

- WILL attempt to obtain case-related information to the extent that this cannot be obtained directly by the prisoner (or his/her representatives) and **provided the prisoner so requests**;
- WILL provide available information on such matters as the local judicial and prison systems, approximate time requirements for court action, typical sentences in relation to the alleged offence, bail provisions, transfer of offender procedures (if applicable), and methods of transferring funds;
- WILL facilitate the transfer of funds to the prisoner if other means (such as banks, mail) are unreliable or non-existent;
- WILL attempt to arrange purchase, at the prisoner's expense, of necessary dietary supplements, essential clothing and other basic needs not otherwise obtainable;
- WILL make enquiries about any missing personal property;
- WILL deliver mail and provide permitted reading material if normal postal services are unreliable;
- WILL assist in applying for transfer to Canada under a Transfer of Offenders Treaty (where applicable);
- WILL assist destitute prisoners in securing non-elective, emergency medical or dental care, dietary supplements and other basic necessities if the need is demonstrable.

b) However, the department/missions

- WILL NOT pay legal expenses or fines from public funds;
- WILL NOT provide legal advice or interpret local laws;
- WILL NOT attend trials unless there exists a demonstrable need;
- WILL NOT select or recommend lawyers (but will provide a list of local lawyers whom the prisoner or the prisoner's family may wish to contact);
- WILL NOT become involved in matters of substance