



HOUSEKEEPING STANDARD OPERATING PROCEDURE

Title: Bag and tag Policy

Effective Date: April 1, 2014

**Responsible
Authority:
Assoc Dir, Facilities
Operations**

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Purpose:

This SOP covers the bagging and tagging of items left behind around campus where an owner is not immediately identified and how to properly handle and transfer that item. The following policy and procedures are intended to ensure that items reported lost or found are properly accounted for and, in the case of items found, returned to their rightful owners, or disposed of by the University.

Definitions:

Bag and tag – To place all items found, or left behind, in any area on campus such as in housing rooms at move out, classrooms after session, or any public/common area on campus, in a clear or blue bag with a label identifying the building and room number. (See example below)

Lost - In this policy, “lost property” means any unattended, abandoned, misplaced, or forgotten item – including, but not limited to, equipment, cash, jewelry, books, documents, or personal identification paper - which is found within the boundaries of the university, pending the identification of the rightful owner, or appropriate disposal thereof. Lost and found items are those things which someone has lost and which someone else has found.

Valuable Items: Valuable items are defined as items that have a value of over \$50 or items with personal information (i.e. prescriptions, medical devices, jewelry, wallets, purses, keys, cell phones, etc)

Policy:

Housekeeping employees may never keep any items left behind or lost by others on the UCF campus. Any employee found removing an item from campus that does not belong to them will be subject to UCF regulation Section 3.0181 (5) (x). The State of Florida and the university have specific means of disposing of property not claimed by the owner (Florida Statute 705.18). Housekeeping is committed to doing its part to expedite the return of items to their proper owner, and implements a “Bag and Tag” procedure to document when and where an item was found. Items found are turned in based upon the location where they were found such as the library, an academic building, a housing community, or for all other areas of campus and for valuables, the Police Department.

Procedure:

This procedure is ongoing and used throughout the year when items are found in a public and/or common area on campus. Additionally at student Housing move-out, vacated dorm rooms & suites are toured by housekeepers to specifically collect and “bag and tag” items that students have left behind.



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Whenever a housekeeping employee finds an item left behind, or lost by others, at any time throughout the year, the following procedure must be followed:

1. Determine if the item appears to be suspicious or may be picked up. When in doubt, call the supervisor. If the item appears to be suspicious the supervisor will call the UCF Police Department, and wait for further direction.
2. If the item is not suspicious, adhere to procedures outlined below:
All items found abandoned on campus should be:
 - a. Placed in a clear, or blue bag
 - b. Tagged with the appropriate location information and date
 - c. Submitted to the appropriate location for where it was found.
3. Items must be turned in to the appropriate location as soon as possible, but not later than the end of the business day on which they were found. **Valuable** items should be turned into the Police Department. For the transfer of any valuable items, inventory items and obtain a receipt. Campus Lost & Found locations assume responsibility for property only after it is delivered to the location. At that time the receiving location has the responsibility of protecting and securing the property while it is held for a minimum of 30 days, until it is returned to the rightful owner, or a final disposition is made, according to Florida State Policy. Please note: any items containing perishable food or drink may be disposed of prior to the 30 day time limit due to health and sanitation risks.

Student move out procedure:

A dedicated tour of student rooms will be performed by a housekeeping custodial supervisor, or a designate such as a senior custodial worker, to ensure all items left behind after a student move out, are properly bagged and tagged. All items found in a student suite/dorm room will be bagged and tagged and submitted to the appropriate housing coordinator office.

Lost and Found Drop Off Locations:

1. Valuable Items

Police Department

All valuable items and any items not addressed in the below areas need to be brought to the police department. Please ensure you receive a receipt, or obtain a signature of receipt for valuable items turned in. Items can be submitted Monday through Friday 8:00-4:30. The UCF Police Department is on Libra Drive on the main campus of UCF. The office number is 407 823 5622.



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2. Non-valuable items

Library

Lost and found materials are turned in at the Circulation desk, located on the 2nd floor.

Student Union

The Guest Services desk, located on the 1st floor is where all Lost & Found items are cataloged.
Guest Services contact number is 407-823-0001

Housing Area Community Offices

Any items found in a housing community should be turned into the appropriate housing community office. Area housing coordinators will coordinate return of items to student and/or hold any non-valuable items for 30 days and after such time will dispose of accordingly.

Academic Buildings

Any items found in an academic area should be turned into the office of that building's coordinator.
(ex: Lost and found items go to ED-106 for bldg. 21, 93, and 122)

All other areas including Fleet services

Any items left behind in a fleet vehicle, or any other location not named above, should be turned into the F&S Housekeeping administrative assistant. Contact 407.823.6099


Safety:

Latex or rubber gloves

Equipment:

Clear or blue plastic bags

"Bag-n-Tag" Labels

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Proper outcome:

All items lost or left behind are bagged, tagged, and available for owner retrieval.

Frequency:

Bag and Tag procedures for all lost and/or abandoned items are ongoing.

Tasks (including pictures and drawings):

1. Place all found items in a clear or blue plastic bag. Items from different locations should be bagged separately.
2. Attach a label indicating the building and room number from which the items were removed.

<p align="center">UCF HOUSEKEEPING SERVICES "Bag-n-Tag"</p>		
<p>Bldg: _____</p>	<p>Room: _____</p>	<p>Date: _____</p>
<p align="center">No Trash Please</p>		



3. Bring bag to the specified area for retrieval by owner.
4. Notify custodial supervisor of any/all items submitted to a lost and found drop off location.

Approved by _____ Date _____
 Brian Wormwood, Associate Director, Facilities Operations