



ANSWERING

911

LIFE IN THE HOT SEAT

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CAROLINE BUREAU

Answering 911 Life In The Hot Seat

Richard Sichelski



Answering 911 Life In The Hot Seat:

Answering 911 Caroline Burau, 2007-09 At a pace matching the flashing lights on a 911 console Caroline Burau puts us in the hot seat and shows us the madness the sadness and the gallows humor of a profession that serves and protects in ways we never dream And by telling us what goes on when the microphone is silent she has taken the voice on the radio and given it heart Michael Perry author of *Population 485* and *Truck A Love Story* A witty gritty look at life on the receiving end of our cries for help Reader's Digest Editor's Choice You answer a call from a fourteen year old boy asking for someone to arrest his mother who is smoking crack in their bathroom You talk with him until the cops arrive making sure there are no weapons around and learning that his favorite subject in school is lunch Five minutes later you have to deal with someone complaining about his neighbor's clarinet practice What is it like to be on the receiving end of desperate calls for help every day Caroline Burau a former newspaper reporter and nursing student who couldn't stand the sight of blood takes a job as an emergency dispatcher because she likes helping people But on the job training at the comm center proves to be more than she bargained for As she adjusts to a daily life of catastrophe and comedy domestics and drunks cops and robbers junk food and sarcasm lost cats and suicides she discovers that crisis can become routine that coworkers can be mean that she must continue to care and at times learn how to let go The day may come when I have to dial 911 I hope to God that the person who answers is Caroline Burau or someone like her Funny honest and elegantly simple this book left me with a sense of grace and hope Alison McGhee author of *Shadow Baby* *Rainlight Was It Beautiful* and *Falling Boy* Caroline Burau is a 911 dispatch operator for the police and fire departments in White Bear Lake Minnesota

Answering 911 Caroline Burau, 2008-10-14 You answer a call from a fourteen year old boy asking for someone to arrest his mother who is smoking crack in their bathroom You talk with him until the cops arrive making sure there are no weapons around and learning that his favorite subject in school is lunch Five minutes later you have to deal with someone complaining about his neighbor's clarinet practice What is it like to be on the receiving end of desperate calls for help every day Caroline Burau a former newspaper reporter and nursing student who couldn't stand the sight of blood takes a job as an emergency dispatcher because she likes helping people But on the job training at the comm center proves to be more than she bargained for As she adjusts to a daily life of catastrophe and comedy domestics and drunks cops and robbers junk food and sarcasm lost cats and suicides she discovers that crisis can become routine that coworkers can be mean that she must continue to care and at times learn how to let go

Invisible Victims and the Pursuit of Justice: Analyzing Frequently Victimized Yet Rarely Discussed Populations Blasdell, Raleigh, Krieger-Sample, Laura, Kilburn, Michelle, 2021-06-18 Victims of crime may experience a wide variety of traumas that result in physical sexual financial psychological emotional and or social consequences While the types of trauma can vary greatly and include lesser known forms such as vicarious and secondary trauma identifying and recognizing victims can be complicated Throughout this book experts and professionals from academia and the fields of criminal justice social work and

mental health acknowledge victims historically overlooked by society political movements the media and or the criminal justice system we acknowledge the invisible victims Invisible Victims and the Pursuit of Justice Analyzing Frequently Victimized Yet Rarely Discussed Populations pioneers the assertion that our view of victims needs to be more inclusive by exploring invisible victims that are rarely if ever a focus of discussions in traditional victimology textbooks To educate the reader and begin working toward positive change each chapter identifies an invisible victim and provides the background controversies issues solutions and areas of future research It is crucial to identify these gaps in the field as some of the most victimized populations remain absent from important dialogue on crime victims This book is appropriate for a wide range of readership including but not limited to criminologists victim service providers psychologists sociologists social workers advocate groups law enforcement lawyers defense attorneys criminal justice practitioners academicians researchers and students studying criminology criminal justice victimology social work psychology and social justice **Bart's King-Sized Book of Fun** Bart King,2010-09-01 Funny man Bart King is at it again with his own gigantic book of fun Jam packed with awesome jokes silly trivia cool activities mysterious puzzles and much more this book is the perfect companion for kids everywhere They won't leave home or school without it **In Case of Emergency** Elizabeth Ellcessor,2022-04-19 In Case of Emergency argues that emergency media are profoundly cultural artifacts that shape the very definition of emergency as an opposite of normal The normalizing ideologies produced and reinforced by emergency media result in unequal access to emergency services and discriminatory assumptions about who or what is a threat and who deserves care and protection Thus a primary function of emergency media is to produce feelings of safety in some while designating others as targets of surveillance and control **The Reader's Digest** DeWitt Wallace,Lila Acheson Wallace,2006 **Technical Innovation in American History** Rosanne Welch,Peg A. Lamphier,2019-02-22 From the invention of eyeglasses to the Internet this three volume set examines the pivotal effects of inventions on society providing a fascinating history of technology and innovations in the United States from the earliest European colonization to the present Technical Innovation in American History surveys the history of technology documenting the chronological and thematic connections between specific inventions technological systems individuals and events that have contributed to the history of science and technology in the United States Covering eras from colonial times to the present day in three chronological volumes the entries include innovations in fields such as architecture civil engineering transportation energy mining and oil industries chemical industries electronics computer and information technology communications television radio and print agriculture and food technology and military technology The A Z entries address key individuals events organizations and legislation related to themes such as industry consumer and medical technology military technology computer technology and space science among others enabling readers to understand how specific inventions technological systems individuals and events influenced the history cultural development and even self identity of the United States and its people The information also spotlights how American culture the U S

government and American society have specifically influenced technological development [Access](#) ,2006 *Great Lakes and Midwest Catalog* Partners Book Distributing,2007 *Library Journal* ,2006 **The Publishers Weekly** ,2006

School Library Journal ,2007 **American Book Publishing Record** ,2005 **Hot Southern Nights** Gen Griffin, Trish Shallowman feels like her life has been put on pause She has an ex husband who doesn't understand the meaning of the word ex a career that tanked before she ever worked her first day and a car that breaks down on alternating Wednesdays When Trish's mother asks her to temporarily move to Possum Creek so she can take care of her ailing grandfather Trish figures that a change of scenery can't make her situation in life any worse She wasn't expecting to spend most of her days trying to prevent her grandfather from shooting at the mailman or that her impossibly gorgeous neighbor would decide he wanted to be her first ever one night stand She definitely wasn't expecting that two months in Possum Creek would make her question whether the future she's spent so much time waiting for is really the future she wants [Press Summary - Illinois Information Service](#) Illinois Information Service,1998 **Tell Me Exactly what Happened** Caroline Bureau,2016 Inside the world of emergency dispatch tragedy boredom and mind bending weirdness are constant companions [Secrets and Curtains](#) Richard Sichelski,2022-09-02 Ms Betty decides to move on from her past mistakes and the town she has called home her entire life She picked a nice quiet suburb to start over again somewhere where no one knows her She erased the sins of the family from the earth to start anew Unfortunately nothing is ever dead and buried as people from the past keep coming into contact with Betty Do they remember who she is will continue her streak of trying to eliminate her bloodline off the face of the earth Perhaps this will be the end of Ms Betty as the past comes tracking her down to make her pay for her sins and the sins of her family [The Literature of the Nonprofit Sector](#) ,1996 The first volume was a cumulative volume which contained the Foundation Center collection Subsequent editions include all the Foundation Center acquisitions acquired annually as well as other current literature **Atlanta** ,2006-08 **Popular Science** ,1970-08 Popular Science gives our readers the information and tools to improve their technology and their world The core belief that Popular Science and our readers share The future is going to be better and science and technology are the driving forces that will help make it better

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