**SOP 17 – Lost and Found Items** *Douglas Forest RV Resort LLC – 106 Douglas Road, Webster, MA*

1. When an item is found:  
   * Note the time, date, and exact location where it was discovered
   * Do not open bags, containers, or cases unless needed for identification or safety
2. Deliver the item to the designated Lost and Found location (e.g., front office or other management-assigned area)
3. If the item appears to be valuable (wallet, phone, keys, jewelry):  
   * Notify the General Manager or on-site lead
   * Secure the item in a locked drawer or safe if available
4. Complete a Lost and Found log entry including:  
   * Item description
   * Date and location found
   * Name of the person who found it
5. If the owner is identified and claims the item:  
   * Confirm ownership through description or ID
   * Record the return in the log with name, date, and signature if possible
6. Do not give items to guests unless ownership is reasonably verified.
7. Items not claimed after 30 days may be discarded, donated, or turned over to local authorities based on park policy.
8. Any item that appears hazardous (e.g., medication, weapons, unknown substance) must be reported to the General Manager immediately and handled with caution.