- arrange for the purchase, at your expense and if permitted, of necessary food supplements, essential clothing and other basic needs not available through the prison system;
- attempt to locate missing personal property;
- deliver mail and provide permitted reading material if normal postal services are unavailable.

There are some services that the Canadian consular officials cannot provide to you because of reasons of law and public policy. Consular officials cannot:

- pay legal expenses or fines from public funds;
- provide legal advice or interpret local laws;
- select or recommend a specific lawyer;
- become involved in matters of substance between you and your lawyer;
- forward or deliver parcels entering or leaving the country, or clear them through customs;
- circumvent prison rules regarding what can or cannot be brought into or taken out of the prison;
- make travel or accommodation arrangements for your family or friends.