What do I do if the orientation documentation is missing?

- You cannot forge this documentation or complete a new one. You can recreate a document if both the employee and supervisor are still employed and the orientation was in the last 3 years and is documented on your calendar.

- The most important thing is to fix your unit's process so that it doesn't happen again and to be prepared to tell the surveyor what was wrong and how it has been corrected so that it doesn't continue to happen.