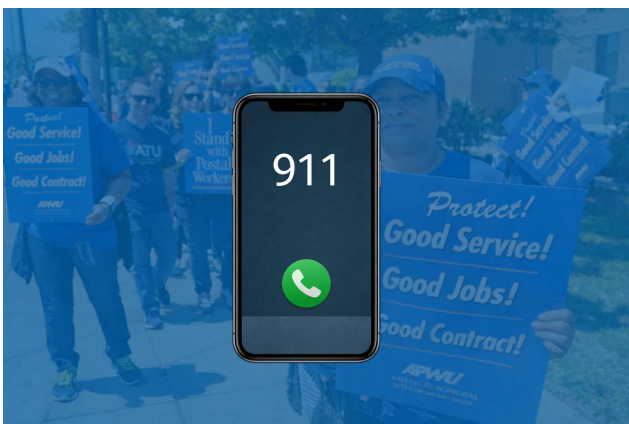


# APWU: Every Employee Has the Right to Call 911 During an Emergency

June 29, 2026 by [21cpw](#)



Medical emergencies can happen anywhere, so we must stay vigilant and know what to do in case one occurs while on the job. For postal workers, one of the most important things to remember is that every employee has the right to call 911 during an emergency at work—and your right to call 911 is not just limited to medical emergencies; postal workers can and should call 911 for fire, police, or emergency medical assistance.

The [Administrative Support Manual “Article 273.133 Emergency Actions”](#) says that you can and should call for fire or police assistance in an emergency. The [Employee Labor Relations Manual “Article 866.3 – Emergency Procedures”](#) states that the recommended first step in handling medical emergencies is to call 911. After contacting emergency services, you can also notify management or other parties who may be able to help.

During a medical emergency, every second counts. Delays in contacting emergency responders can reduce the chances of a positive outcome for someone experiencing a heart attack, stroke, cardiac arrest, severe injury, or another serious medical condition. Emergency medical services have the training, equipment, and experience to provide advanced care that cannot be administered on the scene by coworkers or bystanders alone.

Knowing that you have the right to make the call empowers workers to act quickly. Rather than waiting for someone else to respond, workers can ensure professional assistance is on the way as soon as possible. If a person is unresponsive, cardiopulmonary resuscitation (CPR) can play a critical role in helping someone survive until emergency responders arrive. Once you have called 911 and requested assistance, put your phone on speaker—the 911 dispatcher is specifically trained to walk you through exactly what to do.

**If you work in a postal facility that has no cell phone service, you should complete a PS Form 1767 Report of Hazard, Unsafe Condition or Practice, which should be easy to find and readily accessible in your workplace. As a remedy, you should request that management provide cellular capabilities immediately.**

The health and safety of postal workers is not just a top priority of your union; it is a fundamental right for us all—and that includes the right to call 911 in emergencies. We all deserve to return home safely to our loved ones at the end of our shifts.

Source: [APWU Safety and Health](#)