



Town of Whitby Procedure

Procedure Title: Lost and Found Procedure
Procedure Number: MS 470-002
Reference: Public Code of Conduct Policy MS 470
Date Approved: March 11, 2020
Date Revised: N/A
Approval: Chief Administrative Officer
Point of Contact: Office of the Town Clerk

Purpose

To provide guidelines for the management of lost and found items for the Town of Whitby (the Town) to ensure a consistent, standard practice for lost and found items at Town facilities and on Town property.

Scope

This procedure applies to any item left at a Town facility or on Town property.

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1. Definitions

- 1.1. **General Clothing and Miscellaneous Items** means items including but not limited to clothing such as shirts/sweaters, hats, gloves, scarves, accessories, sports equipment, costume jewelry, water bottles, books, bathing suits, and towels.
- 1.2. **Personal Identification** means student cards, Indian status cards, Metis status cards, passports, driver's licences, birth certificates, health cards, permanent residency cards, Ontario photo I.D cards, and any other provincial, federal, or institutional I.D cards.
- 1.3. **Secure Location** may include a lock box, shelf, cupboard, closet, drawer, cabinet or any other location designated for the purpose of lost and found items provided the location is in the custody and sole access of Town of Whitby staff.
- 1.4. **Valuables** means items including but not limited to personal electronic devices and equipment, cash, wallets, bank cards, credit cards, bags, backpacks, purses, jewelry, prescription glasses, keys and bicycles.

2. Responsibilities

- 2.1. Supervisors/Managers to:
 - 2.1.1. Support staff in the implementation of this procedure.
- 2.2. All staff to:
 - 2.2.1. Adhere to this procedure.

3. General

- 3.1. The Town will collect and accept lost items found on Town property as a courtesy to users of Town programs, services and facilities. However, Town staff are not responsible for searching for or locating lost items left on Town property and are not required to keep a record of individuals looking for lost items.
- 3.2. Any items that are illegal or pose a health and safety risk such as prohibited weapons and illicit drugs will not be collected or accepted. In instances where these items are found, Durham Regional Police Services will be notified for safe collection.
- 3.3. When an item is turned in, staff will make reasonable efforts to identify and locate the owner of any Personal Identification or Valuables. This could include a cursory search through wallets or bags for identification, accessing unlocked electronic devices for the contact information of the owner, or searching Canada 411 or similar databases for contact information. If an owner can be identified, staff will contact the owner as soon as possible.

- 3.4. If the owner cannot be determined from this search, staff will handle Personal Identification and Valuables as noted in Section 4 of this procedure.
- 3.5. For health and safety reasons, Facility staff cannot permit patrons to borrow any items which are in the Lost and Found.
- 3.6. If an item is found on Town property in 'staff only' areas of a Town facility, an email will be sent out to "all town staff" notifying of the found item and where and with whom it will be held until it is collected.
- 3.7. Lost items can be claimed during the normal business hours of the Town facility. To claim Valuables, an owner will be responsible for describing the item and providing as much information as possible before it is returned to them, including but not limited to colour, material, size, brand, model number, engravings, or other identifying marks. It is at the discretion of staff to ask for valid identification.

4. Guidelines

- 4.1. Staff are responsible for tracking all items on the Lost and Found Items Tracking Form (see Appendix 1) at their specific facility.
- 4.2. Perishable items such as food, debris, loose paper (with no identifying information), or any item deemed unhygienic will be disposed of immediately.
- 4.3. General Clothing and Miscellaneous Items will be accepted or collected and stored in a Secure Location within each Town facility. Each month, unclaimed General Clothing and Miscellaneous Items may be donated or destroyed, as appropriate.
- 4.4. Should prescription medications not be claimed by the owner they shall be disposed of on a monthly basis in accordance with [Health Canada Guidelines](#).

Valuables

- 4.5. Valuables that have been accepted or collected as lost items will be tagged by staff with the date the item was turned in.
- 4.6. Valuables that have been accepted or collected as lost items will be stored in a Secure Location for ninety (90) days. If unclaimed after this time period, staff will deliver Valuable items to the Central West Division of the Durham Regional Police Service (DRPS), 480 Taunton Road East, Whitby, ON with the date of when items were turned into the Town. DRPS will provide a receipt for the items turned in which should be noted for reference on the Lost and Found Items Tracking Form.
- 4.7. When a Valuable is returned to its owner, staff shall update the tracking form, noting the name of the person who claimed the lost item. Staff should ask for valid identification when turning over any items.

- 4.8. In the case of money being turned in as a lost item, the finder's name and contact information will also be noted.
- 4.9. Money will be stored in a Secure Location for ninety (90) days. If unclaimed, the found money will be returned to the customer who turned it in. If staff turned it in, it will be donated to Town programs and services.

Personal Identification

- 4.10. All Personal Identification will be tagged with the date it was turned in.
- 4.11. Bank cards will be shredded after thirty (30) days.
- 4.12. Provincial, Federal, or Institutional issued identification cards will be sent to the issuing agency after thirty (30) days.
- 4.13. Passports will be sent to Passport Canada, 1615 Dundas Street East, Unit 6, Whitby, ON L1N 2L1 within 24 hours of being found. Attempts to contact the owner will be made while the passport is in the Town's custody.
- 4.14. Personal Identification items will be tracked while in Town custody and a record of where and when it was forwarded to the appropriate agency will be logged. However, personal Identification items will not be tracked once turned over to the appropriate agency. The Lost and Found Items Tracking form will be used for this as well.

Appendices

Appendix 1 Lost and Found Items Tracking Log

Original Approved and Signed.

Matthew Gaskell, Chief Administrative Officer, x2211

March 11, 2020

Date