Ebola virus disease

Sun Life Financial Group Benefits and our emergency travel assistance provider, Europ Assistance USA, Inc., are closely monitoring the situation regarding the spread of Ebola Virus Disease (EVD) in several African countries. Europ Assistance is in direct contact with the Centers for Disease Control and Prevention (CDC) and the Public Health Agency of Canada to make sure that Europ Assistance and Sun Life are constantly up to date on the latest governmental guidelines.

Here is updated information that you may want to share with your plan members.

Guidelines and coverage
The Canadian federal government website has up-to-date information on travel advisories. At present, the EVD-related advisories against non-essential travel pertain to Guinea, Liberia, Sierra Leone and the Democratic Republic of Congo. For information on EVD advisories, along with symptoms, causes, treatment, and more, see:

If any of your plan members are currently in or planning to travel to one of the EVD-affected countries – and your plan has Sun Life group medical coverage for emergencies out of the country – they will continue to be covered in accordance with the terms and conditions of the group policy. Plan members should register with the Registration of Canadians Abroad service to receive updates on local developments that may affect their safety and security. For more information on travelling to Ebola-affected countries, go to:

Plan members should be aware that if they become sick in one of the affected countries, access to medical services may be scarce – and the likelihood of being evacuated home is extremely low, as countries try to limit the spread of the disease by limiting the circulation of ill people and of the viruses they carry. They can contact Europ Assistance for more information on specific coverage matters at 1-800-511-4610 (from Canada or USA) or 202-296-7493 from elsewhere (call collect if available) or via email at ops@europassistance-usa.com.

We understand that the risk of the general Canadian populace contracting EVD is low at this time. Only those in direct contact with individuals in the severe stages of symptomatic Ebola (such as health care providers or family) have been exposed or are at risk. Many international airports have introduced screening measures to combat the spread of the disease.
internationally. Some airlines have reduced the number of flights in and out of West Africa, and this precaution could be extended to a wider area of Africa.

**We’ll keep you informed**
Sun Life is committed to closely monitoring the EVD situation and keeping you informed. We will continue to update you on any key developments.

**Questions?**
Contact your Sun Life Financial group benefits representative.