**Purpose and Scope**

Occasionally items such as patient belongings, hospital equipment, etc., are inadvertently sent to the laundry in the soiled linen. The purpose of this policy is to provide procedures for handling lost and found items received at the laundry.

**Member (Customer) Procedure:**

It is the responsibility of each member to have internal policies and procedures in place to ensure that lost and found items are minimized and returned to their staff and patients prior to entering the soiled linen stream.

1. Report the missing item as soon as possible by completing the ***Lost and Found Report.*** The form can be found on WMSHL’s website: [www.wmshl.org](http://www.wmshl.org).
2. It is important to supply as much information as possible to identify the item(s): color, style pattern, date lost and if available, a picture of the item. This will aid in the return of the item.

**Laundry (WMSHL) Procedure:**

The laundry makes every attempt to find and return items to their owners. However, it is very possible the lost item(s) are not received at the laundry. WMSHL cannot guarantee that items will be found or returned undamaged. The laundry does not assume responsibility for the condition of the items upon their return.

Items are handled accordingly:

* Textiles:
* Clearly identified items are sent to the MOG/Specials Department.
* All clearly identified items are returned to the correct facility. Items are identified by account number.
* Unidentified articles (clothes, shoes, belts, personal blankets, etc.) are donated to charity.
* Non-Valuable, Non-Textiles Items:
* All clearly identified items are returned to the correct facility.
* Unidentified, non-textiles are kept for two (2) weeks.
* If the items are not identified or claimed after two (2) weeks they are disposed of accordingly.
* *Exception: All items received with personal information are shredded and disposed of upon receipt. Examples: ATM Cards, Social Security Cards, Passports, Driver’s License, Employee badges and Security Badges.*
* Valuable, Non-Textile Items:
* Found item can be picked up from WMSHL by customer or owner of the item.
* Found item may be sent back with Customer Relations Manager
* Found item may be sent back via Fed Ex. If this option is utilized, the receiving customer will pay the shipping charge.
* *The options above will be discussed when our Lost and Found staff member calls to return item.*