



## Lending of wigs – Process FAQs

### **Who can access/borrow wigs from the CCS program?**

The Canadian Cancer Society’s Wig program provides a wide range of donated and new wigs to cancer patients who have undergone cancer surgery or have lost their hair as a result of cancer treatment. These services are provided in English and French and can be accessed from anywhere in Canada.

### **What is the process to order a wig or hair accessory?**

## Canadian Cancer Society | **VIRTUAL WIGS & HAIR 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**

Client to select one of the options



#### **STEP 5**

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 wig

#### **STEP 6**

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



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](http://cancer.ca)

### **How long can I borrow a wig for?**

You can borrow a wig for as long as you need.

### **Can I borrow/order more than one wig at a time?**

We lend out 1 wig at a time per client.



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***Is there a cost for borrowing a wig?***

No. This program provides wigs, free of cost, to Canadians impacted by cancer so they can live with confidence. Shipping charges may apply when returning your wig.

***How do I order a wig?***

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

Once a client contacts us, a member of our team discusses their wig or hair accessory requirements and preferences. Upon gathering relevant information and client photos, 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 available CCS 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 wig?***

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 wigs are delivered in their cleanest state.

***How do I care for the borrowed wig?***

Instructions on how to care for the wig are mailed with the package. Instructions are specific to the type of wig (synthetic vs human hair).

***How can I return my borrowed wig?***

You will receive return instructions with your wig care package. Please follow the instructions and once you are ready to return, ship the wig to the address noted in your package. Shipping charges may apply when returning your wig.

***What type of wigs do you carry?***

We carry both real hair wigs and synthetic wigs.

***Do you have wigs for men?***

Unfortunately, we do not currently carry any wigs for men.

***Can I order other accessories?***

We carry a small selection of knitted toques and scarves. If you are requesting one of these items, please indicate your needs in the intake form under "Other".

***Is the wig adjustable or do I need to provide head measurements?***

Most of our wigs are adjustable and we do not require your head measurements to find you the right fit.



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## Wig Donations

### ***Can I donate my hair?***

We do not accept donated hair, but we will be happy to provide recommendations on where you can donate your hair.

### ***Do you accept wig donations?***

Yes, we do accept gently used wig donations. You can call us at **1 888 939 3333** to find out where you can mail or drop-off a donation in your area.

### ***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](http://cancer.ca) to find out how you can make a difference.