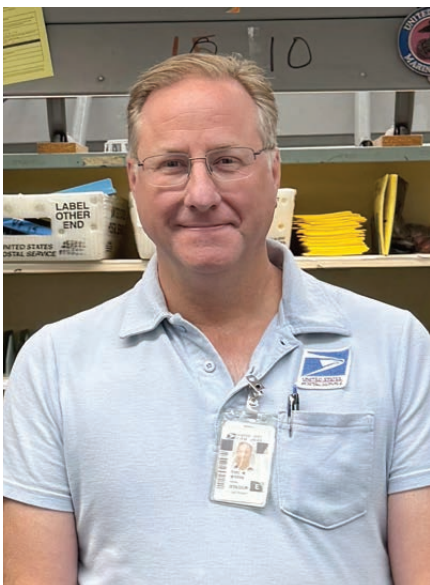


## Proud to Serve

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.



Fort Myers, FL Branch 2072 member **Daniel Rams** was recognized for stopping to help a customer who had fallen by contacting 911.



**Eric Myers**

# 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.

## Carrier alerts emergency responders of fallen man

Despite beginning as what he described as “just a plain old regular day” in winter in Fort Myers, FL, everything changed on Jan. 17 when Branch 2072 letter carrier **Daniel Rams** noticed one of his customers, 86-year-old John Yeomans, lying on the ground near his mailbox.

As the 25-year letter carrier got closer, Yeomans told Rams that he was in pain and unable to move. Yeomans believed he had broken his hip after he tripped on his way to his mailbox and fell. Worried about causing further injury by lifting him and hearing from Yeomans that he was unable to stand, Rams decided to call 911 for help. A man riding his bike as well as a neighbor stayed with Yeomans until the paramedics arrived. Seeing he was in good hands, Rams went on to finish his route.

“It’s an awesome route,” he said. “It’s an awesome area, and everyone in that area is always helping each other out, and they always check on each other.”

Rams later learned that Yeomans had suffered a hip fracture, underwent

surgery and spent several days in the hospital before heading to Wyoming, where he lives for part of the year. When Yeomans returned to Florida, Rams stopped by to check on him and Yeomans thanked him, crediting the letter carrier with saving his life by calling for help quickly.

“I’m happy because he’s the same age as my own father, probably two years older,” Rams said. “Helping him was like helping my own dad, and if it ever happened at his house, I would want his mail carrier to help.”

Rams’ supervisor of customer service, Joseph La Corte, praised Rams by saying, “I cannot imagine if Dan had not found J.Y. and if Dan had not responded so immediately. Hearing this news did not surprise us, because that’s the type of person Dan is. His actions go beyond the call of duty. Thanks, Dan, for your heroic action.”

## Carrier assists after car crashes into house

At around 2:15 p.m. on Feb. 17, **Eric Myers** was making the final delivery of his route in Manchester, MO, when he saw a car speed around a sharp turn without slowing down, narrowly missing his mail truck by about 4 feet before crashing into the front of a house.

The Ballwin Branch 5050 member immediately called 911 before he “ran over to the car to see if everyone was OK,” he said. The front doors of the vehicle were blocked due to being inside the house, so Myers climbed through the back hatch of the car to speak with the woman and make sure she was all right. She wanted to get out of her car, but the 26-year letter carrier encouraged her to wait

until emergency responders arrived in case she had suffered any serious injuries.

Emergency crews arrived soon after to assess the driver and took her to the hospital for further evaluation. No one was inside the home at the time of the crash. Myers later learned from neighbors that the driver, an older woman, accidentally pressed the gas pedal instead of the brake. She did not suffer major injuries.

Myers said he was grateful he was there to help. He described himself as being “at the wrong place at the right time,” and added, “I’m just glad I was able to help as much as I could.”

## Carrier rescues elderly patron trapped for days

While walking past 71-year-old Daniel Young’s home on April 13, **Mark Cook**, a Marion, OH Branch 280 carrier, heard a pounding noise. Although Young had no mail that day, Cook said he always paid attention to what was going on at Young’s home because his mail had piled up in the past while he was hospitalized.



“I try to look out for the people that are on my route,” Cook said.

As he walked toward the house, he started to hear faint cries for help. Cook entered the unlocked house and found Young “wedged between the bed and the wall,” he said. Young told him he had been stuck there for about two days without access to his phone or Life Alert device. Cook called 911 and stayed with his customer until emergency responders arrived about 10 minutes later. Young was taken to the hospital and later released, suffering mainly from dehydration.

“I love looking out for my customers any way that I can,” Cook, a three-year letter carrier, said, adding that he often checks on residents along his route, especially lower-income and elderly residents who lack resources or support. **PR**

## President appoints Region 4 national business agent

**N**ALC President Brian L. Renfroe has appointed John Robles as national business agent (NBA) for Region 4 (Arizona, Arkansas, Colorado, Oklahoma and Wyoming) to fill the vacancy left by Dan Versluis, who retired on May 1. Robles’ appointment is effective immediately.

Robles, a member of Centennial, CO Branch 5996, joined the Postal Service as a city letter carrier in 1998 and joined NALC during orientation. He has served as a chief steward, Formal Step A designee, branch trustee, arbitration advocate and district lead for joint route adjustment processes. Additionally, he has served as vice president and director of education for the Colorado State Association of Letter Carriers. In 2016, President Fredric V. Rolando appointed him as a regional administrative assistant for Region 4, a position he held until his appointment as NBA. Robles is also a graduate of NALC Leadership Academy Class 15. **PR**



For your information

# CCA relative standing and conversion to career (continued)

(continued from page 5)

carriers, then the opportunity exists for a CCA, or CCAs if more than one position exists, to be converted. The CCA or CCAs with the highest relative standing within the installation are converted to full time. A CCA who

declined conversion to PTF under the agreement to convert upon 24 months of relative standing may still have the opportunity to be converted to full time in this circumstance.

The agreements for conversion at 24 months and full-time regular oppor-

tunities can be found in the 2023-2026 *National Agreement*, which is available as a quicklink on the [nalc.org](http://nalc.org) home page. CCAs with questions about relative standing and conversion to career should contact their shop steward or a branch officer. **PR**