

[PDF] Answering 911: Life In The Hot Seat

Caroline Bureau - pdf download free book

Books Details:

Title: Answering 911: Life in the Ho
Author: Caroline Bureau
Released: 2007-09-15
Language:
Pages: 216
ISBN: 0873516028
ISBN13: 978-0873516020
ASIN: 0873516028



[CLICK HERE FOR DOWNLOAD](#)

pdf, mobi, epub, azw, kindle

Description:

From Publishers Weekly I want to save lives, but I'm willing to settle for just *not killing anybody*," confides this suburban Minneapolis author about being a rookie 911 dispatch operator . In simple prose that is often crass and amateurish, Bureau recounts moments of terror and incompetence among her colleagues: one dispatcher plays computer games while listening to a suicidal caller ; others send medics to the wrong address while an acid-burn victim suffers. Cynical and bitter after two years on the job, Bureau has harsh words for callers who report cell phones stolen from unlocked cars; a "frequent flyer" (someone "always in crisis") who wants the police to baby-sit her kids; and a woman whose grisly trailer-home suicide is relayed by her hysterical 12-year-old daughter. Recalling her abortive attempts as nursing student, reporter for a community paper and locksmith and, in sordid detail, her addiction to crack and an abusive boyfriend, Bureau has been in recovery for 11 years and has married and adopted a stepdaughter she adores but worries about failing. Although this clearly isn't her intention, Bureau's honest memoir of the 911 trenches will make readers queasy

about the quality of emergency service personnel in their own communities. (Aug. 15)

Copyright © Reed Business Information, a division of Reed Elsevier Inc. All rights reserved. --This text refers to the edition.

From School Library Journal Adult/High School—Burau provides a fascinating glimpse into the lives of the dispatchers whose job alternates between stretches of boredom and episodes of fear, stress, and chaos. Although she doesn't provide many specific stories, she conveys what it is like to answer the phone, become involved in a crisis, and maybe never learn how it was resolved. The author's path to working as a dispatcher was circuitous. In high school, she became involved with drugs and an abusive boyfriend. After a three-day jail stint, she returned home, got sober, graduated college, and found the love of her life. Inspired by a desire to help people, she studied nursing but couldn't stand the sight of blood. After a brief career as a reporter at a local paper, she applied to work as a dispatcher—a difficult, demanding job she is still not sure she is good at, much like (step)motherhood. Burau ably shows what it's like to be responsible for lives when one is miles from the emergency. This is a fast, fascinating read.—*Susan Salpini, formerly at TASIS-The American School in England*

Copyright © Reed Business Information, a division of Reed Elsevier Inc. All rights reserved. --This text refers to the edition.

- Title: Answering 911: Life in the Hot Seat
 - Author: Caroline Burau
 - Released: 2007-09-15
 - Language:
 - Pages: 216
 - ISBN: 0873516028
 - ISBN13: 978-0873516020
 - ASIN: 0873516028
-