

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. We'll follow up with you to obtain news clippings, photos or other information.



Above: Marrero, LA Branch 4323 member Freddie Warren IV helped his customer and her golden retriever fend off an attacking dog.

Below: Hazelwood, MO Branch 5847 member DeAnna Chatman is recognized for helping an elderly customer on her route who had fallen.



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.

Carrier helps customer with aggressive dog

On Oct. 16, 2025, Marrero, LA Branch 4323 member **Freddie Warren IV** was walking his route when one of his customer's dogs, a young pit bull, attacked an old golden retriever belonging to a different customer.

The golden retriever was chained up in the front yard when the pit bull approached. The two dogs sniffed each other for a second before the golden retriever ran toward the pit bull, attempting to bite his middle. The homeowner came out and screamed while she attempted to pull the pit bull away from her dog. Warren was delivering across the street when he heard her screams and ran to her, seeing her holding down the pit bull.

"I was just glad the pit bull didn't bite her face, because it was real ... close to her face," he said.

Finally getting the pit bull under control, the homeowner asked the 18-year carrier to grab her dog and bring him inside. As Warren did so, the chain broke and the golden retriever came loose. Warren whistled and the dog followed him inside. The owner of the pit bull then arrived at the scene and took her dog away.

Warren has seen the golden retriever's

owner since and she thanked him, saying, "I didn't get a chance to, you know, thank you. And I want to hug you because you saved my dog." Warren often talked to his customer before the incident but says that they "have a stronger bond now, because I helped her out."

Alert carrier aids customer after fall

On Dec. 1, 2025, **DeAnna Chatman**, a Hazelwood, MO Branch 5847 letter carrier, was driving in a neighborhood on her route in the St. Louis area when she heard someone call for help and saw movement out of the corner of her eye.

"I seen someone waving their hand saying, 'Help! Help!' " Chatman said.

The four-year letter carrier found an elderly woman who had fallen inside her garage. When the carrier found her, she was barefoot and sitting on the steps inside the garage doorway, with her shoes left near her car. The weather was very cold, which made the situation more dangerous.

The customer asked her to call 911 and told Chatman that she was unable to get up after falling in her driveway about three hours prior and managed to crawl to her garage and sit on the steps.

Chatman stayed with her for about 20 minutes until an ambulance arrived. EMTs put her on a gurney, and the letter carrier returned to her route.

Later, the carrier spoke with the woman's granddaughter, who said the woman required surgery for a broken pelvic bone and then went to rehabilitation.

"They told me if I didn't call the ambulance in time, she probably wouldn't make it," she said. It was lucky the letter carrier was there, as the next closest person was a neighbor outside shoveling snow who didn't notice or hear the woman calling for help.

The carrier said she felt good about

being able to help. Chatman also reflected that although carriers were told they did not have to work if conditions felt unsafe, the carrier chose to go out that day—a decision that ultimately allowed her to be there when the woman needed help.

Concerned carrier notices piled-up mail

Beverly Marschilok, an Oneonta, NY Branch 97 member, was training a new carrier on Oct. 28, 2025, when the routine instruction turned into a life-saving intervention.

That day, the 23-year carrier realized an elderly customer's mail had gone uncollected from her mailbox for four days. Marschilok knew that her customer lived alone in a small one-bedroom trailer. She gets hardship delivery of her mail, so it is brought directly to her door.

The piled-up mail wasn't the only troubling sign. Normally the customer leaves a granola bar outside for Marschilok, but there hadn't been a new one for several days. The carrier also noticed that the woman's cats were outside and unfed, making noise, hoping to be let in.

When the carrier knocked on the door, the customer immediately screamed for help, saying she had fallen and couldn't get up. The door was locked, so the customer directed the carrier to a hidden key, which the trainee used to unlock the double-bolted door. When they opened the door, they found the customer in her narrow kitchen, wedged between the refrigerator and the table where she had fallen, unable to move.

At first glance, Marschilok knew something was seriously wrong, saying of the woman's position, "Everything looked like it was going the wrong way."



The carrier called 911 and remained on the line with the operator while keeping the customer calm and urging her to not try to stand. Emergency responders arrived 15 to 20 minutes later, but the wait "seemed like forever," Marschilok said. The carrier stayed with the woman until help arrived, while the trainee waited outside to direct the ambulance.

Afterward, the two carriers finished the route. The customer later confirmed she had broken her ankle, requiring two surgeries and rehabilitation.

"Beverly's attentiveness and thoroughness of her mail route saved a life that day," Branch 97 President **Jonathan Heelein** wrote to NALC. "With a trainee in tow, Beverly was exemplary in showing how city letter carriers go above and beyond for the community we serve."

Marschilok was simply thankful she could assist. "I was just happy that I found her, and she got the help that she needed," she said.

Carrier helps elderly woman who fell

On May 31, 2025, while **Amanda Schneider** was delivering mail as usual, the Galesburg, IL Branch 88 member noticed something unusual at one home: The screen door was open. As she got closer, she could see an elderly woman lying motionless on the floor inside.

The nine-year letter carrier knew the woman who fell, Dorothy Long, and her husband, who was a retired letter

carrier, well. Long told Schneider she had fallen and had been on the floor for about an hour, unable to get up.

"She said she'd been hollering, because there were city yard sales going on," Schneider said. "She lives in a cul-de-sac and people had been walking by."

Despite Long's attempts to get help, no one had been close enough to hear her screams.

"I tried to assist her," Schneider said. "I tried to pick her up, but I couldn't."

Schneider ran next door to find help, returning with a neighbor who helped her get Long back into a chair. Long declined medical attention at the time, assuring them she was fine, and neighbors agreed to keep an eye on her. Schneider then returned to her route.

About a week later, Long fell again and was taken to the hospital. Following that incident, both Long and her husband moved into an assisted living facility, where they have remained since.

Schneider said she is glad she is able to be there for elderly customers and to "have another set of eyes on them when family's not close." **PR**

