



Breast Prosthesis and Accessories Process FAQs

What is the process to order a breast accessory?



VIRTUAL BREAST ACCESSORIES ORDER PROCESS

STEP 1

Client submits request by completing online form



STEP 2

Order form is triaged to one of the hubs via a centralized email/process intake



STEP 3

Order form is received by one of the CCS Hubs. Hub staff will email follow up with client and provide options based on request. (It may take 5-10 business days for hub to contact client)



STEP 4

Hub will confirm the order with the client and prepare the order package that includes education information and materials on how to care for the breast accessory



STEP 5

Package is shipped to the client or pick-up is arranged depending on location

Note: breast prosthesis will only be fitted and provided when the hubs re-open for in-person service.



Accessible from anywhere in Canada in English & French via phone or email



Call Cancer Information Helpline at 1-888-939-3333



Order online by visiting cancer.ca

Who can access the breast prosthesis and accessory program at CCS?

This service is available for free across Canada to people living with cancer who cannot afford the cost of a breast accessory.

Do you do in-person fittings and consultations for breast prosthesis?

Due to the COVID-19 pandemic, we cannot provide any in-person fittings or breast prostheses at this time as they need be tried on in person to get the right fit. We are still providing other breast accessories, such as puffs and bras.

How do I know what my breast accessory size is?

We will need your band and cup size to find you the right breast accessory.



Canadian
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Society

What products do you provide?

We currently provide breast accessories, such as puffs and bras.

Do I need to return my breast accessory?

No, breast accessories do not need to be returned.

Is there a cost for ordering a breast accessory?

No. This program provides breast accessories, free of cost, to Canadians impacted by cancer, so they can live with confidence.

How do I order a breast accessory?

Clients can reach our breast accessory service through our [online form at cancer.ca](https://www.cancer.ca) or by calling the Cancer Information Helpline at **1 888 939 3333**

- a) Once a client contacts us, a member of our team discusses their breast accessory requirements and preferences. We do our best to find a match to the needed product. Matched products are packaged along with return and cleaning instructions and information about other Canadian Cancer Society available support services.

How long does it take to hear back once I have submitted the request form?

It may take 5 to 10 business days for our hub to contact you after the form has been submitted.

How will I receive my breast accessory?

We arrange delivery by mail or arrange a curbside pick-up, depending on location. All staff and volunteers have been trained in enhanced cleaning and hygiene to make sure all your breast accessory is delivered in their cleanest state.

Donations

Do you accept breast accessory donations?

We accept new breast accessory with tags and gently used breast prostheses.

Are there other ways to support this program?

When you support the Canadian Cancer Society, you make a real difference to people who have been affected by cancer. Read our stories to see how your support can help Canadian diagnosed with cancer. Please visit [cancer.ca](https://www.cancer.ca) to find out how you can make a difference.