

## 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.

# 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 attentive 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 aids man who fell out of wheelchair

Central California Branch 231 member **Anica Medina** was pulling into a strip mall in Clovis to deliver mail one day in late November 2025 when she noticed what she thought was trash scattered near a ramp. After parking, the six-year letter carrier realized the debris was the belongings of a man who had fallen out of his wheelchair. The man had been attempting to wheel himself up the ramp when one of his wheels slipped off the edge, causing the whole wheelchair to tip over off the side of the ramp and him to fall to the ground.

She couldn't see the man at first; only when she got closer did she see him and realize what had happened. As soon as she did she ran to check on him, called 911 and waited with him for emergency responders to arrive. The man had sustained injuries to his head and face, and his food and money had been scattered on the ground. She helped gather his belongings and kept him company until paramedics arrived to take him to the hospital about five minutes later.

Reflecting on her actions, Medina said, "I just felt like it was something

that I needed to do; I didn't hesitate."

Although she was glad to help, the carrier said she didn't think her actions were unique.

"I think that all city carriers run into something like that on a regular basis, where they're stopping to help somebody in the community or they're watching out for their customers on a daily basis," she said.

Medina likes to keep an eye on elderly members of the community. She described one incident when an elderly customer's mail had piled up while Medina was away, so she called for a wellness check when she returned, and it turned out the woman had been lying on the ground for days because of an undiagnosed brain tumor. After the woman entered a care facility and later died from the brain tumor, Medina helped rehome her 14 cats.

## Carrier rescues freezing abandoned dog

Around 8 a.m. on an early February day in Rochester, NY, Branch 210 member **Michael Zimmerman** found a young pit bull hidden behind a large snowbank and tied to a guardrail in a church parking lot shivering with icicles coming from his jowls. It was during an extreme cold spell with a wind chill near 8 degrees, and no one was outside but the 11-year letter carrier, who was delivering his route when he heard the dog crying.

At first, he believed the dog must have belonged to someone in the neighborhood, but as the dog's cries continued, Zimmerman decided to investigate.

"That's weird," Zimmerman said. "I'm like, 'Why is a dog in the parking lot?' I'm like, 'OK, let me go check this out.' So, I walked around the hedge



Anica Medina



Michael  
Zimmerman  
and Duke

and right on one of the guardrails so that people wouldn't bump into the hedge, there was this dog tied up to the rail. There was a piece of cardboard [with just enough] room to stand on. And he was wearing a vest, but it didn't matter. It was so cold."

Seeing that the dog must have been there for a long time, and that it had no identification, the carrier said he determined that "someone didn't just put him here for one second to run into the church. He was abandoned."

Concerned, Zimmerman contacted animal control. Once an officer arrived, they confirmed that no one was around, made sure the dog was healthy and took it to an animal shelter.

A few weeks later, the letter carrier learned that the dog had been taken to the Verona Street Animal Society's shelter. To help raise awareness that the dog was available for adoption, the shelter posted photos of Zimmerman and the dog together on Instagram hoping to find him a home.

The dog was ultimately adopted and named Duke.

"There was a happy ending after all," Zimmerman said. "I was absolutely thrilled."

## Carrier helps fallen customer

Ponce, PR Branch 826 member **Jorge Garcia Arroyo** was delivering mail in early January 2025 in Coto Laurel when he heard a woman screaming. It was coming from behind one of the houses on his route.

Garcia Arroyo went to investigate and found customer Delfina Robles lying on the ground next to her garden in her back yard, unable to get up on her own and with a hose still running.

He noticed that Robles' wrist was swollen, and she complained that it hurt. She later told him she had been on the ground for about 30 minutes. Her husband was not home to assist her, and her cell phone was out of reach.

Garcia Arroyo helped her up and cleaned the mud from her knees. He asked if he could call an ambulance, but she declined. Instead, he called her husband and alerted her neighbor, who was able to assist her.

The carrier interacts with Robles regularly, as she and her family often talk to him and give him water on his route. "They try to make sure I hydrate," Garcia Arroyo said. "They are always nice to me."

Robles had sprained her wrist and had to wear a brace and attend physical therapy for about six months before recovering.

Garcia Arroyo was simply happy to be there. "I think it's a natural response from me," he said. "[If I] see somebody who needs help, I gotta help them out."

The 10-year carrier added, "I think it should come natural for anybody to help if somebody needs it." **PR**



Jorge Garcia Arroyo