

SOP 19 | Daily operations

Record a handoff and review an exception

Leave a property-specific handoff or record the outcome of an exception review.

For Web and mobile · Administrator / Supervisor

Before you start Open the exact property, shift or run that needs follow-up.

Open Today or Review > Needs attention

Step 1 Inspect the item

Read the exception or existing handoff and open the associated run or staffing details when needed.

Step 2 Write the operational note

Use the handoff or review form. Describe the observed issue and next action without access codes, medical details or unsupported location claims.

Step 3 Review the decision

Choose the available review outcome where required. Verify the selected property and the note before confirmation.

Step 4 Save and verify

Submit the form and inspect the saved handoff or review state. Communicate urgent issues through the established supervisor channel.

Check your result The note or review is retained on the correct operational item.

If something goes wrong Marking an exception reviewed does not rewrite tracking evidence or prove service completion.

See the picture reference on the next page.

SOP 19 Picture reference

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Step 2 · The note or review is retained on the correct operational item.

Workflow illustration. Follow the complete numbered instructions on the previous page.