

Lost and Found Procedures

Version 2

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Procedure

1. Lost and Found Procedure

- 1.1 Security Services are responsible for documenting and investigating any items that are reported as being lost, missing or suspected of being stolen on campus. Security Services is also responsible for collecting and storing any items found within the facility or the surrounding grounds for up to four weeks or thirty (30) calendar days at a time.
- 1.2 The Security Office at each Campus is the sole administrator of the lost and found procedure. All efforts will be made to ensure that lost, missing or stolen items are returned to their rightful owners in a timely manner.
- 1.3 All found items are to be turned in to the Security Office at any campus.
- 1.4 All low-value articles can be returned to the Security office, but will only be held daily and disposed of by 11pm nightly. Low-value articles such as; soiled clothing and food containers will not be accepted. Credit Cards and Bank Cards will be securely disposed after 24 hours. Presto Cards/Transit Cards will be securely disposed after 24 hours.
- 1.5 Where information regarding the identity of the owner is evident, efforts will be made to contact them to facilitate claiming of the item(s).
- 1.6 The rightful owner will be responsible for satisfactorily identifying the lost item before it will be returned to them. It is at the Security staff member's discretion to ask questions to verify the item's ownership. Proper identification may be requested when returning an item.
- 1.7 Items turned in to Campus Security will be retained and disposed of as listed below:
 - a) all found valuable articles will be retained at Campus Security for a maximum of thirty days (30) calendar days;
 - b) unclaimed valuable articles will be gifted to a local charity
 - c) items containing personal information (e.g. passports, driver's license, etc.) that remain unclaimed after thirty (30) calendar days will be destroyed using confidential shredding services on campus;
 - d) clean/unsoiled clothing will be retained for seven (7) calendar days, after which, items in good repair will be donated to a local charity;
 - e) all other valuable articles will be retained for thirty (30) days, after which, items in good condition will be donated to a local charity; and
 - f) all remaining low value and valuable articles will be disposed of using one of the following methods; the College's confidential shredding services, e-waste management program, sustainability program or by other means necessary for removal off Campus

2. Protecting Your Property: Unattended Items

- 2.1 Any items that are identified as unattended will be taken by a Campus Security Operative as a preventative measure from theft. Campus Security Operative will take the items as-is (how it was originally found). The Campus Safety Operative is not responsible for any lost items or belongings.

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