

Proud to Serve

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

Heroism, 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.

Charging toward fire to save his people

"I smelled smoke," Rochester, NY Branch 210 member **Dayton Ngo** said,

recalling delivering mail to a four-unit apartment building on April 19.

At the main entrance, the city carrier assistant looked up through a second glass door separating the mailboxes from the rest of the foyer—and saw a hallway filled with smoke. "It looked pretty cloudy in there," Ngo said.

Worried for his customers' safety, the carrier rushed inside, determined to pound on all the apartment doors to warn residents of the imminent danger.

He knocked at the apartment where the smoke was coming from, but received no response there or from the apartment across from it.

The carrier then went to a third apartment. The woman who answered was unaware that the building was



Dayton Ngo

on fire. Ngo asked her to call 911 while he knocked on the door of the fourth apartment, where no one answered.

Ngo then led the woman to safety outside. Firefighters soon arrived and discovered that food was burning after being left unattended in a kitchen.

The carrier returned the next day, and was thanked for his actions by the woman he had saved. Ngo said he's "a little bashful" about being referred to as a hero.

"I just knew there may be people there that should get out," the three-year letter carrier said. "I'm doing what anyone else would have done." **PR**

Help on the way



Benjamin Hardin

"I heard a noise and got to looking around," Jonesboro, AR Branch 1131 member **Benjamin Hardin** said of delivering mail on March 4. It turned out that

he had heard an elderly customer crying out for help across the road from him. "I stopped what I was doing and ran across the street," the carrier said, adding that the woman had tripped and fallen by her porch and landed on the sidewalk. Hardin called 911 and comforted the customer until emergency responders arrived and took her to a hospital to treat her broken hip. After surgery and some rehabilitation, the customer is back home. The woman now calls Hardin her "angel." The six-year letter carrier downplayed his actions. "I just feel like I was doing what anybody else would have done," he said. "I just don't know how anyone could see it and not do anything."

Rochester, NY Branch 210 member **Jillian Guerrero** was delivering mail on April 9 when, she said, "This woman started coming down a driveway" toward her. The woman was sweating profusely and



Jillian Guerrero

shaking. "She said, 'Can you please call 911? I feel like I'm having a heart attack,'" the carrier said. Guerrero immediately called 911 while rendering first aid to the customer. "I had her sit on the step of the LLV," Guerrero said. The woman told the carrier that she was in extreme pain, before fainting into Guerrero's arms. The woman regained consciousness by the time paramedics arrived to take over. The six-year postal veteran said she didn't think she was a hero. "I just feel like I was there at the right place at the right time," Guerrero said, adding that she "didn't get nervous or freak out." Instead, she simply took things step by step to get the woman help. **PR**