

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. 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.

Vermont carrier comes to aid of fallen customer

At the end of winter this year, Burlington, VT Branch 521 member **Josh Gueniot** was placing mail in a customer's mailbox that was attached to her garage. As he walked around the corner, he heard someone yelling for help, and through the glass door he saw his elderly customer, Mrs. Williams, lying on the ground in the cold.

"She kind of mumbled, and she asked me to get her phone inside. So, I ran in and grabbed the phone off the table," the eight-year carrier said. "She couldn't move, really. She could barely lift her arms up because she broke her arm. She broke her hip. She's, like, all purple."

Worried that Williams had sustained serious injuries, Gueniot didn't try to move her. He instead called emergency responders.

While they were waiting, Williams told him she had been lying on the floor for about 24 hours after falling down the stairs. Once paramedics arrived, they helped the woman and thanked the carrier for aiding her.

"I was just doing my job," Gueniot said of the incident. "It's not like I felt

like, 'Oh my God, I'm a hero.' It was an instinct and I saw somebody and I helped them out."

Gueniot hadn't seen the customer again until the summer. When he spoke with her, Williams thanked him and told him she had been doing better.

"I'm just glad that she's OK," he said.

Carrier alerts neighbors when mail piles up

As a five-year letter carrier in Langhorne, PA, **Emal Khan** had developed a familiarity with the routines of his customers who he had on his route for three years. The Branch 4931 letter carrier was walking his route around 11 a.m. on April 30 when he noticed something was off. One of his elderly customers, Richard Arlen, who regularly picked up his mail, had not collected it for several days.

Khan was concerned but thought it could be possible that Arlen had difficulties getting outside, as many of his elderly customers had. Just to make sure there wasn't anything wrong, Khan alerted Arlen's next-door neighbor, Chris Maher, when he saw him pulling out of his driveway. Maher was on his way to work but told Khan he would let his wife know.

"We have to look out for one another," Khan said. "I just saw something that was very concerning, so I had to let somebody know."

Khan didn't hear anything about it until the next day, when another neighbor, Donna, approached Khan and thanked him for helping save Arlen's life. Maher's wife, Amy, wasn't home to check on Arlen, but contacted Donna, who called 911. Emergency responders arrived, and when they



Emal Khan

Heroic carriers (continued)

entered the home, Arlen was on the kitchen floor, unable to move with a collapsed lung from a fall. He was transported to a nearby hospital for treatment before being moved to a rehabilitation facility.

Khan was overjoyed to be able to help Arlen and said helping in the community is “one of the best things” about being a letter carrier.

“It’s a great feeling to know that I was able to help someone,” Khan said. “I was able to notice something that was a little concerning and that ended up helping this individual, eventually, like, saving his life.”

Carrier helps elderly man after fall

On May 13, **Joshua Nared**, a city carrier assistant and member of South Jersey Branch 908, was delivering mail. The one-year carrier walked up the stairs toward the front door where he saw an elderly man lying on his back trying to get himself up.

Nared immediately stopped and helped him get into his house. The rescue was physically challenging for Nared. He estimated the man to be about 300 pounds, and Nared weighed less than half that.

“I had to use my little weight to pick him up,” Nared said.

Nared grabbed the man’s arm, put it over his shoulder and pushed him up so the man could stand. He then walked him into the house and helped him into a chair.

Although the man didn’t seem to be seriously injured, he had sustained a couple small cuts, which Nared offered to help clean, but the customer told him not to worry about it.

The carrier denied being a hero and said that he helps people “on a regular

day basis” and described the incident as being “no big deal.”

Nared later learned from his shop steward that the customer was a NALC member who had been involved in the union since the 1970s and still attends all the meetings.

Carrier delivers kindness, even during monsoon

For Las Vegas, NV Branch 2502 member **Demetrius Wright**, kindness is the most important thing on his route.

“People may not remember every piece of mail that you deliver to them, but they always remember the kindness and the time that you spent with them,” he said. “I think that it’s important as letter carriers to try and connect with the people in your community and try to help them make their life better.”

Wright holds that message in his heart. On his route, he looks out for homeless people in the extreme desert temperatures by keeping water bottles and Gatorade stocked in his truck to keep them hydrated.

“It makes me feel good to be able to help the people in the community,” Wright said. In September 2023, which was monsoon season, he was delivering in East Las Vegas during a heavy rainstorm that caused significant flooding. The 10-year letter carrier has a route with many elderly customers and that day he saw one of them, Rekha, walking home from the grocery store carrying grocery bags in her arms. As she walked, one of her grocery bags fell from her arms.

“She was stumbling, and she was trying to wade through the water, and she was just barely making it,” Wright said. “So, I figured I should take action and try to help her. I stopped my delivery, and I rushed over to her and



Joshua Nared

Know a hero? Nominate them.

Visit nalc.org/heroes and select “Click here to download NALC’s Hero Nomination Form.” Complete the form and send it to NALC Headquarters by mail or email.

tried to help her with her bags, gather her bags, because I felt like she was in danger.”

He then quickly went back to his vehicle and drove over to her, allowing her to stay in the vehicle until the flooding subsided. After the conditions improved, she got out of the truck and was able to make it home safely.

“She called me a lifesaver,” Wright said. “She felt that I was godsent.”

The carrier described another incident in 2023, when he was getting out of his truck to deliver mail when he heard someone saying, “Help! I need help. I can’t get up.” Wright looked around and saw a customer who he knew lying in the street.

“People just drove past her, not paying her any attention,” Wright said.

He was familiar with the woman and knew she normally used a cane, but she had gone out to check the mail without it that day. He immediately rushed over to her and helped her up. The customer told Wright that she had

been lying there for 10 to 15 minutes. She sustained significant scrapes to her elbows, forearms and knees, but not any life-altering injuries.

The customer thanked him and Wright said, “She was really happy that I heard her and I came to her rescue.”

Wright was glad to help and said, “If it were me or my family, my mother, my grandparents, I would want someone to do the same for them.”

Wright has helped his community countless times, causing one of customers to write to *The Postal Record* to commend him.

“My mailman is a kind and caring person! My husband and I have a brief conversation with him every day and talk about our families and share recipes,” the customer wrote. “He takes the time to get to know us, so we feel more like family! I don’t know if there is a way to recognize this awesome mailman for his heroic acts and dedication to the community, but I hope that you will! He definitely deserves it!” **PR**



Demetrius Wright



The flooding in East Las Vegas during monsoon season