

**OLIVE VIEW-UCLA MEDICAL CENTER
POLICY & PROCEDURE**

**NUMBER: 1068
VERSION: 2**

SUBJECT/TITLE: LOST AND FOUND

POLICY: The management of lost and found items will be facilitated by the Cashier's Office.

PURPOSE: To establish a process for the management and disposition of items turned into the facility's Cashier's Office Lost and Found.

DEPARTMENTS: All

PROCEDURE: All items turned into the Cashier's Office Lost and Found are to be deposited with the Property/Valuables Clerk.

A. Non-Valuable Found Items

The Property/Valuables Clerk is responsible to:

1. Receive the item(s) identified as found.
2. Conduct a visual inspection of the item(s) to determine whether ownership can be established.
3. Initiate an ORCHID search if a name or other identifying information is available. If an individual cannot be identified through initial search, Cashier's staff should also check with Human Resources to verify if the item(s) belongs to an employee.
4. Contact the owner, if he/she can be located, by phone, email, or letter.
5. Assign the item(s) with a property number and enter the following information into the Lost and Found log (attached):
 - a. Description of the item(s) (e.g., costume jewelry or metal/stone, brand/manufacturer name, type and color of clothing)
 - b. Date/Time item(s) was turned in to the Clerk
 - c. Location where item(s) found
 - d. Who found item(s)
 - e. Location where item(s) is stored
 - f. Property number
 - g. Clerk's initials
6. Secure small items in the Lost and Found vault.
7. Place large items in an envelope or plastic bag, tag the bag with the property number, and store the items in the vault.
8. Receive requests about lost items and seek identifying information from the requestor to determine whether the lost items belong to the requestor.

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9. Update the Lost and Found log to reflect when an item has been turned over to the Sheriff, returned to its owner, or has been sent to the Auditor-Controller for disposal.

Individuals may claim lost items from the Lost and Found by providing a detailed description of the lost item and where and when they believe it was lost. If the item is in the Lost and Found area, the item will be returned to the individual. The Property/Valuables Clerk will require the individual to provide identification and sign a receipt for the item and document this in the Lost and Found log.

Found items not turned over to the Sheriff will be held for 30 days and then sent to the Auditor-Controller for disposal or destroyed in accordance with County policy. Medications will not be sent to Auditor-Controller, but will be disposed of by placing them in the pharmaceutical waste container.

B. Serialized or Valuable Found Items (e.g., cell phones, Personal Digital Assistants, valuable jewelry, etc.)

The Property/Valuables Clerk is responsible to:

1. Receive the item(s) identified as found.
2. Conduct a visual inspection of the item(s) to determine whether ownership can be established.
3. Initiate an ORCHID search if a name or other identifying information is available. If an individual cannot be identified through initial search, Cashier's staff should also check with Human Resources to verify if the item(s) belongs to an employee.
4. Contact the owner, if he/she can be located, by phone, email, or letter.
5. Assign the item(s) with a property number and entering the following information into the Lost and Found log (attached):
 - a. Description of the item(s) (e.g., costume jewelry or metal/stone, brand/manufacturer name, type and color of clothing), and the serial number of the item(s), if available
 - b. Date/Time item(s) was turned in to Clerk
 - c. Location where item(s) found
 - d. Who found item(s)
 - e. Location where item(s) is stored
 - f. Property number
 - g. Clerk's initials
6. Secure small items in the Lost and Found vault.
7. Place large items in an envelope or plastic bag, tag the bag with the property number and store the items in the vault.
8. Contact the Sheriff to respond to the Cashier's Office to retrieve the serialized or valuable item.

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- a. Sheriff personnel will complete the required Sheriff's Department documentation and will disposition the property in accordance with Sheriff's Department policy.
9. Update the Lost and Found log to reflect when an item has been turned over to the Sheriff and the receiving Deputy's name.
10. If the owner of the property inquires about serialized/valuable items that have been turned over to the Sheriff, the Clerk shall advise the owner that the property was turned over to Sheriff personnel and direct them to contact the Sheriff's Dispatch at (747) 210-3409.

C. Found Money (\$99 or less)

The Property/Valuables Clerk is responsible to:

1. Receive the money identified as found.
2. Assign the lost money a tracking number and entering the following information onto the Lost and Found log (attached):
 - a. Amount of money found
 - b. Date/Time money found
 - c. Location where money found
 - d. Who found the money
 - e. Location where money is stored
 - f. Property number
 - g. Clerk's initials
3. Secure the money in the Cashier's vault.
4. Receive requests about lost money and seek identifying information from the requestor to determine whether the money lost does belong to the requester.
5. Update the Lost and Found log to reflect when money has been returned to its owner or has been otherwise dispositioned.

Individuals claiming lost money from the Lost and Found must provide the specific amount of money lost and where and when it was believed to have been lost. If it is determined that the exact amount of money that was found in the specific location is in the custody of the Lost and Found, the money will be returned to the individual. The Property/Valuables Clerk will require the individual to provide identification and sign a receipt for the money and document this in the Lost and Found log.

Money will be held for 60 days, at which time, if it has not been claimed, it will be donated to the Olive View-UCLA Medical Center Patient Welfare Fund for use on services and projects to assist hospital patients.

D. Found Money in Excess of \$100

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The Property/Valuables Clerk is responsible to:

1. Receive the money identified as found.
2. Assign the lost money a tracking number and entering the following information into the Lost and Found log (attached):
 - a. Amount of money found
 - b. Date/Time money found
 - c. Location where money found
 - d. Who found the money
 - e. Location where money is stored
 - f. Property number
 - g. Clerk's initials
3. Contact the Sheriff to respond to the Cashier's Office to retrieve the money.

Note: The Sheriff will complete the required Sheriff's Department documentation and will disposition the property in accordance with Sheriff's Department policy.
4. Update the Lost and Found log to reflect when an item has been turned over to Sheriff and the receiving Deputy's name.
5. If the owner of the property inquires about lost money that has been turned over to Sheriff, the clerk shall advise the owner that the property was turned over to the Sheriff and direct them to contact the Sheriff's Dispatch at (747) 210-3409.

References: Los Angeles County Code Chapter 4.40 – Unclaimed Personal Property §4.40.050. Holding and Disposition of Unclaimed Property	
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