



NOTICE OF REVISION/CHANGE

TO

POLICY & PROCEDURE MEMORANDUM #73

SUBJECT: LOST VISITOR PROPERTY

TO: ALL POLICY AND PROCEDURE MEMORANDUM HOLDERS

EFFECTIVE DATE: DECEMBER 18, 2024

This is a new PPM and the first version.

A blue ink signature of Brandon Burris, consisting of a stylized 'B' and 'B' with a horizontal line extending to the right.

Brandon Burris
Assistant Secretary

IMPORTANT:

Insert this revision notice in the PPM file preceding all other information on this subject in order to maintain a current document file.

POLICY AND PROCEDURE MEMORANDUM NO. 73**SUBJECT: LOST VISITOR PROPERTY****TO: ALL POLICY AND PROCEDURE MEMORANDUM HOLDERS****EFFECTIVE DATE: DECEMBER 18, 2024****POLICY:**

State parks and historic sites become in possession of lost property left by visitors. This property, if not claimed by the owner, eventually takes up valuable space in the site's storage area. This policy outlines the system to return or dispose of the lost property following La. Civil Code Art. 3419.

PROCEDURE:

1. Each facility will keep a "Lost Visitor Property Log" spreadsheet (attached). The Excel spreadsheet is located in P:\Operations\Forms\Property.
2. Items should be logged in the "Lost Visitor Property Log" spreadsheet and stored in a predetermined secure location until return to the owner.
3. Reasonable efforts should be made to determine and contact the owner. If contact is made, offer the owner the option of either retrieving in person or sending a prepaid postage envelope or other appropriate shipping container to the site for staff to ship the item back to the owner.
 - a. The site employee should document the conversation with the owner in the "Lost Visitor Property Log" spreadsheet.
 - b. The "Lost Visitor Property Receipt" (attached and saved in P:\Operations\Forms\Property) must be completed upon the in-person or mailed-out return of property.
 - i. A copy of the "Lost Visitor Property Receipt" must be saved by the site in the same location that the site's "Lost Visitor Property Log" spreadsheet is stored with the item number (assigned in the log spreadsheet) saved as a part of the file name for clear recordkeeping.
4. If the owner informs the site employee that they do not want the item to be returned, then the site employee shall request the owner to confirm their wishes in writing either to that site employee's email address and/or the site's mailing address.
 - a. The site employee should document the conversation with the owner in the "Lost Visitor Property Log" spreadsheet.
 - b. If/when written confirmation is received after the conversation, the email or letter should be saved by the site in the same location that the site's "Lost Visitor Property Log" spreadsheet is stored with the item number (assigned in the log spreadsheet) saved as a part of the file name for clear recordkeeping.

- c. After all documentation is saved, the item should be disposed of following the method outlined in section 6, with its disposal recorded in “Lost Visitor Property Log” spreadsheet.
 - d. If written confirmation is not received from the owner within thirty (30) days of the conversation, the site may use the procedure outlined in section 5 to acquire approval to dispose of the property.
5. If the owner cannot be contacted, then the item shall be kept for three (3) years following La. Civil Code Art. 3419 unless:
 - a. The site manager obtains written permission from their district manager to dispose of the item after 30 days.
 - i. The site employee must document the conversation with the district manager in the “Lost Visitor Property Log” spreadsheet.
 - ii. If/when written confirmation is received, the email or letter should be saved by the site in the same location that the site’s “Lost Visitor Property Log” spreadsheet is stored with the item number (assigned in the log spreadsheet) saved as a part of the file name for clear recordkeeping.
 - iii. Disposal must be completed as outlined in section 6.
6. Unclaimed visitor property should be destroyed in the most efficient manner then immediately discarded. Under no circumstance should an employee claim lost visitor property as their own property.
7. Any deviation from the policy must be approved in writing by the site manager’s district manager or the chief of operations.

EXPECTATION:

The agency expectation is that effective customer service skills and diligent recordkeeping are strongly utilized throughout the execution of this policy.

ATTACHMENTS:

- Lost Visitor Property Log
- Lost Visitor Property Receipt



Lost Visitor Property Receipt

Item Number: _____

Item Description: _____

Date Returned: _____

Returned to: _____

Site Employee Signature

Recipient Signature

Site Employee Title

Recipient Printed Name

Date of Return

Date of Receipt