



CLB 5 Ajay Should Have Asked

It's important to ask your supervisor or an experienced co-worker for help if you don't understand something.

Instructions:

1. Read Ajay's story
2. Answer the questions



Case Study: _____

Ajay came to Canada from India. He had no formal career training, but he had worked as a shop mechanic with his uncle before immigrating. He was employed in Canada in a re-manufacturing company.

His job was to disassemble (take apart) the big wheels from the huge trucks used in the Athabasca Oil sands. He had to clean and repair the wheels, and then reassemble everything. Each tire was over 13 feet high and weighed about 5,300 kilograms.

Ajay worked with a mentor for his first few shifts. Then, his supervisor asked him to work independently. The supervisor wanted to observe Ajay to see if he understood the job and the safety procedures. While his supervisor observed him, Ajay had to lift the big wheel up above his head using the hydraulic hoist. Ajay was nervous because his supervisor was assessing his skills. He felt stressed. He began to forget what to do and how to work safely.

Suddenly, Ajay couldn't remember which part of the tire to take apart first. He should have secured the tire first, but he had forgotten. He didn't want to lose face, so he said nothing. He chose to unscrew the bolts on the rim first. The 5,300 kg tire was dangling above his head. He had unscrewed almost all the bolts when his supervisor yelled, "Stop!" Ajay hadn't secured the massive tire properly. If he had unscrewed any more bolts, the weight of steel and rubber would have fallen on him and crushed him to death.

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Questions

1. What is this case study mainly about?
 - a. Ajay's job
 - b. Ajay's accident at work
 - c. An accident that almost happened
 - d. Ajay learning about workplace safety
2. What is the purpose of this case study?
 - a. to teach about being a good worker in Canada
 - b. to give instructions for handling workplace accidents
 - c. to give instructions for reporting an incident at work
 - d. to teach about the importance of workplace safety
3. Write each letter that Ajay was responsible for. If he wasn't, don't type it.
 - a. Taking apart large wheels from trucks
 - b. Cleaning and repairing wheels
 - c. Knowing how to use a hydraulic hoist
 - d. Driving huge trucks
 - e. Reassembling all parts of the wheel
 - f. Understanding the safety procedures
4. Read the statements. Choose if they are true or false. If they are false, write a correct sentence.
 - a. Ajay had some formal training in mechanics. **TRUE / FALSE**
Correct sentence:

 - b. A mentor worked with Ajay at the beginning. **TRUE / FALSE**
Correct sentence:

CULTURE NOTE:

In Canada, you should always ask if you're not sure what to do at work. You need to be safe and follow instructions correctly.

c. The supervisor feels confident about Ajay's skills after the assessment.

TRUE / FALSE

Correct sentence:

5. What did Ajay forget to do before his supervisor told him to stop?

- a. He forgot to secure the tire.
- b. He forgot to unscrew all the bolts.
- c. He forgot to hoist the tire above his head.
- d. He forgot to clean the tire.

6. Why didn't Ajay ask his supervisor to help him?

- a. He was afraid of "losing face".
- b. He felt embarrassed for needing help.
- c. He was afraid of losing his job.
- d. He wanted to show his supervisor he knew what to do.
- e. All of the above.

7. Why did Ajay try to save face? Explain your answer.

8. After the observation, how do you think Ajay's coworkers felt about him?

Explain your answer.

9. What should Ajay do in the future? Explain your answer.

10. What would be a good title for this case study?
