

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.



Myrtle Beach, SC Branch 4645 member Noah Wygal was recognized for helping to quell a balcony fire at his customer's apartment.

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 extinguishes fire, saves resident

As **Noah Wygal**, a two-year letter carrier, pulled up to a cluster box unit early one January day on his route in Myrtle Beach, SC, he smelled burning, then he heard someone screaming for help. Another resident ran out from the condominium building and shouted that there was a fire and a woman was trapped in her third-floor apartment. The Branch 4645 member said he “just ran straight up the stairs” to the apartment.

“When I opened the door, there was flames shooting up the wall on the patio outside on the balcony,” Wygal said. “The flames were shooting about 3 to 5 feet up in the air,” and had already caused significant damage. “You never want to be faced with that kind of situation,” he said.

Wygal, who previously served as a volunteer firefighter, remained calm and acted quickly. Working together, he and the elderly resident used two empty gallon milk jugs to carry water from the kitchen sink to the balcony. While Wygal poured one jug of water onto the flames, the woman refilled the other. They repeated the process until

the fire was extinguished.

Wygal estimated the fire had likely been burning for at least 10 to 15 minutes by the time it was put out. When the fire department arrived, the flames had been smothered, and the structure was just smoldering.

The customer “thanked me profusely,” he said, but Wygal downplayed the attention. “I just wanted to make sure that I could do anything I could do to help. I would expect and hope that if I was in a situation, somebody would be willing to help me.”

Right person, right place, right time

Around noon on Aug. 11, 2025, while delivering mail at a housing complex in New Cumberland, PA, **Michael Parsons** greeted a 60-year-old resident named June. He has known June for years and considers her to be “like family.” Immediately after he greeted her, she began shaking and fell backward onto concrete and large decorative stones.

“I thought she died,” Parsons said. “I was so surprised. What did I just witness?”

Shocked and concerned, the Harrisburg Branch 500 member immediately jumped out of his mail truck, rolled her onto her side to prevent choking and called 911. He remained on the phone with the operator and kneeled beside her—half on the sidewalk and half in the stones—until emergency responders arrived. Though it only took them about 10 minutes, he said the wait “seemed like it took forever.”

“It was scary,” Parsons said. “I didn’t know [if] she was going to make it.”

June’s convulsions and shaking stopped shortly after Parsons rolled her on her side, but she was incoher-

ent, breathing heavily and was “kind of out of it,” the carrier said. As they were waiting for an ambulance, he reassured June that help was coming.

The apartment manager came out and questioned Parsons for helping June, citing insurance issues. “That kind of irked me,” Parsons said. “I’m trying to save someone’s life.”

He returned to his route after emergency personnel arrived and finished delivering the mail.

June had another seizure in the ambulance but was ultimately OK and has been able to manage her seizures with medication following a short hospitalization.

The woman’s family was grateful to the carrier. “If it wasn’t for Mr. Mike’s quick thinking and response, I wouldn’t have known anything about my mother falling and heaven knows how long she would have been down on the ground and injured,” June’s daughter, Ashley Hollinger, wrote to the post office. “The amount of gratitude I have for Mike is indescribable. ... I would love to be able to recognize him for this, ’cause now my mother can still have time with her granddaughters.”

Parsons said he simply was “the right person at the right place at the right time.”

Hearing cry for help, carrier saves customer

While **Randy Matson** was delivering a package across the street from the home of Anne Reynolds, a customer in her 90s, one morning in September 2025 in Warren, PA, he heard screaming for help coming from that direction. The 27-year carrier quickly made his way over to the woman’s home, where he found her.

“She had fallen backwards and smashed her head off like a concrete planter, and she was bleeding pretty profusely from her head,” the Erie Branch 284 letter carrier said. Reynolds had been doing yard work and had lain in the yard screaming for help.

Concerned about Reynolds further injuring herself, he made sure she didn’t try to stand up.

“I didn’t want her to get up and fall back down,” Matson said.

After calling 911, he retrieved paper towels from the garage to help control the bleeding and contacted her daughter.

“I just made sure she was all right,” Matson said.

Matson stayed with Reynolds until emergency responders arrived less than 10 minutes later. After confirming she would be taken care of and speaking briefly with her and her



Randy Matson

daughter, he returned to his route. Her injuries required stitches, but she was otherwise all right.

“I just thought anybody else would have [helped her],” Matson said of his actions. “I just happened to be in the right spot.”

Carrier comes to aid of elderly man after fall

On Dec. 12, 2025, Reading, PA Branch 258 member **Dean Mathias** noticed that an octogenarian customer, Warren Weidman, had three days’ worth of mail in his mailbox. This was unusual because Weidman typically collected his mail daily. Concerned, the 20-year letter carrier approached the door.

“I’m pounding on the door, pounding on the door,” Mathias said.

Although a car was in the driveway, no one answered the door. Despite the television “blasting really loud,” the



**Michael Parsons (r)
with his customer June**



Kendall Winston

carrier thought he heard someone faintly moaning or calling for help, he said.

Mathias contacted a neighbor, Mrs. Hare, who had a key to Weidman's house. Together they entered through the back door and found Weidman lying on the floor between the kitchen and living room, wearing only a T-shirt. Upon seeing Weidman's condition, Hare called 911.

"He looked like he was in pretty bad shape," Mathias said.

Weidman repeatedly asked for water, but 911 operators instructed them not to give him any. While waiting for paramedics, Mathias placed pillows under his customer's head and covered him with blankets to keep him warm.

After EMS arrived, Mathias spoke with them and went on to finish the rest of his route.

Mathias later found out from a neighbor that Weidman was in critical condition, severely dehydrated and may have been on the floor for two or three days. Weidman has been in the hospital since the incident.

"I'm happy that I helped him," Mathias said. "I would have felt bad if I hadn't trusted my instincts. If I would have walked away, he might not have lived."

Carrier steps in to help elderly woman, dog

As a letter carrier for the last 32 years, **Kendall Winston** takes pride in taking care of the elderly customers on his route. He often brings mail directly to their doors, ensuring that they can get their mail easily, "because one day I'm going to be old and I hope somebody would be kind enough to help me if I need that help one day," he said.

One 100-plus-degree day in Arlington, TX, Winston knocked on the door

of a house in order to deliver a parcel. The 82-year-old customer, Kris, opened the door and as she did so, her small dog escaped. As the woman tried to catch her dog in the neighbor's yard, she stumbled and fell.

Winston heard the customer's faint calls for help and rushed to assist her. When he got to her, "she couldn't get up off the ground," the Branch 2309 member said, so he helped Kris to her feet and walked her safely back to her home. The dog, Darby, hadn't gone far but had walked down the street onto the other side of the road. Winston found the dog within a few minutes and helped guide it away from a busy neighborhood road and back toward the house, where the woman's husband, Bob, was clapping and calling for Darby.

Although the woman didn't sustain any serious injuries, Winston said his main concern was the woman's well-being, given her age and the extreme heat. He was glad to help, saying, "I'm always going to help. I'm not going to ever stop. It's just who I am."

Bob commended the carrier for his help. "If it were not for Kendall, Kris could have laid in our neighbor's front yard for a long time in the heat, as she was not easily seen from the street. At the same time, Darby could have been killed if she entered the street because the traffic is heavy and most of them are speeding," he wrote to the post office. "Our world could use millions of more people like Kendall." **PR**

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.