# STANDARD OPERATING PROCEDURE (SOP)

<table>
<thead>
<tr>
<th>DOCUMENT ID: SOP-154 VERSION #2</th>
<th>TITLE: LOST AND FOUND</th>
<th>SEARCH KEY:</th>
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**PURPOSE:**
- To outline the process for reporting and/or claiming lost or found items on College campuses.

**SCOPE (Applies To):**
- 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

**RESPONSIBLE OWNER:** SAFETY, SECURITY AND RISK MANAGEMENT

**CREATE:** 2017/11/08 (yyyy/mm/dd)

**PROCESS REVISIONS:**
- REVISION AUTHOR: As Above
- REVISED: 2019/11/26 (yyyy/mm/dd)

**RELEVANT FORM(S):** N/A

**ACCORD/POLICY APPROVAL BODY:**
1. D. CHRISTIE, MANAGER, FINANCIAL AID & AWARDS
2. A. HODGSON, MANAGER, FACILITIES SERVICES
3. D. JACKSON, MANAGER, FACILITIES SERVICES
4. V. LEE, DIRECTOR, FINANCE
5. L. POON, EXECUTIVE DIRECTOR, FOUNDATION & ALUMNI RELATIONS
6. D. SEIBEL, DIRECTOR, STUDENT AFFAIRS AND SERVICES
7. C. UDY, MANAGER, CAMPUS SECURITY

**DATE APPROVED:** 2018/02/14 (yyyy/mm/dd)

**QUALITY ASSURANCE FORMAT APPROVAL:**
- ADMINISTRATORS’ COMMUNITY OF PRACTICE (ACP) SOP SUBCOMMITTEE
- THOR BORGFORD, VICE-PRESIDENT, ACADEMIC AND PROVOST

**DATE APPROVED:** 2018/02/14 (yyyy/mm/dd)

**RELEVANT POLICY:**
- DC Administration Policies:
  - College Acceptance of Student Award Funds
  - Occupational Health and Safety

**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:

<table>
<thead>
<tr>
<th>Campus</th>
<th>Location</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Coquitlam Campus</td>
<td>Main Atrium, Building A/B</td>
<td>604-777-6254</td>
</tr>
<tr>
<td>New Westminster Campus</td>
<td>Concourse, Level 2</td>
<td>604-527-5405</td>
</tr>
<tr>
<td>Surrey Campus</td>
<td>Main Level</td>
<td>604-218-8902</td>
</tr>
<tr>
<td>Anvil Centre</td>
<td>6th Floor</td>
<td>604-777-6666</td>
</tr>
</tbody>
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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.