

Procedure for Turning in Lost Items

Volunteer Services
Information Centre/Lost and Found
Last updated: March 15, 2016



Purpose

The following procedures are intended to ensure that items brought to the SU Information Centre/Lost and Found are properly accounted for, and in the case of items found, returned to their rightful owners.

The Students' Union assumes no responsibility for the care or protection of any personal belongings left on university property.

Procedures

- 1 (1) Lost items should only be dropped off during the Information Centre/Lost and Found's regular hours of operation as determined by the General Manager or designate.
 - (2) Notwithstanding 1(1), the Information Centre/Lost and Found shall be closed on weekends and holidays and will not be open to receive lost items.
- 2 (1) Outside of the regular hours of operation established in accordance with 1(1), smaller items may be left in the 24 hour drop box located at the Information Centre/Lost and Found.
 - (2) Lost items should never be left unattended at the Information Centre/Lost and Found¹.
- 3 (1) Individuals who find lost items may be asked to provide the following information:
 - (a) The date and time the item was found;
 - (b) The precise location of the item when found; and
 - (c) Any efforts made to contact the owner of the lost item.
- 4 (1) Perishable food items should be thrown away and not turned into the Information Centre/Lost and Found.
- 7 (1) Lost items turned in by other lost and found locations around campus should be clearly labeled with the location and date that the item was found.
 - (2) Individuals turning in lost items from other lost and found locations on campus must fill out the Lost and Found drop-off form made available at the Information Centre/Lost and Found desk.

¹ If an item does not fit in the drop box and cannot be turned in during regular hours, individuals may contact the Information Centre/Lost and Found at 403-220-2997 to make alternative arrangements or hold onto the item until the Information Centre/Lost and Found is open.

- 8 (1) The Information Centre/Lost and Found is not responsible for any stolen or damaged items that are discarded at the desk outside the hours of operation established under 1(1).
- 9 (1) Items that are not claimed by their original owner will be recycled according to the guidelines outlined in the Information Centre/Lost and Found Recycling Procedure.
- 10 (1) When possible, Information Centre/Lost and Found volunteers may attempt to contact the owner of a lost item through family, friends, email, phone, social media, or by other means. The Information Centre/Lost and Found does not have access to University of Calgary faculty, staff or student databases.
- 11 (1) Individuals claiming lost items may be required to provide proper identification, a precise description of the lost item, the time and location where the item was lost, or other proof of ownership. If an Information Centre/Lost and Found volunteer is satisfied that the claimant is the owner, the item will be returned.