



**Strathcona Hotel
Policies & Procedures**

Subject: Lost and Found
Revised: February 20, 2013

Procedure:

This policy is written in accordance with the laws of British Columbia and is to ensure the efficient handling of all lost and found items at the Strathcona Hotel.

All articles found on the premises must be turned into the front desk of the hotel. A front desk staff member will then log the item and place it in safe keeping. Any item of significant value including personal identification (wallet/credit card/drivers license etc) must be locked in the front office safe and every effort must be made to locate the owner of the missing item.

Item (s) not claimed after 3 months may be claimed by the staff member who found the item. Any items not claimed by patron or by staff member will be donated to charity and a copy of items donated must be kept in the log book.

To ensure efficient handling of items and to eliminate the possibility of theft the following procedures must be followed:

1. Log each item of value with a brief description, location where it was found, include date and by whom it was found.
2. If it contains personal identification try to contact the person.
3. If the item is claimed it must have an initial and date by the claimant next to the entry in the lost and found book.
4. After 3 months the staff member may claim the item, this must be recorded with the staff members initial and date next to the entry in the lost and found book.
5. Any items sent to charity must be logged and dated on a separate sheet and kept in the lost and found book.

There are no exceptions to this procedure and if not followed you will be subject to progressive discipline.