incredible."

Sylvain said he didn't expect this type of honor. "I just hope someone will see something good being done and pay it forward," he said.

In accepting his award, he told the crowd, "We do all we can for everyone in the United States of America as letter carriers. We do much more than deliver mail, but at the end of the day, we want to be positive role models for any and every one." **PR**

