

## Fort McMurray – One-year commemorative anniversary

Our clients know that they can count on Sun Life as a resource for knowledge and support. We were there for our clients and plan members during the Fort McMurray wildfires last year, to provide practical and timely support.

Sun Life set-up a special hotline number for clients and employees impacted by the wildfires in Fort McMurray; and teams all across different business areas of Sun Life helped provide fast support to those affected by the Alberta wildfires.

During the wildfires, Sun Life's disability team made efforts to contact impacted members in Fort McMurray to check on their personal situation and worked with those impacted to support them in the process of filing disability claims and prioritizing claims adjudication and payment for plan members from Fort McMurray.

At the time of the event, we were also approached by some clients for guidance on dealing with post-disaster situations. In response to this, we have prepared a resource on recommended next steps in a disaster recovery situation, [the Post Disaster Guidance for Organizations](#) best practices paper.

Organizations often focus on preparing for the everyday work conditions but not all organizations are prepared to deal with disasters on the scale of the Fort McMurray wildfires. That is why our resource covers high-level principles which we hope will be helpful for HR departments to consider when managing the return-to-work process after a major disruption.

We continue to support our plan sponsors, and to provide the help they need in a disaster management situation.

### Questions?

Contact your Sun Life Financial group benefits representative.