

West Shore Parks & Recreation Society

Procedures Manual

PARKS

Removal of Patron Possessions – Outdoors

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PURPOSE:

To remove belongings left behind by patrons or public from our grounds and provide an opportunity for the items to be retrieved.

PROCEDURE:

If the items are small and/or valuable, they should be taken to front reception and dropped off in the lost and found for pickup. If the items are larger and include tents, sleeping bags, and clothes, then the owner will be given one day to remove the items on their own.

- Staff who find belongings that look like tenting is occurring should call maintenance or parks if they cannot deal with the issue themselves.
- Two staff members should attend the spot of the belongings and, if they feel it's safe to do so, attach the "TENT" signage. If staff feel uncomfortable with the process at any point, call the Westshore RCMP.



Tent handout.pdf

- Two staff members need to return to the location the next morning and, if they feel it's safe to do so, carefully remove the belongings and drop them off within the parks compound. If staff feel uncomfortable with the process at any point, call the Westshore RCMP.
- Once the possessions have been removed, a sign needs to be left behind with contact information for the parks supervisor's office phone number. This will indicate they need to schedule a time and location to claim their possessions.



Belongings claim
handout.pdf

- After two days, if the parks supervisor has not received a phone call, the items will be disposed of.
- Should the owner be at the location at the time of the initial signage delivery, they should be asked to leave immediately. The staff member should simply state the

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facts and not engage the person. If there is any refusal or issue with the person(s), then the Westshore RCMP should be called.

- In the event this should occur offsite at our remote location, 2805 Carlow Road, staff should ask the camper/public to move on, and if there is no cooperation, a call can be made to the Langford Bylaw Enforcement team.
 - Monday through Friday, 8:00AM to 8:00PM, please contact the department at either the main City Hall numbers, 250-478-7882 or 250-474-0604, or the Officer Duty phone number 250-857-0400.
 - If there is no immediate answer (especially on weekends or after regular business hours), this likely means an officer is dealing with another caller or they are engaged in discussion out in the field. Please leave a voicemail message and phone number they can be in touch with. Officers are typically scheduled for both Saturday and Sunday.
 - For issues that come up after 8:00PM and before 8:00AM, please contact the Westshore RCMP at 250-474-2264 to make a report.
- In all instances listed above, documentation should take place in the form of a major incident report. This is for management purposes to track success, frequency, as well as any follow up.

Contact Info

Operations Manager: 250-474-8602

Parks Supervisor: 250-478-3133

Effective: September 2022

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