

## 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](mailto: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.

## Having a heart for customers

As Garden Grove, CA Branch 1100 member **Priscilla Walker** was approaching Mr. Mooseburger's house

to deliver mail on March 18, she heard the elderly patron's bird screeching. The man usually greets the carrier at the door to get his mail and chat for a few minutes, but that day was different.

There was no sign of him, and "his cockatoo was going crazy," Walker said. "It was yelling and yelling and yelling."

Concerned, the carrier approached the door and looked in, but didn't see anyone, so she proceeded to knock and call out Mooseburger's name. No one answered, so the carrier took the initiative to open the unlocked door.

"I saw him lying on the floor," Walker said. "I checked his pulse."

When she didn't detect much of a pulse, she called 911 and then, knowing that the man's daughter's house is at the



Priscilla Walker

end of the street, ran to get her. The two women waited with Mooseburger until paramedics arrived to take him to the hospital.

"He ended up having [had] a heart attack," Walker said. "I'm glad he's fine now."

The carrier later heard from the man's grateful daughter, who thanked her for her care and concern. But the five-year postal veteran doesn't think she deserves any special accolades for her actions. "I'm taking care of older people," Walker said. "I have a heart for them. I just want to be able to look out for them." **PR**

## Eye on the elderly

"I heard someone shouting for help," Darlington, WI Branch 2884 member **Randon Huber** said of delivering mail on Saturday, Feb. 16. He had been at the top of a hill and started heading down. "I didn't see anybody, but I kept

following the voice." The carrier was led toward a home, and soon found that an elderly man had fallen on ice and suffered a broken hip. He was on the ground, tucked away behind the home. "He wasn't in pain; he just couldn't get up," Huber said. He called 911 and comforted the man until paramedics arrived and took him to a hospital. The carrier also moved the man's car out of the driveway so the emergency vehicle could get in. Huber said that his actions weren't a big deal. "If someone's calling out for help, it's a no-brainer," the two-year letter carrier said. "It's part of the job, keeping track of the neighborhood."

Upon arrival at an elderly customer's home on April 12, Kansas City, MO Branch 30 member **Clinton Wood** noticed that the man's mail had begun

to accumulate. "He, or one of his family members, are usually good about getting his mail out of the box," the carrier said, adding that he thought, "This is not good." Wood had talked to the man before and was aware of his weak condition, and was concerned that he wouldn't be able to make it to the front door if he knocked. He knew the man was the local postmaster's grandfather, so Wood called her to report his concern. The postmaster went to check on her grandfather and found him lying on the floor, dehydrated. The postmaster called 911, and Wood saw his customer being loaded into an ambulance as he looped back around on his route. "I knew he was going to be OK," the carrier said. "He's got a bad hip. He just couldn't get up when he fell. He hurt himself



Clinton Wood

pretty good." The man was taken to a local hospital where he was assessed, and later was transferred to another hospital for further testing. After being hospitalized for a week, the man was transferred to a local nursing home for rehabilitation. The postmaster expressed how grateful she was to Wood for looking out for her grandfather. Wood, a five-year postal veteran, brushed off any mention of being called a hero, and said he didn't want attention for his actions, adding, "I'm not that kind of person." **PR**



Randon Huber