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Pinnguaq Association Employee Handbook

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VISION STATEMENT

Pinnguaq Association, a not-for-profit organization, incorporates STEAM (Science, Technology, Engineering, Arts, Math) into unique learning applications that promote storytelling, health, wellness and growth with rural and remote communities. At its core, Pinnguaq embraces diversity and creates opportunities in order to empower all people.

MISSION STATEMENT

- **Education:** We can teach you your first coding lesson, train teachers and develop curriculum on digital skills. This has been our strength since our first “Code Club” in early 2014 and remains a key priority of our work.
- **Resources:** Through programs like the Makerspace, Computers for Success and the newly launch Pinnguaq Learning Space we aim to provide the resources to create access to the digital tools needed to take advantage of all the benefits technology has to offer.
- **Mentorship:** Pinnguaq is committed to providing meaningful mentorship opportunities through the programmes we administer in order to support an individual’s learning journey. This includes the Digital Skills 4 Youth Program, our Twitch streaming, as well as supporting communities to increase their own capacity in local digital programming.
- **Employment:** Pinnguaq acts as a delivery organization for internship programs, designed to help recent post-secondary graduates gain meaningful work experience and the digital skills needed for the jobs of today and tomorrow. In addition, we support and create employment opportunities in the communities we serve
- **Production:** Pinnguaq aims to provide a space for production that takes ideas from planning to fruition. We have done that to localize existing games into Inuktitut, to create original apps and websites based on our ideas, or those of others. Helping someone go from their first tech lesson to their first release is something we’re proud to have recently accomplished with Talia Metuq, an original student from the 2013 Code Club in Pangnirtung, a long time employee and this month celebrating the release of her first game *Inuit Uppirijatuqangit*.
- **Advocacy:** Perhaps the most important phases of our Life Cycle is the advocacy work we do to create and promote access to digital technology. We support a north > south knowledge transfer, development of local digital resources and a unique but equal role for rural communities at the tech table.



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EMPLOYEE ACKNOWLEDGEMENT FORM

The employee handbook describes important information about The Pinnguaq Association (“The Pinnguaq Association”), and I understand that I should consult the Executive Director regarding any questions not answered in the handbook. I have entered into my employment relationship with The Pinnguaq Association voluntarily and acknowledge that there is no specified length of employment. Accordingly, either I or The Pinnguaq Association can terminate the relationship at will, with or without cause, at any time.

Since the information, policies, and benefits described here are necessarily subject to change, I acknowledge that revisions to the handbook may occur, and that The Pinnguaq Association’s policy of employment-at-will may only be changed through a writing signed by the President of the Board of Directors. All such changes will be communicated through official notices, and I understand that revised information may supersede, modify, or eliminate existing policies. Only the Board of Directors has the ability to adopt any revisions to the policies in this handbook.

Furthermore, I acknowledge that this handbook is not a contract of employment. I have received the handbook, and I understand that it is my responsibility to read and comply with the policies contained in this handbook and any revisions made to it.

EMPLOYEE’S NAME (printed):

EMPLOYEE’S SIGNATURE:



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EMPLOYMENT

101 Nature of Employment

All employees of The Pinnguaq Association are employed on an at-will basis. Any employee who wishes to do so may terminate his or her employment at any time, with or without notice, and with or without cause. Similarly, The Pinnguaq Association may terminate the employment of any employee at any time, also with or without notice and with or without cause. No one other than the Board of Directors has the authority to change the at-will relationship, and the Board can only agree to such a change in writing, signed by the President, and directed to you personally.

102 Equal Employment Opportunity

To provide equal employment and advancement opportunities to all individuals, employment decisions at The Pinnguaq Association will be based on merit, qualifications, and abilities. The Pinnguaq Association does not discriminate in hiring, promotion, or any other aspect of your employment on the basis of race, color, religion, gender, national origin, age, disability, marital status, height, weight, or any other characteristic protected by law.

103 Conflicts of Interest

Employees of The Pinnguaq Association have a responsibility of fidelity and fairness to The Pinnguaq Association. They may not engage in activities which conflict with or violate this responsibility. Employees have the responsibility to disclose and refrain from any activity that might reasonably affect the judgment they exercise on behalf of The Pinnguaq Association.

104 Participation in Political Matters

The Pinnguaq Association' employees are, when acting as private citizens, free to engage in political affairs, including participation in election campaigns. Such participation must be on their own time and with their own resources and facilities. All employment activities, however, must be carried out in a manner that maintains public confidence in The Pinnguaq Association as an independent non-partisan organization dedicated exclusively to charitable and educational purposes.



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105 Privacy of Social Insurance Numbers

As required by law, employee social Insurance numbers will be held confidential to the extent practical, and will be maintained by the Executive Director in a secure location. Access to employees' social security numbers will be limited to those with a legitimate business need to know (for example, preparation of T4 forms, enrollment in health insurance programs, etc.) Any employee accessing the social security number of another employee without the express authorization of the Executive Director, will be disciplined. Any documents which contain social security numbers of employees or any other individual that are to be disposed of, must be shredded.

106 Disability Accommodations

The Pinnguaq Association is committed to complying fully with the Persons with Disabilities Civil Rights Act (PWDCRA), ensuring equal opportunity in employment for qualified persons with disabilities. All employment practices and activities are conducted on a non-discriminatory basis.

Hiring procedures have been reviewed and provide qualified persons with disabilities meaningful employment opportunities. Upon request, job applications are available in alternative, accessible formats, to assist in completing the application. Pre-employment inquiries are made only regarding an applicant's ability to perform the duties of the position. Reasonable accommodation is available to all qualified individuals with known disabilities unless doing so would result in an undue hardship. All employment decisions are based on the merits of the situation in accordance with defined criteria, not the disability of the individual. Employees with a disability requiring accommodation must notify the Human Resource Manager in writing as soon as is reasonably possible.

107 Confidentiality

All such information that The Pinnguaq Association employees receive in the course of employment, including information received from co-workers, grant applicants, board members, and board committees, is to be held by the employees in the strictest of confidence, unless a matter of public record or specified otherwise by the Executive Director. Employees who improperly use or disclose confidential information will be subject to termination of employment, even if they do not actually benefit from the disclosed information.



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Upon termination of employment, an employee may not remove any confidential information from The Pinnguaq Association offices and must return any confidential information in his/her possession.

EMPLOYMENT STATUS & RECORDS

201 Employment Categories

All employees of The Pinnguaq Association will be categorized as follows:

1. Regular Fulltime Exempt Employees. This is a salaried employee scheduled to work at least 37.5 hours per week and as needed to perform assigned duties, and who will normally be assigned administrative, managerial, or executive functions. Exempt employees are paid a fixed salary regardless of the number of hours worked in the workweek, and thus, are not eligible for overtime pay. A regular fulltime salaried employee may participate in The Pinnguaq Association' benefit programs, upon meeting the various eligibility requirements.

2. Part-time Employees. This is an employee who has not been designated a regular full time employee, and who is not regularly scheduled for work, or who works less than 30 hours a week. A part-time employee is not eligible for employee benefits, unless otherwise specified in this handbook.

3. Temporary Employees. An employee who has not been designated a regular full time or part-time employee, and who is hired for a specified period of time, or a specifically-limited task. A temporary employee is not eligible for employee benefits unless that is specified in their contract.

202 Performance Evaluations

The Pinnguaq Association will discuss with employees job performance and goals on an informal, day-to-day basis. Formal performance evaluations are conducted to provide both supervisors and employees the opportunity to discuss job tasks, identify and correct



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weaknesses, encourage and recognize strengths, and discuss positive, purposeful approaches for meeting goals.

Performance evaluations are scheduled approximately three months after the employee hire date and then every 9-12 months thereafter.

Performance reviews do not alter the “at will” relationship.

Pinnugaq will practice due diligence in supporting employees who are experiencing performance deficiencies through implementing a Performance Improvement Plan. A Performance Improvement Plan is designed to give an employee with performance deficiencies the opportunity to succeed. It may be used to address failures to meet specific job goals or to improve behavior-related concerns. This Performance Improvement Plan is confidential, and will only be shared between the Employee, the employees supervisor, the Executive Director, and the Human Resource Manager.

EMPLOYEE BENEFITS

301 Employee Benefits

Eligible employees at The Pinnugaq Association are provided a wide range of benefits. A number of programs such as, provincial disability, and unemployment insurance cover all employees in the manner prescribed by law. Benefits eligibility is dependent upon a variety of factors, including employee classification. Details of many of these programs can be found elsewhere in the employee handbook. The Pinnugaq Association reserves the right to modify the benefits offered at any time.

The following benefit programs are currently available to eligible employees, and are described more fully in this Handbook:

- Vacation Leave
- Holidays
- Personal and Sick Leave
- Bereavement Leave
- Jury Duty
- Unpaid Leave of Absence
- Great West Life Health Benefits



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302 Vacation Leave

Full Time employees are entitled to 15 days of vacation annually. Vacation time is earned as the employee works (1.25 days of vacation per month worked). 3 days of vacation is provided during the week of Christmas. Unearned vacation may be taken pending agreement between the employee and supervisor. Vacation days are carried over.

Any employee wishing to take vacation time must make a vacation request to their manager at least two weeks in advance. The manager reserves the right to refuse vacation requests based on staffing requirements, employee's length of service, and employee preferences, in the order listed.

Employees who exceed their Vacation Days, must use Personal Emergency Leave Days. Employees who exceed both their Vacation Days and Personal Emergency Leave Days, must take an Unpaid Leave of Absence. Pinnguaq maintains the right to terminate an employees employment at will.

303 Holidays

The Pinnguaq Association will grant paid holiday time off to full-time employees with at least 30 days' of service on the holidays listed below:

- New Year's Day - January 1
- Family Day - Third Monday in February (Ontario Only)
- Good Friday - Friday before Easter Sunday
- Victoria Day - Monday before May 25
- Canada Day - July 1
- Nunavut Day - July 9 (Nunavut Staff Only)
- Civic Holiday - First Monday in August
- Labour Day - First Monday in September
- Thanksgiving Day - Second Monday in October
- Christmas Day - December 25
- Boxing Day - December 26



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Holiday pay will be calculated based on the employee's straight-time pay rate (as of the date of the holiday) times the number of hours the employee would otherwise have worked on that day.

A recognized holiday that falls on a Saturday will be observed on the preceding Friday. A recognized holiday that falls on a Sunday will be observed on the following Monday.

If a recognized holiday falls during an eligible employee's paid absence (such as vacation or sick leave), holiday pay will be provided instead of the paid time off benefit that would otherwise have applied.

If a fulltime or part-time hourly employee is required to work on a scheduled holiday, pay for actual hours worked will be double the regular hourly rate.

If an employee desires to observe a holiday not listed above, time off may be granted without pay, subject to staffing needs.

Christmas Office Closure

Pinnguaq Association will provide staff 3 paid vacation days to fall before and/or after the Christmas Day and Boxing Day public holidays. This is to ensure staff have a full week off work at Christmas. The employer will communicate with employees at least one month in advance to confirm the dates of the additional paid vacation dates. Christmas closure vacation days are not deducted from employee's vacation leave balances.

Public Holidays Falling on a Non-Work Day

When the public holidays of Canada Day, Christmas Day and Boxing Day fall on a weekend, the day off will be designated before or after the Saturday or Sunday on which the public holiday falls. For public holidays falling on a Saturday the day off will be designated the preceding Friday. When public holidays fall on a Sunday, the day off will be designated the following Monday.

304 Personal and Sick Leave

Employees are entitled to 10 paid emergency leave days per year. Personal Emergency Leave can include personal sickness, a sickness in the family, mental illness, bereavement, or any



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other reason the employee considers an emergency. Personal Emergency Leave days are not carried over. Personal Emergency Leave resets annually on the 1st of January.

Employees who require more than 10 days may use Vacation days. In such instances where employees exceed all allotted Personal Emergency and Vacation days, and require additional time-off work, they must supply the Executive Director with a doctor's note if leave is longer than a 3 day period. Employees who exceed all allotted Personal Emergency Days and Vacation days may request an unpaid leave with management. Pinnguaq holds the right to terminate employment with employees at will.

305 Bereavement Leave

Bereavement leave is outlined in PA-015 and is bundled in with Sick Leave and Family Leave. In addition, with prior approval of the Executive Director, employees may be allowed a maximum of four hours' pay to attend the funeral of other relatives or friends. An employee will not be paid funeral leave benefits while absent from work during approved paid vacation, holiday, sick time, or personal time.

306 Jury Duty

Fulltime and part-time employees summoned to report for jury duty on a regularly-scheduled workday will receive their regular wages for each day they serve, up to a maximum of two (2) weeks per year. The jury duty notice should be shown to the Executive Director immediately after it is received so that work schedules can be adjusted to accommodate the employee's absence. The employee shall remit to The Pinnguaq Association the fees received for jury duty, less expenses.

307 Unpaid Leaves of Absence

Unpaid leaves of absence may be granted to full time employees who have worked for The Pinnguaq Association for at least one (1) year to enable them to obtain job-related education, respond to family needs, fulfill military obligations, or to perform special outside assignments. Employee benefits, except vacation accrual and pay, will be continued for up to 90 days for any such leave granted. The Pinnguaq Association will review and act in its sole discretion on a request for a leave of absence on an individual basis and in consideration of the effect the



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absence will have on the organization to carry out its responsibilities, the employee's position, and length of service.

An employee starting a leave of absence of one (1) month or more will be required to utilize accrued and unused vacation time and personal and sick leave.

The Pinnguaq Association will endeavor to return employees to work who have been on an unpaid leave of absence of up to 12 months, providing they notify the Executive Director in writing of their desire to do so at the time the leave begins. The Pinnguaq Association may be obliged to hire another person to replace an employee on unpaid leave, in which case the employee will be considered for re-employment on an individual basis.

308 Chambers Plan Benefits

Pinnguaq offers group benefits through Chambers Plan to all full time employees. This cost is split between the employee and the employer. For details about the benefits, please see the Chambers brochure.

COMPENSATION POLICIES

401 Paydays

All employees are paid electronically bi-weekly. Each paycheck will include earnings for all work performed through the end of the previous payroll period. Mandatory withholding as required by law will be taken from gross wages, and employees may request withholding to participate in The Pinnguaq Association-sponsored benefit plans.

402 Overtime

Overtime (time worked in excess of 40 hours in a Monday through Sunday period) is administered in accordance with provincial and federal law. Every attempt will be made to plan overtime with consideration for the company and employees. Overtime must be pre-approved by the Executive Director. Failure to comply with this rule will result in disciplinary action. (See: 404 lieu hours)

403 Lieu Hours



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An employee and an employer can agree **in writing** that the employee will receive paid time off instead of overtime pay. This is called "time off in lieu." If an employee has agreed to "time off in lieu" overtime hours, he or she must be given 1½ hours of paid time off work for each hour of overtime worked. Extra hours beyond 75 hours and under 88 hours (in a two week pay period) will be compensated by paid in-lieu hours on a 1:1 basis.

404 Expense Reporting

The Pinnguaq Association provides reimbursement for business-related expenses that employees may incur on behalf of The Pinnguaq Association. Examples of business-related expenses include:

- a. Work-Related Travel (except for commuting)(minimum 10 miles)
- b. Parking costs
- c. Overnight lodging (when required to be away from home overnight)
- d. Meals (when required to be away from home overnight)

Employees expecting to incur any business-related expenses must obtain advance approval from the Executive Director. Employees travelling for program delivery purposes have assumed approval for business related expenses from the Director and do not need to obtain it.

Employees requesting reimbursement must submit an expense report documenting the business purpose of the expense, as well as receipts for all expenses (except mileage and per diem).

WORK CONDITIONS & HOURS

501 Office Hours

The Pinnguaq Association' normal business hours are 9:00 a.m. to 5:00 p.m., but may be altered by the Executive Director as appropriate.

502 Smoking



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The Pinnguaq Association offices and workplaces are non-smoking environments. This includes Juuls and Vaping.

503 Computers and EMail Usage

Computers, computer files, the email system, and software furnished to employees are the property of The Pinnguaq Association, intended for business use. Employees should not use a password, access a file, or retrieve any stored communication without authorization.

All data, documents, and messages created, accessed, transmitted, or received via the The Pinnguaq Association computer system is the property of The Pinnguaq Association. The Pinnguaq Association reserves the right to access and monitor all messages and files on the computer system as deemed necessary and appropriate.

The Pinnguaq Association prohibits the use of computers and the e-mail system for any personal or non-business use.

The Pinnguaq Association computer system may not be used to solicit others for commercial ventures, religious, or political causes, outside organizations, or to harass any employee or client.

504 Work from Home Policy

Employees may elect to work from home all or part of the day and may do so under the following conditions. Please note that these conditions do not apply to those who have permission to work from home regularly:

- Employees must have permission from their supervisor to work from home.
- Employees must work at least 3 days a week from the office unless they have prior approval from their manager.
- Employees must inform management that they are working from home.
- Employees must be available on Slack or by email during working hours.
- If an employee decides they want to work from home the morning of the day in question, they must first ask permission from their direct supervisor.



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- Employees must indicate their plans to work from home on the Pinguaq Office and in the In-Out Calendar.
- Employees must have a “non-standard working hours” permission form signed by their immediate supervisor.

EMPLOYEE CONDUCT & DISCIPLINARY ACTION

601 Alcohol and Drug-Free Workplace

Please see PA- 007 Drug and Alcohol policy for full details.

602 Sexual and Other Unlawful Harassment

The Pinguaq Association prohibits its employees from harassing other employees, donors, or anyone else during the course of employment. Violations of this policy will not be permitted and will result in disciplinary action up to and including discharge. Sexual harassment is defined as unwelcome sexual advances, unwelcome jokes or comments, requests for sexual favors, unwanted touching or other verbal or physical conduct of a sexual nature.

Other types of prohibited harassment includes actions, words, jokes, or comments based on an individual’s race, color, national origin, age, religion, disability, height, weight, marital status, or any other legally-protected characteristic.

Any employee who feels that he or she has been subject to harassment, or who has witnessed harassment, should immediately report the matter to either the Executive Director or the President of the Board of Directors. Employees can be assured that no one will be retaliated against for either filing a complaint or participating in an investigation of harassment. All allegations of harassment will be quickly and discreetly investigated. To the extent possible, your confidentiality and that of any witnesses and the alleged harasser will be protected against unnecessary disclosure. When the investigation is completed, you will be informed of the outcome of the investigation.

Please see PA- 002 for the full Employee Code of Conduct and PA -011 for the Sexual Harassment policy.



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603 Attendance and Punctuality

Employees who will be tardy or absent from work must notify their supervisor by 9 a.m. on that day.

604 Job-Related Injuries

Employees who sustain work-related injuries or illnesses must inform their supervisor immediately. No matter how minor an on-the-job injury may appear, it is important that it be reported within 24 hours of its occurrence to management. Employees must file an Incident Report Form. This will enable an eligible employee to qualify for coverage as quickly as possible.

605 Performance on the Job

You are expected to do the very best job you can on every assignment you are given. This means getting it done on time and getting it done right. It also means taking care of all the details surrounding the assignment so that others don't have to pick up the loose ends. It also means using good judgment and asking questions you may have. You are also expected to work cooperatively with your supervisors and co-workers.

606 Rules of Conduct

All employees are expected to follow the rules and regulations of The Pinnguaq Association. Although The Pinnguaq Association has established an "at will" relationship with its employees, in certain instances The Pinnguaq Association may apply, in its sole discretion, some sort of progressive discipline, as described later. The following list, which is neither complete nor exhaustive, contains examples of some but not all of the conduct which is prohibited. Such conduct is prohibited regardless of whether it occurs on the premises or in conjunction with work assignments at The Pinnguaq Association. The following actions may result in discipline, up to and including discharge. This list in no way constitutes a limitation of the right or ability of The Pinnguaq Association to terminate employees for any reason at any time, with or without notice.

1. Reckless conduct that endangers the safety of other employees.



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2. Violating any safety instructions or rules established by The Pinnguaq Association.
3. Negligent or willful defacing, misuse, or destruction of company equipment or facilities.
4. Theft of any property belonging to The Pinnguaq Association or any employee of The Pinnguaq Association.
5. Excessive tardiness.
6. Excessive absenteeism.
7. Violation of Code of Conduct and Inclusivity Policies (PA-002).
8. Use or possession of illegal drugs or controlled substances or weapons in the course of employment.
9. Dishonesty or falsification of time records, accident reports, or any other company records, including false statements on the application for employment or other company documents.

Violation of any of these policies could lead to immediate dismissal. In some cases, however, The Pinnguaq Association, in its sole discretion, may decide that corrective action should be utilized before termination in order to assist an employee who exhibits inappropriate conduct or behavior, inadequate performance, or who fails in any way to meet the company's standards. Employees should not expect that they have a right to a certain number of disciplinary measures prior to termination or to any progression of discipline.

607 Employment Termination

We hope to retain good employees. However, employment at The Pinnguaq Association is for no specified period of time, regardless of length of service. Just as you are free to leave for any reason, we reserve the same right to end our relationship with you at any time, with or without notice, for any reason not prohibited by law. The Pinnguaq Association asks that each employee give at least two week's notice before voluntarily terminating employment. A letter of resignation should be submitted to the Executive Director at least two weeks prior to the end of employment. Upon receipt of a letter of resignation, The Pinnguaq Association reserves the right to terminate the employee immediately.

Upon termination of employment, the employee is entitled to a final check for all unpaid time worked, and any approved business-related expenses incurred that have not been reimbursed.



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An exit interview will be requested and conducted by the Human Resources Manager with all employees terminating employment. At that time, the employee is to return all The Pinnguaq Association' property (e.g., keys, computer-related material, written materials) to the Executive Director.