

LOST AND FOUND



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POLICY NUMBER	ADM 16-0
APPROVAL DATE	April 1, 2021
AUTHORITY	President's Leadership Group
PRIMARY CONTACT	Director, Risk Management Services

POLICY

Thompson Rivers University (TRU) provides a lost and found services as a courtesy to the Kamloops and Williams Lake campus communities and is not responsible for personal items left on campus or in the community. This includes keeping any record of individuals looking for lost items.

REGULATIONS

Operation of Lost and Found at the Kamloops campus is the responsibility of Security Services under the direction of the Director, Risk Management Services. Operation of the Lost and Found at the Williams Lake campus is the responsibility of the Associate Dean, Williams Lake Campus.

Kamloops Campus Lost & Found is located at the Information Desk in Old Main on Student Street. Williams Lake Campus Lost & Found is located at the Reception Desk on Student Street.

All property found on the TRU Kamloops campus of which the rightful owner cannot immediately be ascertained, must be turned in to or sent to the Information Desk on a daily basis. If the item is valuable and likely to be missed by the owner (e.g. keys, wallets, phones, etc.) immediately call Security to advise them what has been found and ask for the item to be picked up. All property on the TRU Williams Lake campus of which the rightful owner cannot immediately be ascertained, must be turned in to or sent to the Reception Desk on a daily basis.

NOTE: The person who turned in the item will have no claim at any point to the item if the owner is not located.

LOST PROPERTY STORAGE AND RECORDING

Kamloops Campus:

Items of obvious value, including but not limited to cell phones, jewelry, cash and credit cards will be held in the Security Services Office (OM 1226). All items collected at the Information Desk will be moved to the Security Services Office at the end of each day. Enquiries regarding lost property will also be recorded and, in the case of money or valuable items, a recommendation should be made to file a police report.

Due to limited space and health and safety concerns, Security reserves the right to refuse certain lost and found items.

Items not accepted at the Lost & Found include but are not limited to:

- Personal hygiene items such as towels, toiletries, grooming items, ear buds, etc.
- Medications, prescription drugs
- Food, food containers, water bottles, perishable items, and items deemed unhygienic
- Any items that pose an immediate risk and/or which are controlled by law or illegal such as: flammable items, weapons, alcohol, drugs, etc. (NOTE: If weapons are found, they will be given over to the RCMP. Alcohol or drugs will be disposed of immediately.

Note: Williams Lake Campus will follow the above procedures (where feasible).

RETURN OF PROPERTY TO OWNER

Where the owner of lost articles can be identified (e.g. with owner's name and address or other contact details in or on the item), the owner will be contacted via their TRU email account once an item is received, and at the earliest opportunity. Where a TRU email is not available, all reasonable and secure efforts will be taken to contact the owner via alternate means. Where the owner of lost articles can be identified, an attempt will be made to advise them of the whereabouts of their goods and specify the time period to retrieve.

The claimant will be required to produce PHOTO ID and sign a Lost & Found Claim Form prior to release of the goods.

Government issued identification will be returned to issuing agency after thirty (30) days.

Passports will be turned into Passport Canada immediately.

Credit Cards and Bank Cards will be shredded upon contacting the financial institution after thirty (30) days.

Lost and Found staff will:

- Make reasonable efforts to locate the owner of all the found items that are not identifiable

items and are not perishable.

- Search any electronic devices (phone, tablet, laptop) for immediately apparent identifying information, including accessing unlocked devices. If the owner’s name cannot be determined from this search, or if the device is locked with a passcode, Kamloops Security Services will not take further steps to gain access to the item and will not connect their own desktops with any devices, including USBs.
- Conduct a cursory search any wallets and bags (for example, a backpack or purse) to ensure that they do not contain any items that could represent a risk and to attempt to identify the owner of the item.

Note: Williams Lake Campus will follow the above procedures (where feasible).

TIMELINES FOR RETENTION OF PROPERTY

Items that are received and recorded and do not contain identifiable information will be held for at least thirty (30) days and will subsequently be considered expired and either donated or held for resale as set out in Table 1 below. Once items are considered expired, information about those items and the items themselves will not be available to be claimed.

PROPERTY DISPOSAL/RECYCLING

Property not taken up within the said time limit will be disposed of in accordance with the following guidelines. Items that are not claimed by their original owner shall be disposed of/recycled according to the guidelines outlined in Table 1 below.

Table 1: Property Retention Guidelines

Item	When received...	Held for...	If not retrieved by owner...
Bank Cards/Credit Cards	Entered into log system and tagged. Try to contact owner or bank.	30 Days	Destroyed
Cell Phones/Computers	Entered into log system and tagged. Try to contact owner using available information.	30 Days	Given to IT department and/or donated to electronic recycling facilities.
Clothing	Entered into log system and tagged.	10 Days	Removed from log. Donated to charitable organizations via on-site recycle bins where available.
Glasses	Entered into log system and tagged.	30 Days	Removed from log. Given to local recycle agency / optometry office for use by charitable organizations

Jewellery	Entered into log system and tagged	30 Days	Removed from log. Given to local recycle agency.
Money	Entered into log system and tagged	30 Days	Removed from log and sent to Student Awards and Financial Support.
Textbooks	Entered into log system and tagged	10 Days	Recycle through TRU Bookstore, if possible, with proceeds to Student Awards and Financial Aid.
TRU Campus/ Staff ID card	Entered into log system and tagged	30 Days	Removed from log and sent to Bookstore (if still valid)
USB Keys	Entered into log system if person contacts Security	10 Days	Sent to IT Client Services for destruction
Wallets	Entered into log system and tagged.	30 Days	Identification cards destroyed. Wallets donated to charity

Note: Williams Lake Campus will follow the above procedures (where feasible).