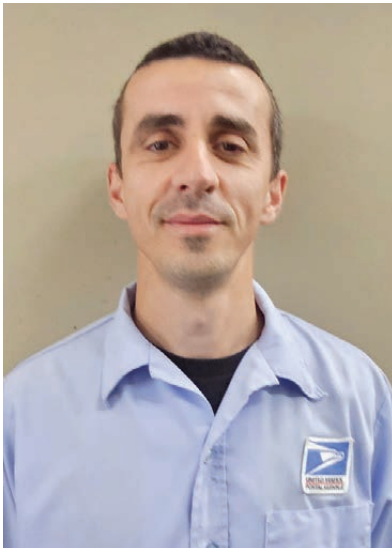


## Proud to Serve

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 202-662-2420 or at [postalrecord@nalc.org](mailto:postalrecord@nalc.org). We'll follow up with you to obtain news clippings, photos or other information.



Dale McConnell



Visar Hasani

# 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 their 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 comes to rescue of man who fell on icy day

**Dale McConnell**, a letter carrier in Sayr, PA, was delivering parcels one cold winter day in February when he looked out the window of his postal vehicle as he was about to turn a corner and saw a man lying face down on a patch of grass near the town's pond.

"It was one of our icier days," the seven-year carrier said. "We had just had a pretty big ice storm."

McConnell said of the situation, "his dog was just kind of free roaming." The Scranton Branch 17 member recognized the dog, who was often walked by his owner around the pond.

"I parked the truck, got out, made sure the dog wasn't going to, you know, charge after me after I opened up the door," he said. "I called out for the man, but he didn't answer. There was a lady on the opposite side of the pond, and she said that he had been down for probably two or three minutes at that point."

McConnell added: "I slowly made my way over to him and he was still face down. He wasn't responding to me. I rolled him over, and that's when he started to come to."

Once the carrier had turned the man onto his back, he recognized him as someone who often waved at him while walking his dog by the pond.

"I had to move him to be able to open up his airway and get him back," he said. McConnell made sure that the man's head was in a position where his breathing would be unobstructed.

"Then, I moved him off the ice on the little sidewalk thing, and then just waited for the ambulance," he added.

The carrier helped the paramedics load the man into an ambulance, which he had practice doing as a professional and volunteer EMT. When the man was being moved into the ambulance, he wasn't aware of what was going on. The man asked about his dog but couldn't remember who or where he was.

"He was worried about the dog," McConnell said. "He wasn't worried about himself."

McConnell later heard from neighbors that the man had spent a day or two in the hospital. Although McConnell believes he is all right, he hasn't seen or heard from him as of early April.

The carrier took any praise in stride, though, saying that his actions were all in a day's work. "While we're doing our daily jobs, we should take a minute or two to help no matter what," he said.

## Letter carrier assists customer who fell

**Visar Hasani**, a letter carrier in Lexington, KY, dropped mail in a mailbox on his route one early afternoon in February and right after he did, an elderly woman asked for his help lifting her husband, who had fallen on the floor.

"He couldn't move, actually, and I told her, 'Yes I can,'" the six-year carrier said.

The Branch 361 member followed the woman inside. She moved a chair behind her husband, and the two of them hoisted him up by his arms, so he could sit in the chair. After helping them and making sure the man was OK, Hasani was off to deliver the rest of his route.

"I have seen that guy [since his fall]," Hasani said. "He came out to say, 'thank you' to me."

The wife later called the post office to let management know about Hasani's good deed. "Visar couldn't have been nicer, and he just saved my day," she said. "I wanted someone at the Postal Service to know."

## Letter carrier notices absence of customer

**Mark Chetnik** is an eight-year letter carrier in Clinton, NY, and has been on the same route for the past five years. Over that period, he has come to know some of his customers, including an 82-year-old man named Larry who lives by himself. Chetnik would hand him his mail, and they would chat for a few minutes before the Syracuse Branch 134 carrier would be on his way.

"He's a guy that I talked to every day, rain or shine," Chetnik said.

One week in September 2024, he was ahead of his regular pace on Monday and Tuesday, so he thought he must have just missed Larry. However, on Wednesday and with mail piling up, Chetnik became concerned.

"I started to get a little nervous about him, because he's never gone that long without picking up his mail," he said. "I tried knocking on the door. There's no answer. I couldn't hear anything."

A few doors down was the Kirkland neighborhood library, which he knew Larry visited almost daily. He stopped in to the library to ask the librarian if she had seen him. She said that she hadn't. Unable to find anyone who had, they decided to call police to perform a wellness check.

"I found out that he had fallen somehow and wasn't able to move or get himself back up, but he was still alive," the carrier said. "He was just dehydrated and a little, like, disoriented, because he's been lying there for two days basi-

cally, or two and a half days."

The library and the post office recognized the carrier for his care, but the carrier said he just wanted to make sure Larry was all right.

Now Larry is in an assisted-living facility, and Chetnik sees him every once in a while around town. Chetnik said Larry is "eating a lot better and looking a lot better."

## Carrier helps woman who fell, was stuck for hours

On April 3 around 4 p.m., it was cold and Buffalo-Western New York Branch 3 city carrier assistant **Daniel Mayville** was walking his route in Niagara Falls. It was a light mail day, and as he walked past a house that he didn't have mail for he heard loud banging coming from a side door.

When Mayville approached the glass door, he could see a woman on the mudroom floor.

"I tried helping her up, and she said it was too painful," he said. "She was, like, grunting in pain. She said she had broken a rib before, so she kind of knew what it felt like, so she thought that was what had happened."

She told Mayville she had been there since around 9 a.m. He asked if she had any family who lived nearby whom he could call, but she lived alone and didn't have anyone to call. She said she had been banging on the door all day.

So, Mayville called 911. "Fire trucks and an ambulance came," he said. "They're like, 'Thanks, buddy; thanks for the call,' and I just went on my way and finished my route."

The first-year letter carrier was commended at his post office. "She lives alone and if it weren't for the carrier coming, who knows when she would have been found," Niagara Falls Post Office Postmaster Teresa Truglio said about Mayville's actions. **PR**



Mark Chetnik (l) and Larry