



STANDARD OPERATING PROCEDURE (SOP)

DOCUMENT ID: SOP-154 VERSION #2	TITLE: LOST AND FOUND	SEARCH KEY:
PURPOSE:	<ul style="list-style-type: none"> To outline the process for reporting and/or claiming lost or found items on College campuses. 	POST TO: Public Website <input checked="" type="checkbox"/> DC Connect <input checked="" type="checkbox"/>
SCOPE (Applies To):	<ul style="list-style-type: none"> CAMPUS SECURITY COLLEGE EMPLOYEES DC FOUNDATION DC STUDENTS SAFETY, SECURITY AND RISK MANAGEMENT VISITORS 	
STATUS: FINAL	AUTHOR: NANCY CONSTABLE, SAFETY, SECURITY AND RISK MANAGEMENT CONTACT INFORMATION: 604-527-5828	CREATED: 2017/11/08 (yyyy/mm/dd)
	RESPONSIBLE OWNER: SAFETY, SECURITY AND RISK MANAGEMENT	
PROCESS REVISIONS:	REVISION AUTHOR: As Above	REVISED: 2019/11/26 (yyyy/mm/dd)
RELEVANT FORM(S):	N/A	REVISED: (yyyy/mm/dd)
ACCORD/POLICY APPROVAL BODY:	<ol style="list-style-type: none"> D. CHRISTIE, MANAGER, FINANCIAL AID & AWARDS A. HODGSON, MANAGER, FACILITIES SERVICES D. JACKSON, MANAGER, FACILITIES SERVICES V. LEE, DIRECTOR, FINANCE L. POON, EXECUTIVE DIRECTOR, FOUNDATION & ALUMNI RELATIONS D. SEIBEL, DIRECTOR, STUDENT AFFAIRS AND SERVICES C. UDY, MANAGER, CAMPUS SECURITY 	DATE APPROVED: 2018/02/14 (yyyy/mm/dd)
QUALITY ASSURANCE FORMAT APPROVAL: <input checked="" type="checkbox"/> ADMINISTRATORS' COMMUNITY OF PRACTICE (ACP) SOP SUBCOMMITTEE <input checked="" type="checkbox"/> THOR BORGFORD, VICE-PRESIDENT, ACADEMIC AND PROVOST		DATE APPROVED: 2018/02/14 (yyyy/mm/dd)
RELEVANT POLICY:	DC Administration Policies: <ul style="list-style-type: none"> College Acceptance of Student Award Funds 	
RELEVANT ACRONYMS & DEFINITIONS:	COQ: Coquitlam DC: Douglas College NW: New Westminster SSRM: Safety, Security and Risk Management	

PREAMBLE

Campus Security, on behalf of **Douglas College (DC)**, is responsible for maintaining the College’s **Lost and Found Program**. The **Lost and Found** is located at the **Security Kiosk** at each of the following campuses:

Coquitlam Campus	Main Atrium, Building A/B	604-777-6254
New Westminster Campus	Concourse, Level 2	604-527-5405
Surrey Campus	Main Level	604-218-8902
Anvil Centre	6 th Floor	604-777-6666

STEPS:

1. FOUND ITEMS:

- i. Items found on campus may be brought to the **Security Kiosk**;
- ii. **Security** will record accepted items in the *Lost and Found* log and will store items securely.

2. LOST ITEMS:

- i. Individuals may report a lost item to campus **Security**, by calling or reporting in person;
- ii. **Security** will record the enquiry, including contact information, and notify the individual if the lost item is found.

3. CLAIMING A FOUND ITEM:

- i. Found property may be returned only when a claimant has identified themselves and the item to the satisfaction of campus **Security** personnel.

4. RETENTION PERIODS:

- i. All found property received by campus **Security**, if unclaimed, will be retained for a fifteen day period. Where possible, found property will be returned to the rightful owner.

5. DISPOSAL OF FOUND PROPERTY:

- i. Perishable items, including food and beverage containers, and/or items of little or no value will be disposed of daily in whatever manner deemed appropriate.

6. MANAGEMENT OF UNCLAIMED PROPERTY AFTER FIFTEEN DAYS:

- i. Unclaimed money will be given to the **Douglas College Foundation** in support of **Student Aid**. **Security** will deliver funds to either the **Finance Office** (for NW Campus) or the **Foundation & Alumni Relations** (for COQ Campus), and will submit the receipt to the **Director, SSRM**;
- ii. Unclaimed property will be given to local charities;
- iii. Identification, passports and other Government issued documents will be returned to the appropriate Government institution.

7. ITEMS NOT ACCEPTED INTO THE LOST AND FOUND:

- i. Soiled and/or unsanitary items, broken or wet items, or any item deemed unsafe to accept;
- ii. Umbrellas;
- iii. Earbuds.