

**Subject:** Changes to Out-of-Country Benefits Coverage due to COVID-19  
**Date:** Tuesday, March 17, 2020 at 2:47:30 PM Eastern Daylight Time  
**From:** administrative\_staff on behalf of Rebecca Sprague  
**To:** 'administrative\_staff@sheridancollege.ca', 'local245@sheridancollege.ca', 'faculty\_fulltime\_local244@sheridancollege.ca'  
**Attachments:** image003.png, image004.png, image005.png, image002.jpg, image007.png, 2020-03-17\_Out-of-country coverage changes due to COVID-19.pdf

Good Afternoon,

Please see the attached information regarding important changes to your out-of-country coverage due to COVID-19 for SunLife Group Insurance Benefits.

We appreciate that during times of uncertainty, being concerned and empathetic about this outbreak is normal. Our Employee and Family Assistance Plan is available to help, Life Work's by Morneau Shepell has the following resources to support you:

- Support is available 24/7 by calling 1-844-880-9142
- Fact Sheet - [Tips for coping with the COVID-19 outbreak](#)

If you have any questions regarding these changes or regarding your benefits coverage, please contact:

- Administrative and Support Staff: [lynn.barrett@sheridancollege.ca](mailto:lynn.barrett@sheridancollege.ca)
- Academic Staff: [sandy.tanaka@sheridancollege.ca](mailto:sandy.tanaka@sheridancollege.ca)

If you require this information in an accessible format please contact [rebecca.sprague@sheridancollege.ca](mailto:rebecca.sprague@sheridancollege.ca)

Warm Regards,

**Rebecca Sprague**, CHRL  
Director, HR Services  
Human Resources

# Colleges of Applied Arts and Technology

## **GROUP INSURANCE BENEFITS COMMUNIQUÉ**

### **IMPORTANT INFORMATION**

#### **CHANGES TO OUT-OF-COUNTRY COVERAGE DUE TO COVID-19**

As per the Government of Canada's efforts to prevent non-essential travel and repatriate Canadians traveling abroad, the following administrative exceptions will apply under the emergency out-of-country travel coverage for employees who are leaving Canada to travel on or after **March 18, 2020**:

- No coverage for any expenses during and after a period of quarantine (directed by a doctor or public health official), **unless** the plan member shows symptoms of or has tested positive for COVID-19.

In order for emergency medical services and expenses to be eligible for coverage under the Plan, employees must meet the definition of "medical emergency" and "emergency services". "**Medical emergency**" is defined as an acute illness or accidental injury that requires immediate, medically necessary treatment prescribed by a doctor and "**emergency services**" as any reasonable medical services and supplies, including advice, treatment, medical procedures or surgery, required as a result of an emergency. These definitions have not changed. Sun Life will treat a medical emergency resulting from COVID-19 in the same way as any other medical emergency outside of Canada.

Employees who are currently abroad, but not in quarantine and cannot return home will continue to have access to out-of-country coverage up to the 60-day limit under the Plan. After this time, they will not have out-of-country coverage.

If an employee or their dependent needs the immediate attention of a doctor for a medical emergency, they must contact Allianz for assistance:

In the USA and Canada call: 1-800-511-4610  
From anywhere else: 1-519-514-0351  
Fax: 1-519-514-0374  
Allianz is available 24 hours a day, 7 days a week.

#### **Dedicated Plan Member COVID-19 Webpage**

You would have received an email sent out on behalf of Jacques Goulet, President of Sun Life Canada, to all plan members regarding a dedicated [Sun Life webpage for COVID-19](#). Please refer to this page for updates regarding COVID-19, along with resources for staying healthy and informed, and how to weather market volatility. In addition, [Lumino Health](#) has launched a [stress and anxiety explorer](#) to help individuals find information, resources and solutions that are relevant for them. The stress and anxiety explorer can help you understand stress and anxiety, find resources and support, and discover Canadian mental health partners that offer resources and solutions.

#### **Questions?**

If you have questions, please contact your Benefits Administrator.