
明愛青少年及社區服務
服務質素標準 13
13.2 失物待領程序

1. 凡在中心拾獲他人遺漏之物件，請交予當值詢問處職員，一切拾獲之物件(除易壞物品外)，皆以失物程序處理。
2. 當值職員需將失物登記，妥為保存，並將有關失物資料公開張貼。此外，社會工作督導主任/單位主任須定期覆閱失物登記記錄，並委派職員把貴重而又未有人認領的失物送交警署。
3. 物主可向當值職員查詢及領回失物。
4. 一般情況由拾獲失物日起，六個月後，若未有人領回失物，本中心作出適當處理。

檢討： 本程序最少三年檢討一次
更新日期： 2017年11月16日

Caritas Youth and Community Service
Service Quality Standards 13
13.2 Procedure for Redemption of Lost Item(s)

1. Lost item(s) (except easily decayed goods) being discovered at any Service Units should be reported and handed to duty staff stationed at Reception Counter for further action following the procedures of handling lost item(s).
2. Duty staff must record details of such lost item and properly maintain such details. Similar details should also be posted on Service Unit's notice board for public awareness. Besides, the Social Work Supervisor / Social Worker-in-charge must review the records regularly, and delegate a staff to hand to the police station those lost item(s) which are regarded valuable and are not redeemed by any persons.
3. Owner of lost item may enquire to duty staff for his/her lost item and arrange for redemption.
4. If lost item has not been redeemed in 6 months from the date of discovery, such lost item is to be disposed of at the discretion of Service Units.

Review : This policy to be reviewed once every three years
Date of Review : 16 November 2017