POLICY:

All lost & found articles will be returned and or disposed of in an effective and efficient manner. Lost & found articles are kept in a secure location the Lost and Found Closet (Storage Room 6033 in St Martha’s) and managed by the Hospitality Services Supervisor.

PROCEDURE:

During regular business hours - all inquiries regarding lost and found items are to be referred to extension 292 the Hospitality Services Supervisor. Monday to Friday from 17:00 – 00:00 & weekends from 07:45 – 22:00 - dial extension 102 for the Housekeeper on duty. Outside the above hours - contact Security at ext. 353

Found Articles

All found articles must be placed in a clear plastic bag or envelope and clearly marked with the owner’s name and contact information (if known), date and area found.

1. Patient items left behind in areas such as Acute Care and ER where ownership of found item is known – unit personnel are to contact the patient directly. If patient is unable to pick up item that day please forward to the Hospitality Services Supervisor during regular business hours. Please indicate on label if patient specifies a pick up date.

2. Outside regular business hours:
   a. Monday to Friday from 17:00 – 00:00 & weekends from 07:45 – 22:00
      Dial extension 102 for the Housekeeper on duty
   b. Outside the above hours - contact Security at ext. 353

3. Investigating Found Property
   When an item is received, attempt to locate the owner by:
   a) Observing any identification found on the item and make contact
   b) Checking the “Lost & Found Record” (located in the Lost and Found Closet (Storage Room 6033 in St Martha’s) to see if someone has reported the item missing and to contact the owner if the item is in the record.
Lost Articles

1. If a patient or visitor inquires about a lost item, refer them to the Hospitality Services Supervisor during regular business hours at extension 292.

2. Outside regular business hours:
   a) Monday to Friday from 17:00 – 00:00 & weekends from 07:45 – 22:30
      Dial extension 102 for the Housekeeper on duty
   b) Outside the above hours - contact Security at ext. 353

3. Proof of identification may be requested upon pick up of a Lost and Found Article.

Documentation and Storage of Items

Inquiries regarding lost and found items are to be documented by the Hospitality Services Supervisor and the record of these items is kept in the Lost and Found Closet (Storage Room 6033 in St Martha’s)

All found items will be tagged with the date and area found and then stored in the secured Lost and Found Closet (Room 6033 in St Martha’s).

1. **Valuable Items**: These items include articles such as jewelry, cell phones, electronics, prescription glasses, ski/snowboard equipment. Valuable jewelry & cell phones will be kept in the safe in the Lost and Found Closet. These items will be stored for 60 days. Unclaimed items will be turned over to the Town of Banff.

2. **Money**: that has been turned in will be stored in the safe in the Lost and Found Closet for 60 days. After 60 days any unclaimed money will become revenue of Banff Mineral Springs Hospital in support of fundraising initiatives.

3. **Medication**: All medication will be handed over to the Pharmacy department immediately. They will notify the issuing Pharmacy.

4. **Clothing & Personal Effects**: valued over $100 will be stored for 30 days. Unclaimed items will be turned over to the Town of Banff.
5. **Non valuable items:** items include clothing valued under $100.00, hats, gloves, scarves, clean beverage containers and sunglasses will be stored for 30 days and then donated to Rundle United Church in Banff which operates a rummage sale.

6. **Keys:** will be stored for 60 days and then turned over to the Town of Banff.

7. **Deceased Belongings:** Arrangements will be made by the unit staff with the next of kin to retrieve the items. If the items are not claimed they are to be turned over to the Hospitality Services Supervisor and will be stored for 90 days. After 90 days non valuable items will be donated to Rundle United Church in Banff which operates a rummage sale. All other items will be turned over to the Town of Banff.

8. **Soiled & Damaged Property:** will not be stored and will be disposed of immediately.

9. **Illegal or illicit items:** will be immediately turned over to the Banff RCMP.

**Release of Items**

1. Individuals who claim their items must do so in person, a representative may be appointed but they may be required to provide a letter of permission from the owner. Alternatively arrangements can be made to ship the item with payment via credit card received prior to shipping.

2. Under certain circumstances and at the discretion of the Site Manager or Manager of Hospitality Services, the hospital may pay to return items.

Audit of unclaimed items shall be conducted monthly by the Hospitality Staff and disposed of in an appropriate manner as outlined above. The results of the monthly audit will be entered into the Lost and Found Record.