

APPENDIX 3B

WAYFINDING GUIDELINES

**SECTION 2.0**  
**DESIGN ELEMENTS OF THE**  
**WAYFINDING PROJECT**

# 2.1 Healthcare Campus Wayfinding Essentials

## Wayfinding is more than Signs

Even though signage plays an important role in wayfinding, the process doesn't rely exclusively on signs. Researchers discovered in the early '70s that to understand how people find their way, they first need to understand the underlying process. Architect and environmental psychologist Romyedi Passini together with Paul Arthur articulated spatial problem-solving in their books, including: *Wayfinding*, *People*, *Signs* and *Architecture*. They described wayfinding as a two-stage process during which people must solve a wide variety of problems in architectural and urban spaces that involve both "decision making" (formulating an action plan) and "decision executing" (implementing the plan).

## Where am I?

People who find themselves in unfamiliar environments need to know where they actually are in the campus; the layout of the campus, and the location of their particular destination in order to formulate their action plan. On the way to their chosen destination, people are helped or hindered prior to their visit by the campus layout, the building architecture, the physical environment, and the signage.

The potential anxiety of the healthcare visit together with poor sign design can cause navigation problems in unfamiliar environments. Some signs lack visibility, because of unsuitable colour contrast, some lettering lacks legibility when viewed from a distance. Signs can contain inaccurate, ambiguous or unfamiliar messages; many are obscured by obstructions or contain reflective surfaces, which hinder comprehension. Consequently, many people don't read the signs....often it's just easier to ask for directions.

Because wayfinding problems aren't confined to signs alone, they typically can't be solved by adding more signs. Instead, such problems can be unraveled by designing an environment that identifies logical traffic patterns that enable people to move easily from one spot to another without confusion. Signs cannot be a panacea for poor architecture and illogical space planning.

## Wayfinding planning starts at the beginning of the project

Healthcare facility planners, architects, wayfinding designers and signmakers must work together from the beginning of a project to create a total environmental plan that provides consistent wayfinding. So, the next time facilities asks for wayfinding signage remind them that wayfinding is not signage, it's much more.

## Wayfinding starts way before leaving home

Finding the path to a healthcare facility now starts from home, with social network referrals, physician appointment cards, the website and internet mapping, in-vehicle GPS and hand held smart phones that provide guidance before a visitor ever sets foot on a hospital campus.

## Provide clearly marked Site Entrances, including changing messages

Start by clearly identifying: the main campus arrival points; the key public messages and the hierarchy of message at each entrance. Provide signs with 80% or higher colour contrast and illuminate wherever possible. 100% illumination in daylight and solar dimmed to 60% or less at dusk.

Digital signage technology can be used along with life-safety plans to alert staff, caregivers and arriving patients to emergencies. Monitors throughout the facility can be updated with emergency weather conditions or can provide directions during a catastrophic event such as those designated by the Standardized Colour Code System\*, mandated by the Province of BC (refer to Appendix C).

## Provide clearly marked exterior circulation routes

Start by identifying on a clear campus map the preferred public routes and a directory of the key building names. This campus map should be provided in a consistent manner throughout the campus. Starting with a free-standing version oriented for arriving drivers at a pull-over just inside the main entrance(s), at each major public parking area and an on-line version for use on the campus website and a possible smart phone app.

Provide clearly marked main destinations, including parking. Provide easy to read illuminated exterior building names that are visible from the main circulation route and consistent with use on the campus map. Destinations should be listed on a directory provided at the parking areas and directional information provided at accessible walkways located adjacent to each public entry.

## Provide clearly marked main building entrances, including Entrance ID Number

Provide an architecturally distinctive and recognizable public entrance with a canopy to each new building, and ideally, given subsequent renovations, to all facilities where required on the campus. Following the established campus map numbering system provide a large projected 2 or 3 sided illuminated number at each main entrance and a smaller entrance number at the secondary entry.

## Provide a welcoming entrance experience

Countless studies confirm the benefits of providing a welcoming first impression for visitors. This is the ideal opportunity to introduce the story and the promise of the individual facilities unique brand and the opportunity for the Hospital Foundation to seek support. The challenge is to balance professionalism with comfort, to keep intact a message of providing serious treatment, while softening the medical glare. The hospital environment should visually reflect the quality of care, looking respectable whilst being welcoming and non-institutional. Each facility could be themed to a region, employing colour and imagery, for example: from soothing ocean blue or cheerful sun yellow in the neonatal intensive-care unit to lush mountain green in outpatient areas. Each floor level could use a recognizable indigenous animal or plant for a mascot, it's silhouette serving as a wayshower.

## Provide a helpful live greeter and interior directory

Perhaps no wayfinding is more user friendly than a smiling helpful person located at a convenient reception desk visible from the main entry. Place elevator lobbies so they can be seen upon entering the building. Situate map directories at each lobby and at other key decision points such as the interior cab of elevators.

Undertutilized in health care facilities are high-definition displays, digital signage and increasingly touch screen directories. Used as welcome centres, digital displays can provide the time and weather, a list of daily events, directories, floor plans, along with campaigns and videos provided by marketing or the Hospital Foundation. Electronic message centre technology can be used to communicate in multiple languages with reinforcing information provided by symbols, colour coding and room numbering.

Digital displays can be butted side by side as transom-mounted clusters to utilize icons, logos, colourful text and arrows for directional wayfinding. For example, a digital display could be used in an emergency room lobby to help visitors pass the time while a split-screen view conveys other information that would be useful to the audience.

## Provide clearly marked interior circulation routes

Start by providing an internationally familiar "hotel style" floor numbering and room numbering system with a simple easy to follow floor map that is consistent across the campus to help visitors, patients and new staff more easily find their way. This system should include: harmonized floor numbers between connecting buildings on the campus; a floor numbering system that relates to the building main entry and indicate on directories which floors are above and below grade; and distinguishing public from non-public corridors by using varied floor and wall finishes, colours and lighting.

## Provide clearly marked public area destinations, including waiting rooms and washrooms

Building on the "hotel style" floor numbering and room numbering system; Situate memorable landmarks along the public corridors and at key decision points; locating public waiting areas that are visually open to corridors and provide clear signage to public services such as washrooms; and staircases in a consistent manner across the campus.

## Provide clearly marked room entrances, including changeable use

In addition to static information at room entrances consider providing a small digital signage monitor mounted next to the main entrance door of multiple-use conference rooms, classrooms, boardrooms and smaller meeting rooms to show a schedule of uses/events that can be changed/updated by direct touch or by smart phone to a centralized computer.

# 2.2 Proposed Name, Key Entrances & Colour Palette

3 CAMPUS ENTRANCES

# OAK ST 28<sup>TH</sup> AVE WILLOW



PROPOSED COLOUR PALETTE

3 CAMPUS ENTRANCES

PROPOSED NAME, KEY ENTRANCES & COLOUR PALETTE  
NTS



BC Children's Hospital and BC Women's Hospital & Health Centre Wayfinding Project  
Wayfinding Guidelines – FINAL

CLIENT NAME: PHISA  
FILE NAME: I2005 2.2 C&W Name and Entrances.ai

DATE: 2012-09-24  
PROJECT: I2005

DRAWN BY: CW  
REVIEW BY: BM

# 2.3 Healthcare Campus Wayfinding Essentials

## Wayfinding Hierarchy

Wayfinding information in the hospital campus is organized by the following hierarchy:

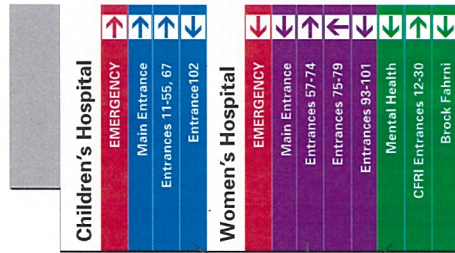
1. The Main Entrances - maximum 2 per sign
2. Main Primary Destinations - maximum 3 per sign
3. 5 or more Secondary Destinations
4. Building Names
5. 2 Main Entrances per Building & use entrance number
6. Secondary Entrances

## Wayfinding Information Layout on Directional Signs

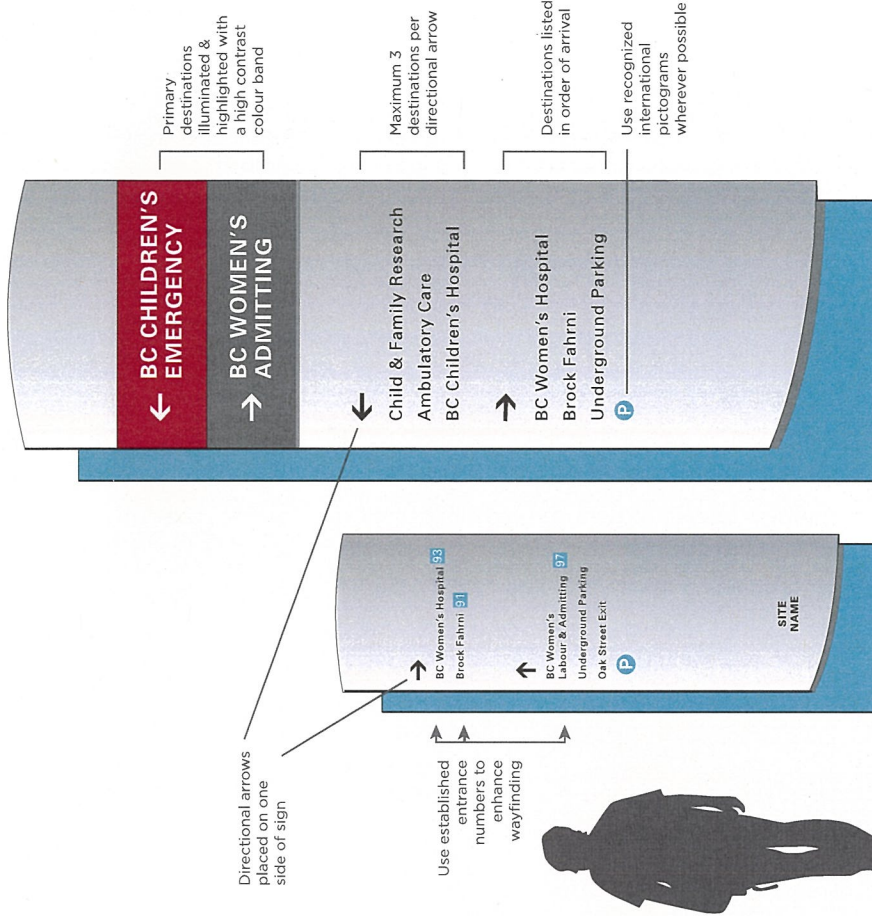
Guidelines for use of Directional Arrows:

- Use no more than 3-5 destinations per directional arrow
- Use only one arrow per direction
- Use a maximum of 3 directions only
- Place all arrows on one side of sign
- All destinations are listed in the order of arrival

Do not use colours that do not have an obvious meaning



Example of Existing Pylon near Heather Street Entrance



Example of proposed Sign Type 4: Secondary Directional (Sign 1.4.2, East face, see Page 7.2)

Example of proposed Sign Type 3: Primary Directional (Sign 1.3.1, West face, see Page 7.2)

# 2.6 Proposed Sign Types

## EXTERIOR SIGN PROGRAM

### SIGN TYPES

- EXT 1. Main Gateway Pylon
- EXT 2. Secondary Gateway Pylon
- EXT 3. Primary Directional
- EXT 4. Secondary Directional
- EXT 5. Directory/ Map
- EXT 6. Site Identification
- EXT 7. Facility/ Building Identification
- EXT 8. Facility/ Building Entrance Identification
- EXT 9A. Primary Entrance Number Projecting
- EXT 9B. Primary Entrance Number Wall Mounted
- EXT 10. Secondary Entrance Number
- EXT 11. Parkade Entrance
- EXT 12. Area Identification
- EXT 13. Regulatory
- EXT 14. Facility/ Building Recognition
- EXT 15. Graphic Banner Program
- EXT 16. Pedestrian & Cycling Wayfinding

### FORMAT

- Freestanding illuminated street pylon
- Freestanding illuminated pylon
- Freestanding illuminated directional pylon
- Freestanding non-illuminated directional pylon with/ or without graphic map
- Freestanding non-illuminated pylon site marker for pedestrian traffic
- Illuminated facility large channel identification letters
- Non-illuminated facility small channels identification letters mounded above entrance doors
- Illuminated projecting facility building number sign
- Non-illuminated wall mounted facility building number sign
- Sign mounded beside entrance doors
- Wall mounted sign blade for parkade identification
- Sign to be mounded above parkade entrance
- Pole mounted sign blade
- Suspended parkade maximum clearance signage
- Wall mounted building identification sign panel
- Sign to be mounded beside main entrance doorway
- Pole mounted thematic fabric/vinyl banner
- Refer to Appendix D

## INTERIOR SIGN PROGRAM

### SIGN TYPES

- INT 1. Welcome Sign
- INT 2. Directory/ Map
- INT 3A. Area Identification
- INT 3B. Area Identification
- INT 4. Programmable Information
- INT 5. Primary Directional (B)
- INT 6. Secondary Directional (W)
- INT 7. Secondary Directional (P)
- INT 8. Room Identification - Directory
- INT 9. Room Identification - Notice/ Offices
- INT 10. Room Identification - Name
- INT 11. Room Identification - Number
- INT 12. Room Identification - Pictogram (W)
- INT 13. Room Identification - Pictogram (P)
- INT 14. Temporary Notice
- INT 15. Facility Marker
- INT 16. Floor Level Identification
- INT 17A. Elevator Directory (Small)
- INT 17B. Elevator Directory (Large)
- INT 18. Room Number Plate
- INT 19. Regulatory
- INT 20. Donor Recognition

### FORMAT

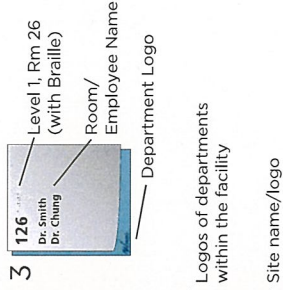
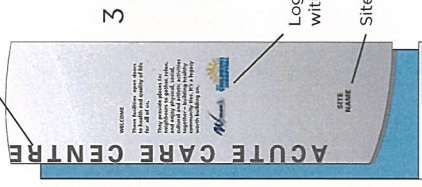
- Freestanding facility information sign
- Wall mounted directory map panel
- Surface mounted reception identification sign
- Wall mounted identification for interior building entrances
- Wall mounted programmable digital signage
- Large ceiling suspended sign
- Smaller wall mounted sign
- Smaller projecting sign
- Large wall mounted room directory with interchangeable name plates: Names/ Number
- Large wall mounted room id. sign: Names/ Number With notice window for changeable message.
- Small wall mounted room id. sign: Names/ Number
- Small wall mounted room id. sign: Number Only
- Wall mounted Pictogram
- Projecting Pictogram sign
- Freestanding sign with notice window for changeable message or insert space for digital signage
- Wall mounted facility graphic panels
- Wall mounted Level with facilities directory panel
- Small wall mounted directory with notice window for changeable message.
- Small wall mounted directory with notice window for changeable message.
- Number only, small sign mounded on door frame
- Wall mounted sign with permanent message
- Refer to Appendix B

# 2.9 Room, Floor & Elevator Numbering

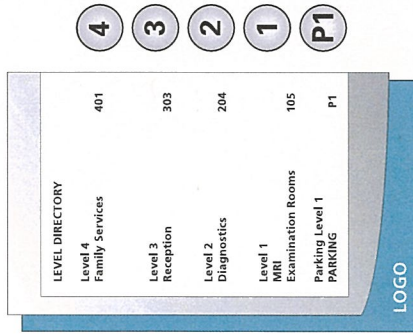
## Room Numbering

Level No.	Facility Name	Room No.	Multi-Purpose Room No.	Non-Public Utility Room
Level 1 (2, 3, 4...)	Ambulatory Care	100 - 199	101A, 101B, 101C...	Use existing room numbers/names and/or according to official Building & Emergency Evacuation Plan (mounted on door frames, for Staff only)

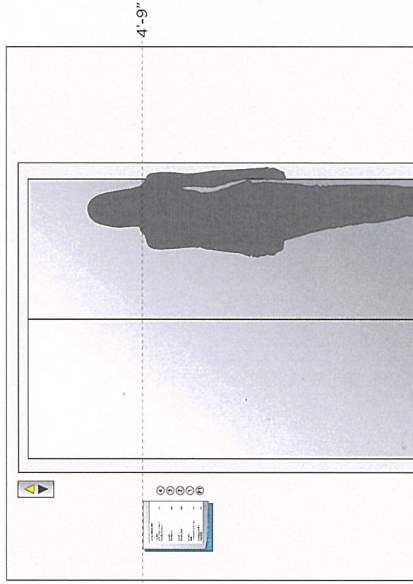
Example of room numbering in effect in a facility with multiple departments



## Typical Elevator Button Directory



## Floor Name & Numbering



Elevator Directory in Context (inside elevator cab) mounted next to buttons

Building	Parking
4 Level 4	
3 Level 3	
2 Level 2	
1 Level 1	
LL Lower Level	P1

# 2.10

## Typography

### Use of Typography in Wayfinding Program

This typeface meets international standards for legibility and easy recognition by viewers whether pedestrian or drivers.

The typeface proposed for all signage is **Univers Bold**. Heavier weights, such as **Univers Roman** or **Univers Light** may be used in certain instances & secondary messages.

To ensure consistency and visual impact of the identity, supporting typography must be set in the recommended font.

abcdefghijklmnopqrstuvwxy  
ABCDEFGHIJKLMNQRSTU  
WXYZ1234567890.,'()/-

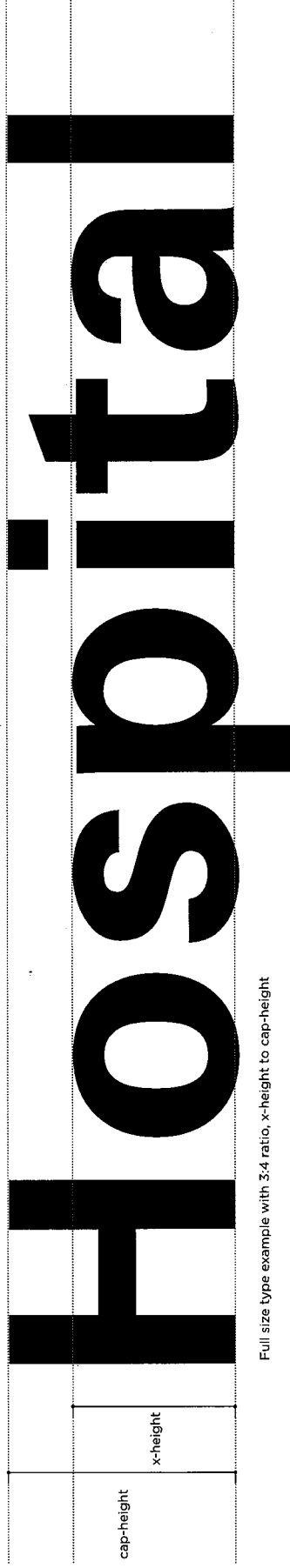
**Univers Bold**

abcdefghijklmnopqrstuvwxy  
ABCDEFGHIJKLMNQRSTU  
WXYZ1234567890.,'()/-

**Univers Roman**

abcdefghijklmnopqrstuvwxy  
ABCDEFGHIJKLMNQRSTU  
WXYZ1234567890.,'()/-

**Univers Light**



Full size type example with 3:4 ratio, x-height to cap-height



PROPOSED TYPOGRAPHY



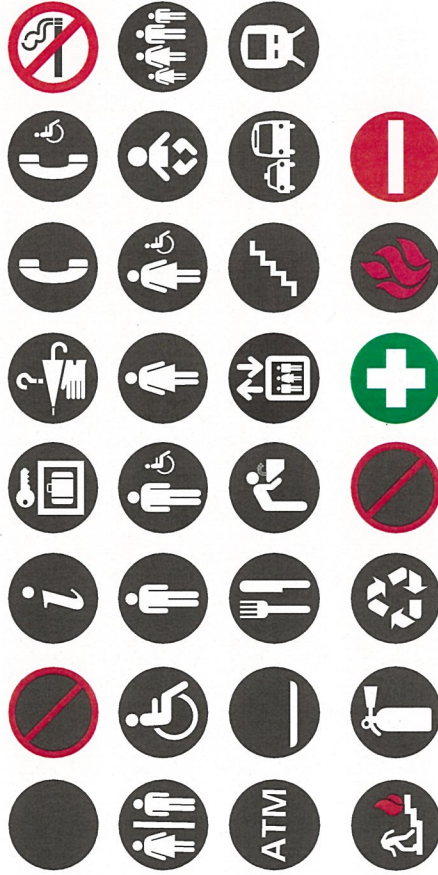
# 2.11 Proposed Arrows & International Pictograms

## Use of Pictograms in the Wayfinding Program

Pictograms are also known as pictographs, glyphs and symbols. They are symbol signs that cut across linguistic barriers to aid wayfinding.

The pictograms illustrated form part of the BC Children's & BC Women's hospital campus Wayfinding Standard, and should be connected with the appropriate message. They are part of internationally recognized standards for public wayfinding. It is important that only the pictograms specified here be used as part of the program.

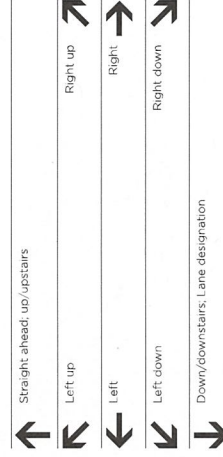
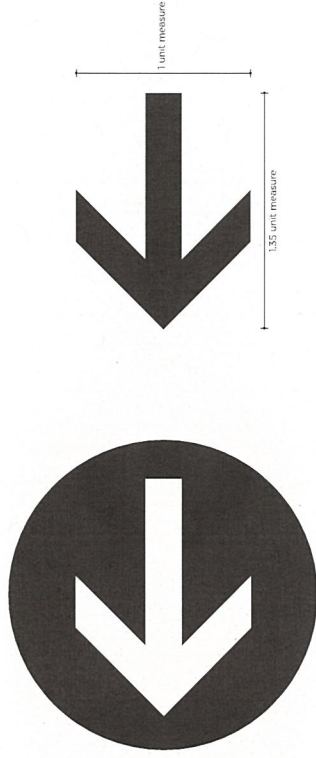
Approval will be required for use of any other pictograms.



## Use of Arrows in the Wayfinding Program

Reversing the arrow out of a background makes the arrow appear to be larger. It also makes the arrow visually stand out from the adjacent messaging text.

If any other arrows are required, they must be approved by PHISA/ EDG.



The size of the arrow is determined by the associated letter size. All arrows must appear on the left side of the exterior sign (blade).

# 2.12 Use of Specialized Health Care Pictograms

The pictograms illustrated can form part of the BC Children's & BC Women's hospital campus and should be connected with the appropriate message. They are part of internationally recognized standards for public wayfinding. It is important that only the pictograms specified here be used as part of the program.

If any other pictogram is required, it must be approved by PHSA/ EDG.

### BACKGROUND

Filled with a plethora of notices, directories and signs, health facilities can be challenging places to navigate, particularly for people who don't speak English. US Federal law requires health care facilities to display signs that all patients, even those unable to read or speak English, can understand. With language diversity that is greater than Europe, health facilities in the North America need practical ways to communicate effectively with all populations.

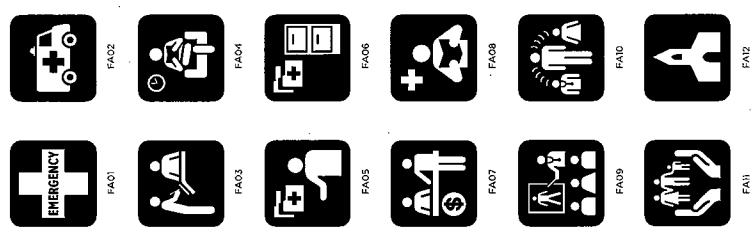
With the support from Robert Wood Johnson Foundation's Pioneer Portfolio, Hablamos Juntos initiated exploration of using symbols language to improve communication for limited English-speaking patients in health care and formed an ongoing partnership with the Society for Environmental and Graphic Design (SEGD). Through this joint effort, including participation by senior members of EDG, graphic symbols were found to be an effective alternative to costly multilingual signs and produced the Universal Health Care Symbol (UHCS) set; 28 universally recognized graphic Health Care Symbols were developed, depicting important hospital destinations ranging from registration and surgery to billing and infectious diseases. Unlike the transportation field, in which airports and train stations can be mandated to adopt symbols for directional systems, health facilities will require innovators and early adopters to lead the way.

### Clinical & Medical Services



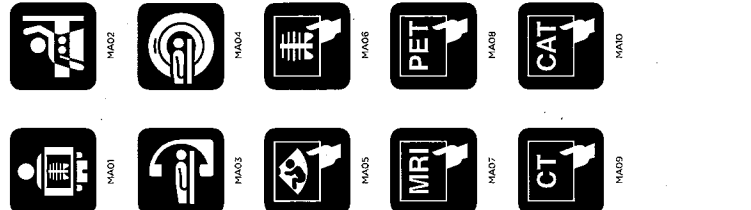
- CH01 Health Services
- CH02 Care Staff Area
- CH03 Inpatient Care
- CH04 Outpatient
- CH05 Pharmacy
- CH06 Radiology (Alternatives)
- CH07 Family Practice
- CH08 Immunizations
- CH09 Laboratory
- CH10 Complementary/Alternative Medicine
- CH11 Laboratory
- CH12 Ophthalmology
- CH13 Otorhinolaryngology
- CH14 Dermatology
- CH15 Eye Care & Throat
- CH16 Respiratory
- CH17 Internal Medicine
- CH18 Kidney
- CH19 Women's Health
- CH20 Labor & Delivery
- CH21 Infectious Diseases
- CH22 Ambulance
- CH23 Surgery
- CH24 Physical Therapy

### Facilities & Administrative Services



- FA01 Emergency
- FA02 Ambulance
- FA03 Waiting Area
- FA04 Administration
- FA05 Billing
- FA06 Medical Library
- FA07 Health Education
- FA08 Social Services
- FA09 Chapel
- FA10 Radiology
- FA11 Mammography
- FA12 MRI

### Imaging



- MA01 Radiology
- MA02 Mammography
- MA03 MRI
- MA04 Ultrasound
- MA05 PET
- MA06 CAT

# 2.13 Proposed Terminology

Developing a destination's terminology is a primary wayfinding requirement for a healthcare campus with multiple individual facilities and a number of public entrances.

There is evidence that many visitors to the campus state the wrong name for their desired destination, whether that is an individual building or facility or a department within a building.

**Example:**

"Main Entrance"  
A shared building like the "1982 building" has at least 2 main entrances: one for BC Women's Hospital and one for BC Children's Hospital.

**Solution:**

The visitor needs to know before they head to the hospital campus which facility exactly they are going to and the correct entrance number.

The new Wayfinding Guidelines ask for one name to be used for each destination in all public print and online communications, and on all maps and campus signage.

The use of entrance numbers at each Main Entrance is to be consistently applied on all public communications and on all maps and campus signage.

Name Used	Other Names	Suggested Name
Nutrition & Food Services	Food & Nutrition Services, Nutrition Program Department	Nutrition
Cardiac Diagnostics	Cardiac Catheterization Laboratory, MRA	Diagnostics
Diagnostic Imaging	Radiology, Ultrasound, MRI, Nuclear Medicine, X-Ray	X-ray
Parking	Parkade, Parking Lot, Street Parking	Parking & Facility Name
Emergency	Triage, Emergency Department, ER	Emergency
Laboratory Services	Laboratory Medicine	Laboratory
Nursing Systems, Research, Education	Nursing Corporate Support	Nursing
Pastoral Care	Spiritual Services, Interfaith Chapel, Grief Support	Chapel
Pre-Admission Clinic	Pre-Op Assessment	Pre-Admission
Protection Services	Security	Security
Pediatrics	Child Health	Children's Health
Volunteer Resources	Volunteer Services	Volunteers
Environmental Services	Housekeeping	Housekeeping
Information Services	Information Technology Services/ Information Systems	Information
Facility Services	Maintenance, Physical Resources, Physical Plant, Operations & Maintenance, Engineering & Maintenance	Maintenance
Communications	Corporate Communications Department, Corporate Affairs	Communications
Intensivists	Intensive Care Unit, Critical Care Medicine	Intensive Care
Ambulatory Care	Ambulatory Outpatient Service, Outpatient Care Centre	Outpatient
Pharmacy	Pharmaceutical Services	Pharmacy
Postpartum	Postnatal Care, Postpartum Care	After Delivery
Antepartum	Antenatal Care, Antepartum Care	Pre Delivery
Palliative Care	Palliative Care Program	Palliative Care
Ophthalmology	Ophthalmology & Visual Sciences, Vision Centre	Eye Clinic
Brock Fahrri	Long Term Care	Long Term Care
Respiratory Services	Respiratory Therapy, Respiratory Care Department	Respiratory Care
Immediate Care	Urgent Care, Urgent Care Centre	Immediate Care
Heart Health	Cardiology, CVI Surgery, Cardiovascular Labs, CV Labs, CVT	Heart Clinic
Neurosciences	Neurological Services	Neurosciences
Clinical Engineering	Bio-Medical Engineering, Clinical Engineering Department	Clinical Engineering
Psychiatric Care Unit	Psychiatric-Consultation/Education/Emergency/Outpatient, etc.	Psychiatry
Tertiary Rehab	Physical Rehabilitation, Occupational Rehabilitation	Rehab
Perinatal Services	Perinatal Department, Maternal & Perinatal Health	Perinatal Care
Obstetrics & Gynecology	Obstetrics Department	Women's Health
Gyne OB	Department of OB/GYN	OB/GYN

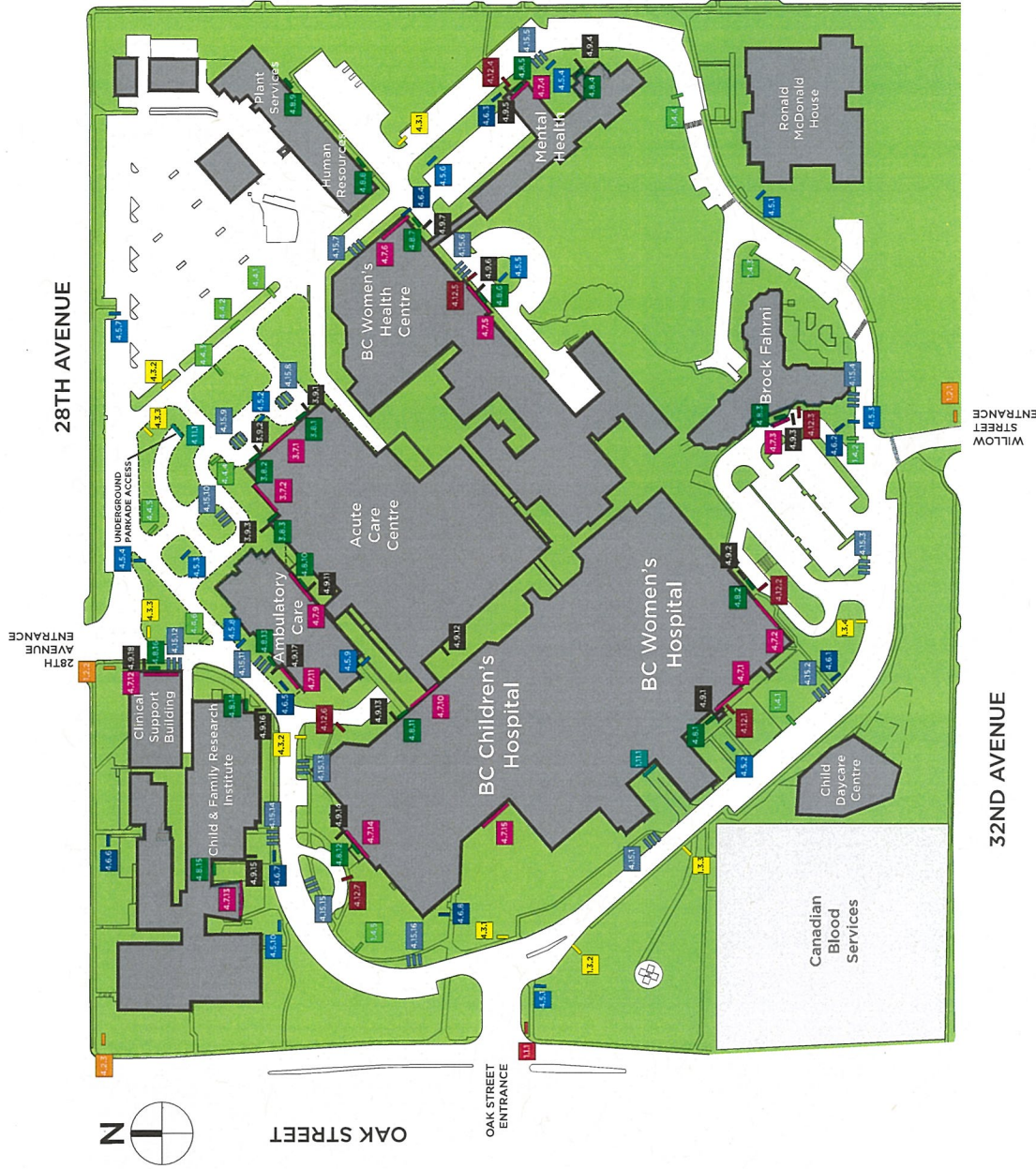
**SECTION 3.0**  
**SITE SIGN PLANS**

# FINAL Implementation of Exterior Sign Plan

The Sign Types indicated and numbered are the all of the proposed permanent signs for the Exterior Sign Plan Implementation.

The general location of each sign is indicated on the Sign Plan. The detailed location would need to be coordinated at a later stage.

Note: This Sign Plan shows the FINAL proposed implementation of the new Exterior Sign Plan (i.e. all 4 stages complete).



EXTERIOR SIGN TYPE LEGEND	
1	Main Gateway Pylon
2	Secondary Gateway Pylon
3	Primary Directional
4	Secondary Directional
5	Director's/Map
6	Site Identification
7	Facility Building Identification
8	Facility Building Entrance Identification
9	Primary Entrance Number
10	Secondary Entrance Number
11	Pavade Entrance
12	Area Identification
13	Regulatory
14	Facility Building Recognition
15	Graphic Banner Program
16	Bicycle / Pedestrian Route Marker

EXTERIOR IMPLEMENTATION SIGN PLAN - FINAL



BC Children's Hospital and BC Women's Hospital & Health Centre Wayfinding Project  
Wayfinding Guidelines - EXTERIOR SIGN PLAN IMPLEMENTATION

CLIENT NAME: PHISA  
FILE NAME: 12018 C&W Implementation Sign Plan - MASTER.ai

DATE: 2012-12-17  
PROJECT: 12018

DRAWN BY: CK  
REVIEW BY: BM

FINAL IMPLEMENTATION

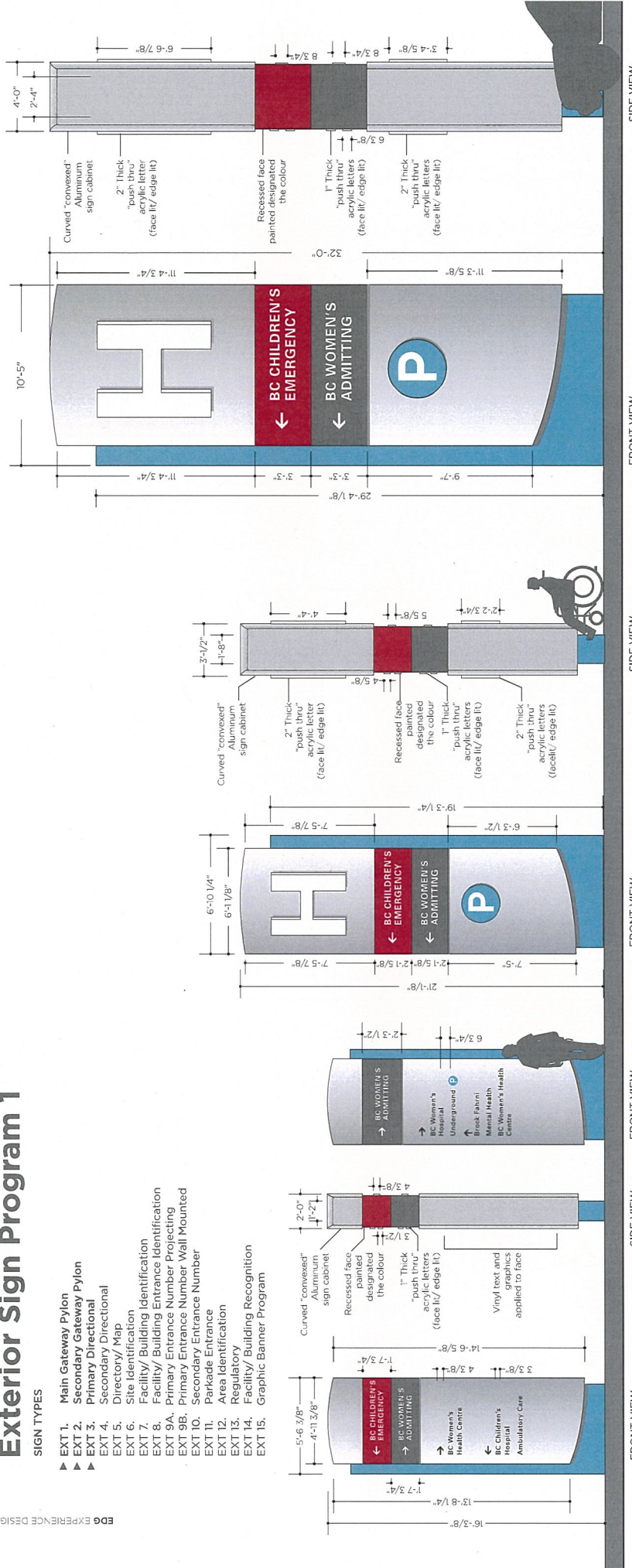
FINAL

**SECTION 5.0**  
**PROPOSED EXTERIOR SIGN PROGRAM**

# 5.1 Exterior Sign Program 1

## SIGN TYPES

- ▲ EXT 1. Main Gateway Pylon
- ▲ EXT 2. Secondary Gateway Pylon
- ▲ EXT 3. Primary Directional
- ▲ EXT 4. Secondary Directional
- ▲ EXT 5. Directory/Map
- ▲ EXT 6. Site Identification
- ▲ EXT 7. Facility/Building Identification
- ▲ EXT 8. Facility/Building Entrance Identification
- ▲ EXT 9A. Primary Entrance Number Projecting
- ▲ EXT 9B. Primary Entrance Number Wall Mounted
- ▲ EXT 10. Secondary Entrance Number
- ▲ EXT 11. Parkade Entrance
- ▲ EXT 12. Area Identification
- ▲ EXT 13. Regulatory
- ▲ EXT 14. Facility/Building Recognition
- ▲ EXT 15. Graphic Banner Program



**E1 Main Gateway Pylon**  
 Doubled sided, illuminated freestanding aluminum sign cabinet. With push thru acrylic graphics to be face lit and/or edgall.  
 Size: 10'-5" x 32'-0" x 4'-0" O.A.

**E2 Secondary Gateway Pylon**  
 Doubled sided, freestanding illuminated aluminum sign cabinet mounted to an aluminum sign box. With push thru acrylic graphics to be face lit and/or edgall.  
 Size: 6'-10 1/4" x 21'-1/8" x 3'-1/2" O.A.

**E3 Primary Directional**  
 Doubled sided, curved aluminum sign cabinet mounted to an aluminum sign box. With push thru acrylic letters and/or edgall. With push thru acrylic graphics to be face lit and/or edgall. Reflective vinyl text and graphics.  
 Size: 5'-6 3/8" x 16'-3/8" x 2'-0" O.A.

EXTERIOR SIGN PROGRAM 1  
 SCALE: 3/16" = 1'-0"

# 5.2 Exterior Sign Program 2

## SIGN TYPES

- EXT 1. Main Gateway Pylon
- EXT 2. Secondary Gateway Pylon
- EXT 3. Primary Directional
- EXT 4. Secondary Directional
- EXT 5. Directory/ Map
- EXT 6. Site Identification
- EXT 7. Facility/ Building Identification
- EXT 8. Facility/ Building Entrance Identification
- EXT 9A. Primary Entrance Number Projecting
- EXT 9B. Primary Entrance Number Wall Mounted
- EXT 10. Secondary Entrance Number
- EXT 11. Parkade Entrance
- EXT 12. Area Identification
- EXT 13. Regulatory
- EXT 14. Facility/ Building Recognition
- EXT 15. Graphic Banner Program



5.2 EXTERIOR SIGN PROGRAM 2  
SCALE: 3/16" = 1'-0"





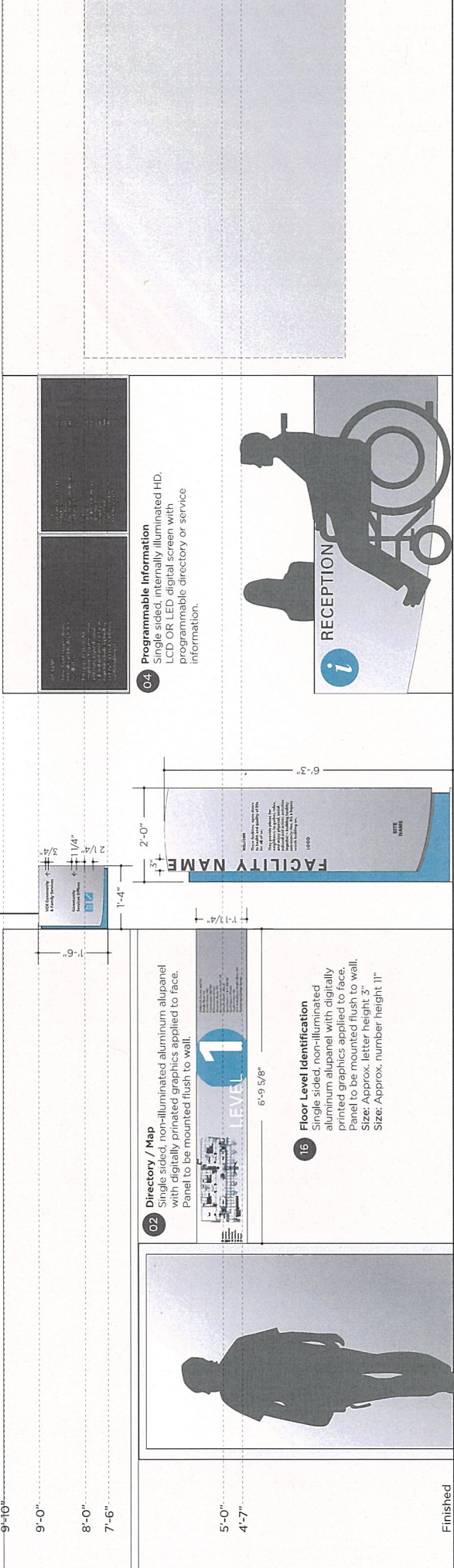
**SECTION 6.0**  
**PROPOSED INTERIOR SIGN PROGRAM**

# 6.1 Interior Sign Program 1

## SIGN TYPES

- ▶ INT 1. Welcome Sign
- ▶ INT 2. Directory/ Map
- ▶ INT 3A/3B Area Identification - Pictogram (W)
- ▶ INT 4. Programmable Information
- ▶ INT 5. Primary Directional (B)
- ▶ INT 6. Secondary Directional (W)
- ▶ INT 7. Secondary Directional (P)
- ▶ INT 8. Room Identification - Directory
- ▶ INT 9. Room Identification - Notice/ Offices
- ▶ INT 10. Room Identification - Name
- ▶ INT 11. Room Identification - Number
- ▶ INT 12. Room Identification - Pictogram (W)
- ▶ INT 13. Room Identification - Pictogram (P)
- ▶ INT 14. Temporary Notice
- ▶ INT 15. Facility Marker
- ▶ INT 16. Floor Level Identification
- ▶ INT 17A/17B Elevator Directory
- ▶ INT 18. Room Number Plate
- ▶ INT 19. Regulatory
- ▶ INT 20. Donor Recognition

**07 Secondary Directional (P)**  
 Double sided, non illuminated projecting acrylic back panel painted blue with aluminum sign face panels with vinyl graphics applied to face.  
 Size: 1'-4" x 1'-6" O.A.



**02 Directory / Map**  
 Single sided, non-illuminated aluminum alupanel with digitally primated graphics applied to face. Panel to be mounted flush to wall.

**16 Floor Level Identification**  
 Single sided, non-illuminated aluminum alupanel with digitally printed graphics applied to face. Panel to be mounted flush to wall. Size: Approx. letter height 3". Size: Approx. number height 11"

**04 Programmable Information**  
 Single sided, internally illuminated HD, LCD OR LED digital screen with programmable directory or service information.

**01 Welcome Sign**  
 Double sided, non-illuminated freestanding sign. 3/16" Thick aluminum panels with vinyl graphics on face and mounted to 4" deep aluminum sign box painted blue.  
 Size: 2'-0" x 6'-3" x 4" O.A.

**3A Area Identification**  
 See 6.4 Interior Sign Program 4

**20 Donor Recognition**  
 See Appendix B

6.1 INTERIOR SIGN PROGRAM 1  
 SCALE: 1/2" = 1'-0"

# 6.2 Interior Sign Program 2

## SIGN TYPES

- INT 1. Welcome Sign
- INT 2. Directory / Map
- INT 3A/3B Area Identification
- INT 4. Programmable Information
- INT 5. **Primary Directional (B)**
- INT 6. Secondary Directional (W)
- INT 7. Secondary Directional (P)
- INT 8. Room Identification - Directory
- INT 9. Room Identification - Notice/ Offices
- INT 10. Room Identification - Name
- INT 11. Room Identification - Number

- ▶ INT 12. Room Identification - Pictogram (W)
- ▶ INT 13. Room Identification - Pictogram (P)
- ▶ INT 14. Temporary Notice
- ▶ INT 15. Facility Marker
- ▶ INT 16. Floor Level Identification
- ▶ INT 17A/17B Elevator Directory
- ▶ INT 18. Room Number Plate
- ▶ INT 19. Regulatory
- ▶ INT 20. Donor Recognition

**13 Room Identification - Pictogram (P)**  
 Double sided, non-illuminated projecting sign. Acrylic back panel painted blue with aluminum sign face panels with vinyl graphics applied to face.  
 Size: 10" x 11" O.A.

**17B Elevator Directory - Large**  
 Single sided, non-illuminated acrylic back panel painted blue with aluminum sign face panel with clear acrylic display window for directory floor listings. Sign panel to be mounted flush to wall within elevator.  
 Size: 1'-4 7/8" x 2'-3 1/8" O.A.

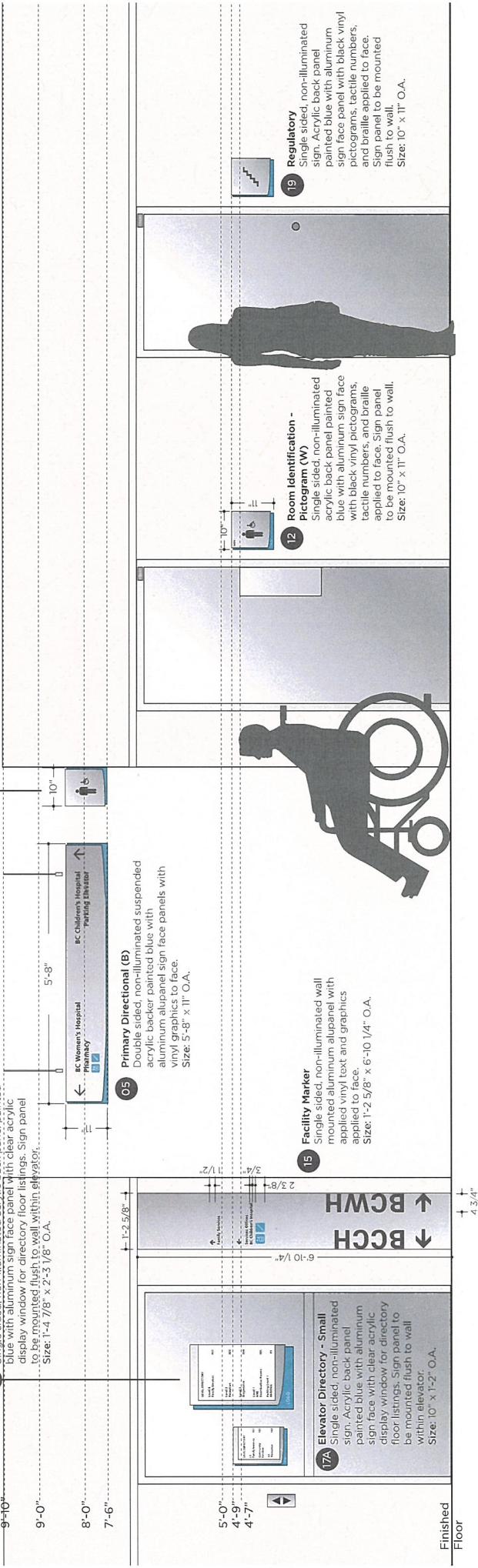
**05 Primary Directional (B)**  
 Double sided, non-illuminated suspended acrylic backer painted blue with aluminum alupanel sign face panels with vinyl graphics to face.  
 Size: 5'-8" x 11" O.A.

**15 Facility Marker**  
 Single sided, non-illuminated wall mounted aluminum alupanel with applied vinyl text and graphics applied to face.  
 Size: 1'-2 3/8" x 6'-10 1/4" O.A.

**17A Elevator Directory - Small**  
 Single sided, non-illuminated sign. Acrylic back panel painted blue with aluminum sign face with clear acrylic display window for directory floor listings. Sign panel to be mounted flush to wall within elevator.  
 Size: 10" x 1'-2" O.A.

**12 Room Identification - Pictogram (W)**  
 Single sided, non-illuminated acrylic back panel painted blue with aluminum sign face with black vinyl pictograms, tactile numbers, and braille applied to face. Sign panel to be mounted flush to wall.  
 Size: 10" x 11" O.A.

**19 Regulatory**  
 Single sided, non-illuminated sign. Acrylic back panel painted blue with aluminum sign face panel with black vinyl pictograms, tactile numbers, and braille applied to face. Sign panel to be mounted flush to wall.  
 Size: 10" x 11" O.A.

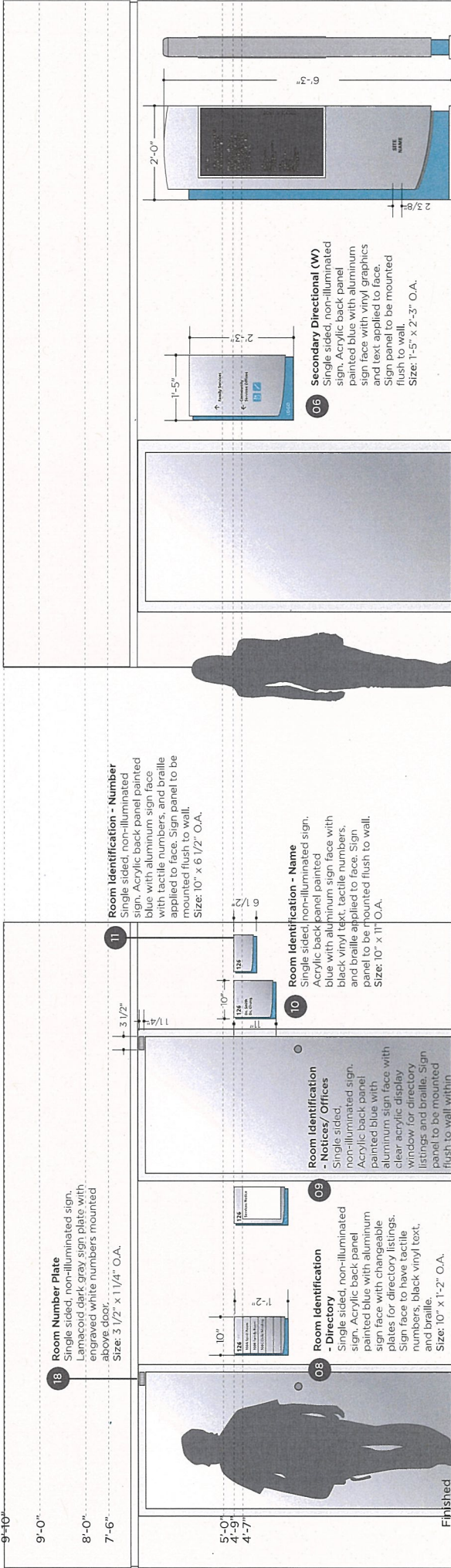


6.2 INTERIOR SIGN PROGRAM 2  
 SCALE: 1/2" = 1'-0"

# 6.3 Interior Sign Program 3

## SIGN TYPES

- INT 1. Welcome Sign
- INT 2. Directory/ Map
- INT 3A/3B Area Identification
- INT 4. Programmable Information
- INT 5. Primary Directional (B)
- INT 6. Secondary Directional (W)
- INT 7. Secondary Directional (P)
- INT 8. Room Identification - Directory
- INT 9. Room Identification - Notice/ Offices
- INT 10. Room Identification - Name
- INT 11. Room Identification - Number
- INT 12. Room Identification - Pictogram (W)
- INT 13. Room Identification - Pictogram (P)
- INT 14. Temporary Notice
- INT 15. Facility Marker
- INT 16. Floor Level Identification
- INT 17A/17B Elevator Directory
- INT 18. Room Number Plate
- INT 19. Regulatory
- INT 20. Donor Recognition



6.3 INTERIOR SIGN PROGRAM 3  
SCALE: 1/2" = 1'-0"

BC Children's Hospital and BC Women's Hospital & Health Centre Wayfinding Project  
Wayfinding Guidelines - FINAL

CLIENT NAME: PHSA  
FILE NAME: 12005 6.3 C&W Interior Sign Program 3.ai

DATE: 2012-11-01  
PROJECT: 12005

DRAWN BY: CW  
REVIEW BY: BM  
6.3

# 6.4 Interior Sign Program 4

## SIGN TYPES

- INT 1. Welcome Sign
- INT 2. Directory/ Map
- ▶ INT 3A/3B Area Identification
- INT 4. Programmable Information
- INT 5. Primary Directional (B)
- INT 6. Secondary Directional (W)
- INT 7. Secondary Directional (P)
- INT 8. Room Identification - Directory
- INT 9. Room Identification - Notice/ Offices
- INT 10. Room Identification - Name
- INT 11. Room Identification - Number
- INT 12. Room Identification - Pictogram (W)
- INT 13. Room Identification - Pictogram (P)
- INT 14. Temporary Notice
- INT 15. Facility Marker
- INT 16. Floor Level Identification
- INT 17A/17B Elevator Directory
- INT 18. Room Number Plate
- INT 19. Regulatory
- INT 20. Donor Recognition



**3B Area Identification - Wall Mounted**  
Single sided, non-illuminated aluminum alupanel with vinyl text and graphics applied to wall to indicate the entrance transition between buildings. An optional thematic graphic application may accompany this identification sign to compliment the facility the user is entering.



**3B Area Identification - Corridor for Shared Facilities**  
Single sided, non-illuminated aluminum alupanel with applied vinyl text and graphics mounted to wall and above hallway entry to indicate the entrance transition between buildings. An optional thematic graphic application may accompany this identification sign to compliment the facility the user is entering.  
Size: Dependant on entryway opening



**3A Area Identification - Reception**  
Single sided, non-illuminated aluminum alupanel with vinyl text and graphics applied to face mounted to surface of reception desk. An optional thematic graphic application may accompany this identification sign to compliment the facility.  
Size: Dependant on reception desk design

6.4 INTERIOR SIGN PROGRAM 4  
SCALE: 1/2" = 1'-0"



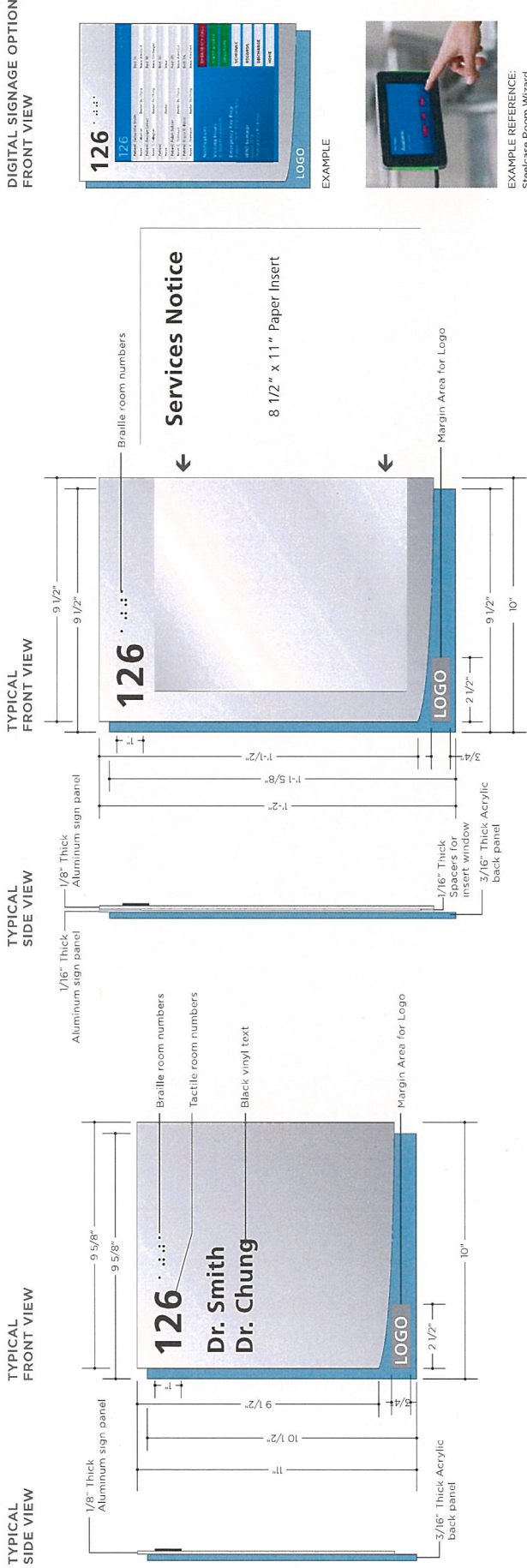
BC Children's Hospital and BC Women's Hospital & Health Centre Wayfinding Project  
Wayfinding Guidelines - FINAL

CLIENT NAME: PHSA  
FILE NAME: 2005 6.4 C&W Interior Sign Program 4.rvt

DATE: 2012-11-01  
PROJECT: 12005

DRAWN BY: CW  
REVIEW BY: BM  
6.4

# 6.5 Typical Interior Sign Details



**10 Room Identification - Name**  
 Single sided, non-illuminated sign. Acrylic back panel painted blue with aluminum sign face with black vinyl text; tactile numbers, and braille applied to face.  
 Sign panel to be mounted flush to wall.  
 Size: 10" x 11" O.A.

**09 Room Identification - Notices/Bookings**  
 Single sided, non-illuminated sign. Acrylic back panel painted blue with aluminum sign face with clear non-reflective polycarbonate display window for directory listings and braille.  
 Sign panel to be mounted flush to wall within elevator.  
 Size: 10" x 11" O.A.

**09 Room Identification - Notices/Bookings**  
 Single sided; optimal digital touch screen.  
 Size: 10" x 11" O.A.

EXAMPLE REFERENCE:  
 Steelcase Room Wizard

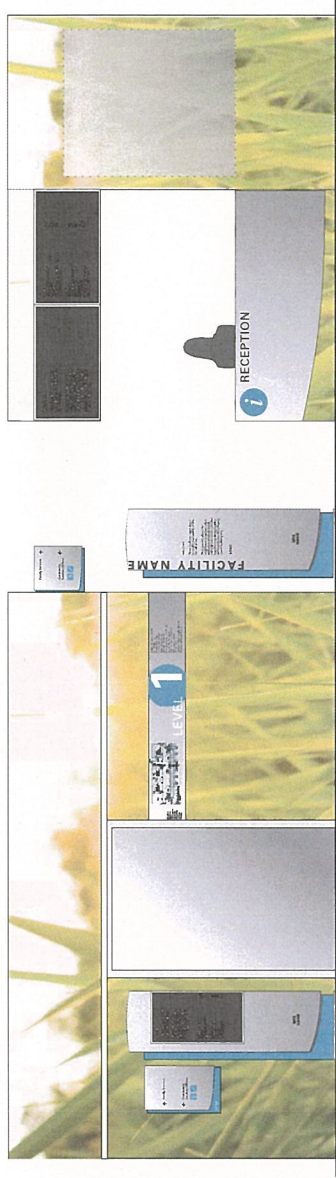
TYPICAL INTERIOR SIGN DETAIL  
 SCALE: 3" = 1'-0"

# 6.6 Interior Elevation Graphics

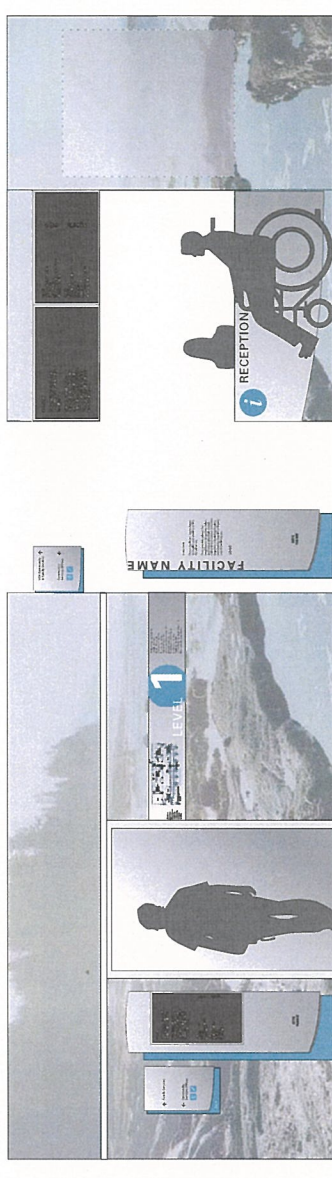
**A Facility Welcome Theme:** To give each facility a distinctive character, explore a possible relationship between the facility's purpose and it's patients. The interior sign program for the various facilities on the hospital campus also needs to employ the same less stark and clinical image. As with the exterior program, the new concept(s) should be, somewhat softer, and employ common materials and base colour.

The base design however is capable of being enlivened through the use of complementary environmental wall graphics and other thematic decor items with a wide range of themes and colours. These additional elements need to work effectively with a wide variety of interiors and unique branded "experiences" on the campus including the following examples:

- The elegant and caring nature of the BC Women's Hospital experience
- The subdued and calming experience of Child, Adolescent and Women's Mental Health Program
- The established UBC "a place of mind" brand & tagline - "a place of mind at the on campus UBC research and teaching facility"
- The energy and vibrancy of the BC Children's Hospital experience



**Colour Graphic Example A**  
Applied graphic themes within corridor and wall applications.



**Colour Graphic Example B**  
Applied graphic themes within corridor and wall applications.





# BC Children's Hospital and BC Women's Hospital & Health Centre Wayfinding Project

## Appendix B

### Donor Recognition Guidelines

#### Introduction

Donor recognition requirements can include the individual naming of a building or department recognizing a one time major financial gift to the hospital through to a general wall of recognition for large groups of less significant donations received over time.

Appended to the Wayfinding Guidelines are 2 documents compiled by the major Foundations on the hospital campus:

"BC Women's Hospital Foundation Signage", guidelines for donor recognition requirements: prepared by the BC Women's Hospital Foundation, 16th August 2012

"Projected Donor Recognition Signage, requirements for new Acute Care Centre": prepared by the BC Children's Hospital Foundation, Draft August 2012

These documents outline Donor Recognition requirements that could be summarized as:

1. **Exterior Donor Name Signs**, located in a prominent location on individual buildings, at entrance to key departments to public outdoor spaces, to recognize multi-million contributions.
2. **Interior Donor Name Signs**, located in a prominent locations, at entrances to individual departments or key interior public areas - to recognize multi-million contributions.
3. **Interior Lobby Donor Wall**, located at main entrance lobby - to recognize all contributions to the facility, from significant to less so.
4. **Interior Grouped Donor Wall Tiles**, located in a prominent location - to recognize multiple, less significant contributions.



## Projected Donor Recognition Signage requirements for BCCH's New Acute Care Centre As of August 16, 2012

The purpose of this document is twofold:

- 1) outline BC Children's Hospital Foundation's (BCCHF) projected donor recognition signage needs that will be required and installed at the time of the new Acute Care Centre's opening
- 2) provide direction within the project RFP for costing purposes, as well as wiring and space requirements.

The compilation of this list is based upon recognition commitments BCCHF has made to donors who have contributed \$3 million or more to name areas within the new ACC, as well as donors of \$10,000 or more to the *Campaign for BC Children* – a \$200 million fundraising campaign in support of the new BC Children's Hospital. As new technology develops, additional donors commit, and the design is finalized, additional items will likely be added.

Anticipated locations are based on information from the IFD and site redevelopment project planning. Once architectural renderings are complete, BC Children's Hospital Foundation will work with the architect's design team to determine final locations. For naming level gifts (\$3 million+), BCCHF will be expected to involve the donors both in the design process and determining placement of their recognition signage.

### Lobby Recognition Signage | Donor Wall

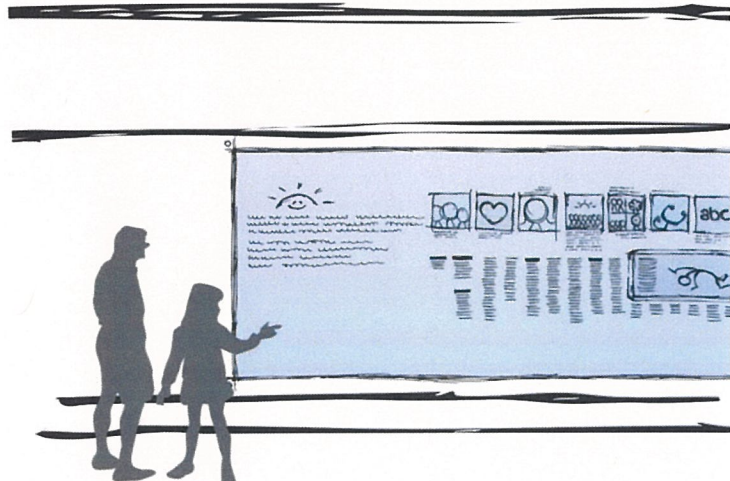
Recognizes donors who have contributed \$10,000 or more  
Anticipate 700 – 750 donors at completion of Campaign

This donor acknowledgement feature will recognize all donors who have donated \$10,000 or more to the Campaign. The content will include header text, a listing of donor names, electronic screens, as well as storyboard tiles. The final design of the donor wall is still to be determined, but the drawing below provides a conceptual rendering. The donor wall needs to be located in a prominent location in the main lobby of the Acute Care Building.

Key considerations:

- An electronic component (interactive touch screens) should be kept in mind for wiring requirements.
- Feature lighting will be used and wiring for this will be needed
- **30 feet** of prominent space should be reserved in the ACC Lobby to feature the donor wall

### Exterior Recognition Signage | Named Buildings, Public



## Spaces and Exterior Signage for Key Internal Spaces (Pin Lettering, Plaques & Wayfinding Signage)

Recognizes donors who have contributed \$3 million - \$25 million  
Anticipate approximately 10 donors at completion of the campaign

Donor recognition for named buildings, internal and external public spaces (ie. atrium and gardens), as well as exterior spaces and outside signage for named internal spaces includes pin lettering, plaques and naming on wayfinding signage (in cases where it is not a medical department). Exact sizing will be dependent on location, space available, and number of characters in the listing. Current and anticipated named exterior spaces to date include:

**Buildings: Recognizes Donor contributions of \$10 million - \$25 million**

1. Acute Care Centre Building
2. Ambulatory Care Building

**Public Spaces: Recognizes Donor contributions of \$3 million - \$5 million**

3. Gardens (ground level and roof top gardens) – 3-5 gardens
4. Wellness Walk and Nodes

**Key Internal Spaces with exterior signage: Recognizes Donor contributions of \$5 million - \$10 million**

5. Emergency Department signage (recognition not included in wayfinding)
6. Exterior Atrium signage (if applicable)
7. Other named exterior spaces as they become identified
8. Sunny Hill/Child Development and Rehabilitation

Key considerations:

- Donor Recognition (Donor Name) should be incorporated into the exterior signage (i.e. Smith Family Acute Care Centre), including all pin lettering and wayfinding signage (for non-medical areas). Pin lettering size and font used for the donor name and building/space name will be consistent. No logos will be incorporated into the recognition
- Space should be allocated for an accompanying donor recognition plaque mounted to a wall in a prominent location, or in the case of gardens and the wellness walk, on a permanent structure such as an archway or permanent stand, free from any obstructions.
- Wiring will need to be in place to provide feature lighting
- BC Children's Hospital Foundation will be expected to involve donors who have contributed at a naming level in the design process and placement of their recognition signage



**Example Named Building**

**Example: Exterior Signage for Key Internal Space**



**Example Garden Acknowledgment**



## Interior Signage | Named Spaces (Pin Lettering, Plaques & Wayfinding Signage)

Recognizes donors who have contributed \$3 million - \$10 million  
Anticipated 20 - 35 donors at completion of the campaign

Recognition signage for donors who have named spaces with gifts of \$3million - \$10 million will include pin lettering and plaques in a prominent area either at the entrance of the medical unit or in a highly visible location with the area being named, and wayfinding (in cases of non-medical departments).  
Anticipated named interior spaces to date include:

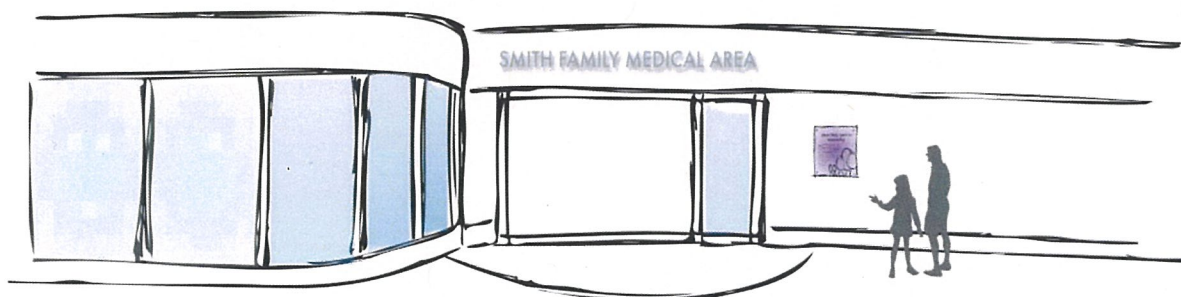
- |   |                                      |
|---|--------------------------------------|
| 1. Atrium   | 11. Operating Rooms                  |
| 2. Emergency Department                               | 12. Medical Surgical Inpatient Units |
| 3. Family Resource Centre                             | 13. Corridor Link (ACC to 1982)      |
| 4. Oncology Inpatient Wing                            | 14. Wings or Floors as determined    |
| 5. Oncology Outpatient Wing                           | 15. Renal Unit                       |
| 6. Diagnostics & Imaging                              | 16. MR. Suite                        |
| 7. Pediatric Intensive Care Unit                      | 17. CT Suite                         |
| 8. Pediatric Anesthetic Care Unit                     | 18. Teen & Family Lounges            |
| 9. Cardiac Intensive Care Unit                        | 19. Play areas                       |
| 10. Interventional Radiology<br>Rooms/Procedure Rooms | 20. Floors                           |
|   | 21. Wings                            |

Key considerations:

- Donor recognition for these named spaces will include pin lettering, a recognition plaque and wayfinding for non-medical departments (i.e. Atrium, floors, wings, but not PICU, Oncology Inpatient Unit, etc).
- Recognition plaques should be located in a prominent location near the entrance to the area
- Wiring will need to be in place to provide feature lighting or backlighting
- Exact sizing and final design still to be determined, but will be a significant size. Current recognition signage for this level of gift is 36" x 24".

*The drawing below provides a conceptual rendering only.*

### Interior Signage | Recognition Plaques



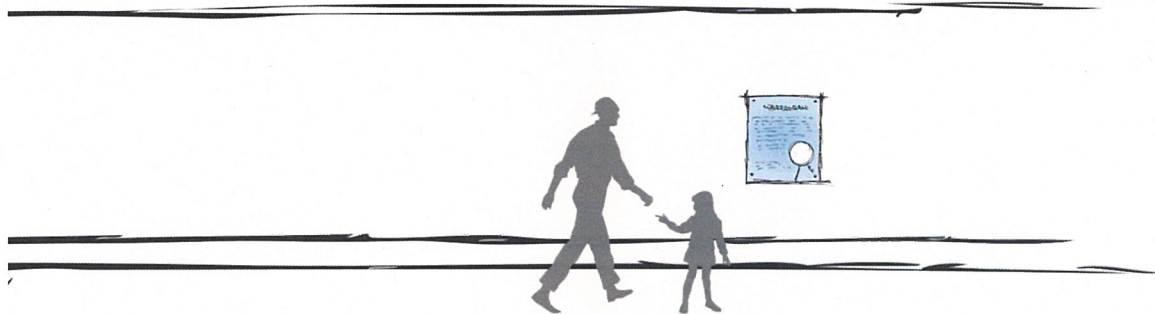
Recognizes donors who have contributed \$1 million - \$2,999,999 million  
Anticipated approximately 50 at completion of the campaign

Donor recognition for donors who have contributed \$1 million - \$2,999,999 million will include a standalone recognition plaque located in a prominent area to be determined in consultation with the donor. Exact sizing and final design still to be determined; however the drawing below provides a conceptual rendering.

Key considerations:

- Recognition plaques will be located in prominent areas near department entrances and within medical spaces, family spaces, playrooms, therapy rooms and other high traffic locations.
- Wiring will need to be in place to provide feature lighting or backlighting
- Exact sizing and final design still to be determined, but will be of significant size. Current recognition plaques for this level of gift is 29" x 18".

The drawing below provides a conceptual rendering only.



## Interior Signage | Grouped Donor Tiles

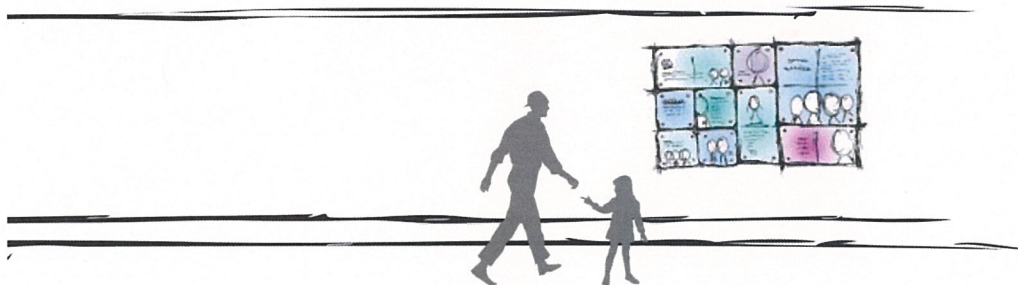
Recognizes donors who have contributed \$100,000 - \$999,999

Anticipated approximately 200 donors at completion of the campaign

Donor recognition for donors who have given \$100,000 - \$999,999 will be recognized with recognition tile(s) that will be displayed and grouped together, centrally located in prominent locations around the Acute Care Centre (except level 2 – Women's only).

### Key considerations:

- Proposed locations include the central foyers/welcome areas on each floor opposite the public elevators, public corridors, and thoroughfares
- Wiring will need to be in place to provide feature lighting or backlighting
- Exact sizing and final design still to be determined, however estimated space requirements are in 4 x 10 feet per floor. The drawing below provides a conceptual rendering.





BC WOMEN'S HOSPITAL &  
HEALTH CENTRE FOUNDATION

**DRAFT: August, 2012**

## BC Women's Hospital Foundation Signage

Guidelines for donor recognition to inform and coordinate with way-finding and other hospital signage

### PURPOSE

BC Women's Hospital Foundation has commitments to its donors for recognition within the buildings and on the campus of BC Women's Hospital. Recognizing our donors is an essential part of sustaining current funding, as well as attracting new charitable support for the hospital.

Where there is opportunity for graphic accompaniment to any way-finding associated with a BC Women's program, the BC Women's brand experience should be applied. While important for the patients and staff, it is also particularly important for donors who need to feel and experience an association with the "cause" they have selected to support.

This document addresses current, known needs as best as possible. However, it is anticipated that new developments in signage technology, and new commitments from donors will lead to additional recognition needs and signage opportunities.

### BC WOMEN'S HOSPITAL

#### **BCWH Main Entrance/Lobby | way-finding**

Where way-finding at the main entrance and in the main lobby will be created to guide visitors to the programs of BC Women's Hospital; and where designated opportunities are identified for graphic accompaniment to the way-finding, the BC Women's brand experience should be applied. This consideration should extend to adjacent corridors and elevators (exteriors and interiors).

#### **BCWH Main Lobby | Existing "Making Room for Miracles" donor wall needs relocation**

A new, suitable location is needed to move the permanent and finite donor wall of the BCW Foundation Making Room for Miracles capital campaign. A suitable wall in or near one of the waiting areas of the Diagnostic Ambulatory Program should be considered. The display includes pin lettering; 10 tempered glass, pin-mounted story boards and plaques of various sizes (currently on two different walls); and will need new, dedicated lighting.



**BCWH Main Lobby | donor recognition**

A permanent and finite donor recognition system is needed in a prominent location in this area. Its purpose is to recognize donors' cumulative giving from year to year (once they reach \$10,000 or more), which means it changes from year to year.

The content will include header text, a listing of donor names, electronic screens, and purposed lighting. The design and materials of the donor wall are still to be determined, but it will likely have a strong visual impact. Considered configurations include free-standing, multi-sided; or possibly suspended – not necessarily a “wall.”

**BCWH NICU Program | campaign donor wall**

A semi-permanent donor recognition system is needed on the long, “blue” wall outside the present location of the BC Women’s Hospital NICU Program. Its purpose is to recognize the donors of the current fundraising campaign, which is raising funds for the NICU, and to provide messaging regarding the current campaign as it unfolds. An additional consideration is the need to accommodate baby tile recognition also on this wall for specific NICU baby tile donors in an integrated design.

The proposed content will include header text on pin lettering, a listing of donor names, electronic screens, story-boards, and purposed lighting. The design and materials of the donor wall are still to be determined (glass and plexiglass are being considered). The number of donor and campaign panels is not yet known, but will likely be less than 50.

The feasibility of moving some or all of what gets implemented here is being examined for relocation to the new home of the NICU in the new ACC building when construction is complete (see below for additional detail in the new acute care centre section of this document).

There are numerous, immediate way-finding considerations for the name of the NICU in corridors, lobbies, etc. which are exterior to the program.

**BCWH Birthing Program | Holly Ward**

Currently displayed in the entrance corridor to the Holly birthing ward, this recognition system is comprised of pin lettering; eight tempered glass, pin-mounted plaques of various sizes mounted on wood panels; and is supplemented by six tempered glass, pin-mounted story-boards mounted in hallways throughout the ward. It is permanent and static. It was created to recognize the donors of the BCW Foundation Best Beginnings capital campaign. No changes are anticipated, and it is hoped that new way-finding signage will compliment what is already in place.

**BCWH Baby Tile Program | walls, corridors and waiting areas**

Currently displayed in walls, corridors and waiting areas on the main floor and the hallways between birthing wards on level two of the hospital, this recognition system is comprised of pin lettering, hanging signs, and hand-crafted ceramic tiles – sometimes

mounted directly on the wall and sometimes mounted on wood panels. These displays grow organically on the walls as donations are received. The program is on-going; the baby tiles are mounted by families who wish to commemorate their babies' births.

Each wall has its own, unique name (named after a flower) and signage for the named baby tile walls is used as way-finding for families when they return to visit their babies' tiles. New way-finding signage could replace current pin lettering and hanging signs of the walls' names in order to create a more seamless fit into hospital signage. Some walls are even considered "landmarks" and may be considered as integral to way-finding in some areas.

## BC WOMEN'S HEALTH CENTRE

### **BCWHC Main Entrance/Lobby | way-finding**

As with the main entrance and lobby of the hospital, here too, where way-finding at this key entrance/lobby will be created to guide visitors to the programs of BC Women's Health Centre; and where designated opportunities are identified for graphic accompaniment to the way-finding, the BC Women's brand experience should be applied. This consideration should extend to adjacent corridors and elevators (exteriors and interiors).

### **BCWHC Main Lobby | donor recognition**

A permanent and finite donor recognition system is needed in a prominent location in this area. Its purpose is to recognize donors' cumulative giving from year to year – replicating the donor system mentioned above for the main hospital lobby. However, this rendition of the main system would likely be wall mounted, perhaps even purely electronic.

### **BCWHC Breast Health Program | existing Sadie Diamond Breast Health Centre donor wall**

Currently displayed in the waiting room of the Sadie Diamond Breast Health Centre, this recognition system is comprised of a 6'x8' tempered glass backed by frosted and patterned acrylic. It is permanent and static. It was created to recognize the donors of the BCW Foundation breast health program capital campaign. No changes are anticipated, and it is hoped that new way-finding signage will compliment what is already in place.

Additional consideration is the newly designed signage on the glass of the entrance doors to this program as well as the purpose-designed room number plates throughout the program area.

Direct way-finding considerations include using the name, Sadie Diamond Breast Health Centre, in corridors, lobbies, entrances, etc. which will guide patients to the program.

## NEW ACUTE CARE CENTRE

Note: Where locations within the new ACC are referenced, assumptions are made based on information from the IFD and site redevelopment project planning. Once architectural renderings are complete, BC Women's Hospital Foundation can work with the architect's design team to determine final locations. Unique, "name" signage for the highest levels of recognition may need to accommodate donors' input in determining certain recognition specifications.

### **ACC Main Lobby | Way-finding**

Where way-finding at the main entrance and in the main lobby will be created to guide visitors to the programs of BC Women's Hospital, such as the NICU on levels two and three, the signage will need to accommodate the donor name of the program. Where designated opportunities may exist for graphic accompaniment to the way-finding, the BC Women's brand experience should be applied.

### **ACC Level 2 | NICU program entrance**

A permanent and finite donor wall will be needed in a prominent location in the area of the reception and/or entrance to this program. Its purpose is to recognize all donors of \$10,000 or more to the BC Women's Hospital Foundation capital campaign for the NICU.

The content will include header text, a listing of donor names, electronic screens, purposed lighting, as well as storyboard tiles. The design and materials of the donor wall are still to be determined.

### **ACC Level 2 | NICU program interior**

Donor recognition for donors who have been offered naming of a space includes pin lettering, plaques (in a prominent location near the entrance to the area), and way-finding. Wiring will need to be in place to provide feature lighting or backlighting. Size and design are still to be determined, but could be as large as 36" x 24".

Possible named interior spaces include:

- Name of the over-all NICU program
- Newborn patient rooms
- Neighbourhoods
- Family sleeping room/s
- Family lounge/s
- Family education and interview room/s
- Family conference room/s
- Family kitchen

Other areas of consideration for donor recognition (most likely plaques and/or storyboards) include adjacent corridors and elevators (exteriors and interiors).

**ACC Level 3 | NICU program interior**

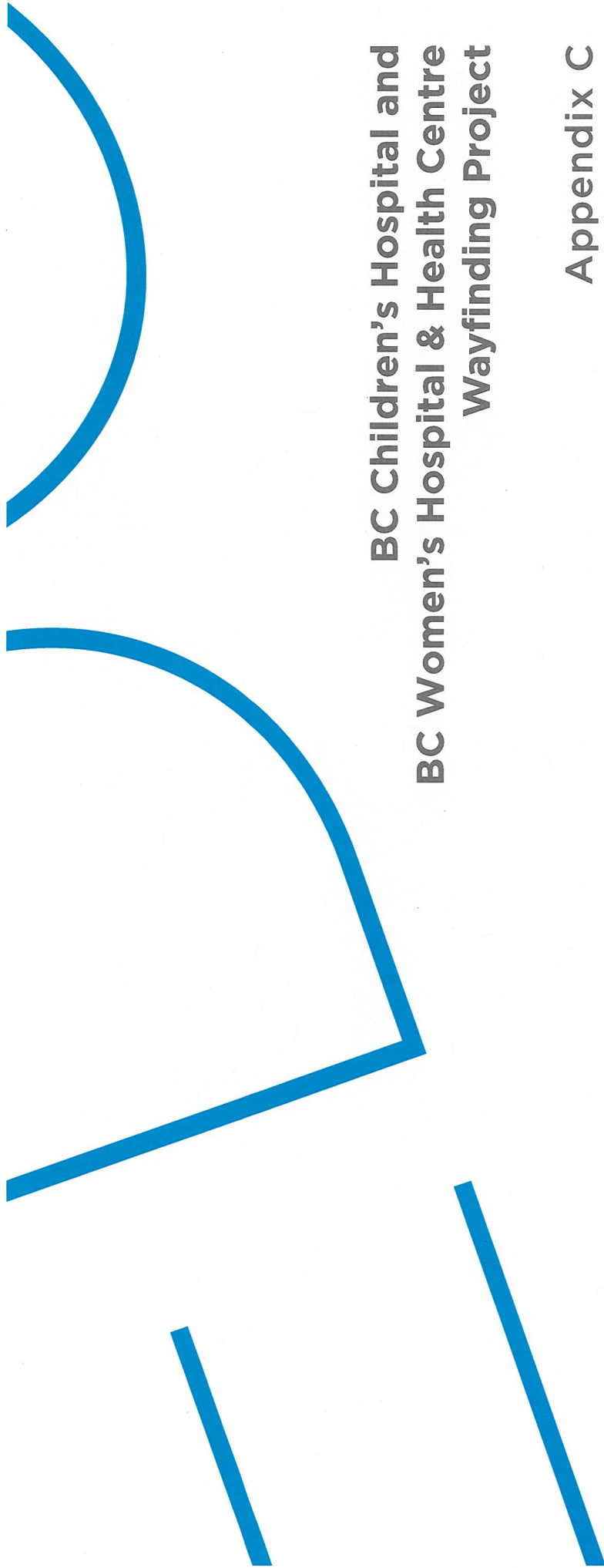
The same considerations should be given to level three of the NICU program as outlined for the program interior of level two, above. Additional naming opportunities in this area may include the Milk Bank Depot, supplementing the program areas similar to the ones listed for level two.

**OTHER ANTICIPATED DONOR RECOGNITION**

**BCWH, BCWHC & ACC | Special Recognition Plaques**

Certain donations merit recognition with a standalone recognition plaque or story-board located in a prominent area to be determined in consultation with the donor such as, near department entrances and within medical spaces, family spaces, playrooms, therapy rooms and other high traffic locations (usually pertaining to the area of programming where the gift was designated).

Exact sizing and final design vary. However, tempered glass, standing on pins, has been often used so far. Wiring may be needed to provide feature lighting or backlighting. Touch screen technology and/or multi-purpose screens are also being considered for this purpose.



**BC Children's Hospital and  
BC Women's Hospital & Health Centre  
Wayfinding Project**

**Appendix C**

Emergency Wayfinding Guidelines

# Appendix C Emergency Wayfinding Guidelines - 1

## Introduction

These Emergency Wayfinding Guidelines are in response to the requirements of 'Standardized Hospital Colour Codes' Policy Directive issued by the BC Ministry of Health. By March 31, 2012, all Health Authorities will have implemented the 'Standardized Hospital Colour Codes' Policy Directive for colour codes applicable to each specific jurisdiction.

The Wayfinding Project at BCCCH and BCWH has been asked to identify possible solutions to provide both staff and visitors emergency wayfinding, including informational and directional signage to approx. 8 Functional Areas on the hospital campus. These Functional Areas are where emergency triage services will be provided on a temporary basis in response to an city-wide emergency such as a "Code Orange" (earthquake).

## Intent

The intent is to provide easily affixed, easily removed temporary graphics that work integrally with the new campus-wide permanent exterior and interior sign program.

The following possible Temporary Emergency Wayfinding Devices are recommended:

- 1. Information at entrance(s) to hospital campus:**  
Use of live Guides positioned at main entrance(s) to hospital campus. Temporary event style coroplast signage or "low tack" vinyl graphics attached to the permanent signage at campus entrances.  
Additional security and emergency responder vehicles and lighting, where required.
- 2. Identification of emergency Functional Areas(s) and designated route(s) through campus:**  
Use of live Guides positioned at street entrance(s) to buildings with Functional Areas using established campus entrance numbering system.  
Temporary event style coroplast signage or "low tack" vinyl graphics attached to the permanent exterior signage along the designated routes.  
Additional security and emergency responder vehicles and lighting, where required.
- 3. Identification of emergency Functional Areas(s) and dedicated route(s) through individual facilities:**  
Use of live Guides positioned in main reception or elevator lobby of designated buildings. Temporary "sandwich board", coroplast signage or "low tack" vinyl graphics attached to the permanent interior signage along the de routes.

**Program contact:** John Lavery Executive Director, Consolidated Lower Mainland Health Emergency Management Unit, W.John.Lavery@fraserhealth.ca, Cell: 604.362.8326

**BCCCH and BCWH campus contact:** Christine Rempel - Oak Street Site, Emergency Management Co-ordinator, Christine.Rempel@phsa.ca, Cell: 604.786.0443

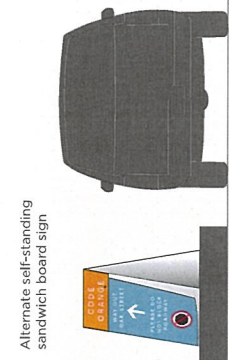
## OPTION B: TEMPORARY DIRECTIONAL SIGNS

Directional Site Signage to Temporary Emergency Functional Area on Hospital Campus



Typical event style 1/4" coroplast sign with metal stake for easy install/removal  
OPTION: Pipe sleeve permanently set into paved areas where appropriate

Alternate self-standing sandwich board sign



FRONT FACE REVERSE FACE



NO STOPPING



PARKING

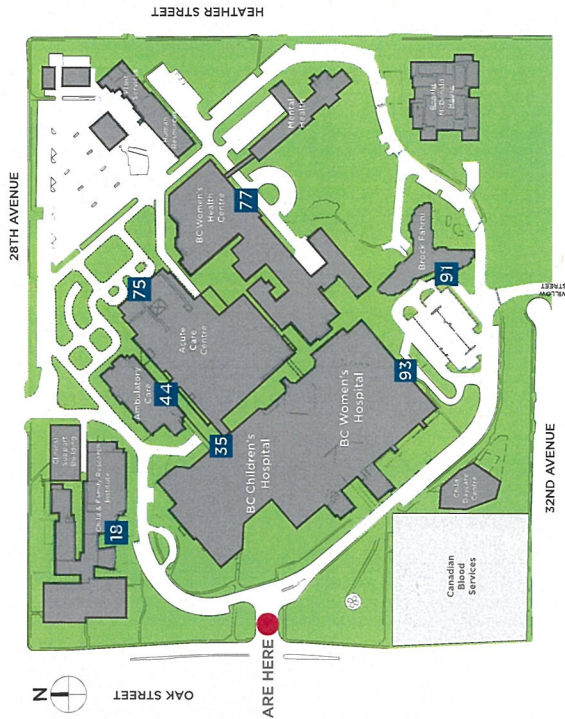
NO PARKING

## EMERGENCY SITE MAP

Site map of Temporary Emergency Functional Areas on hospital campus. Available internally and displayed on in-house computers and possible public digital signage.

You are here symbol

35 Temporary Emergency Functional Areas/ Entrances indicated on 2018 site map

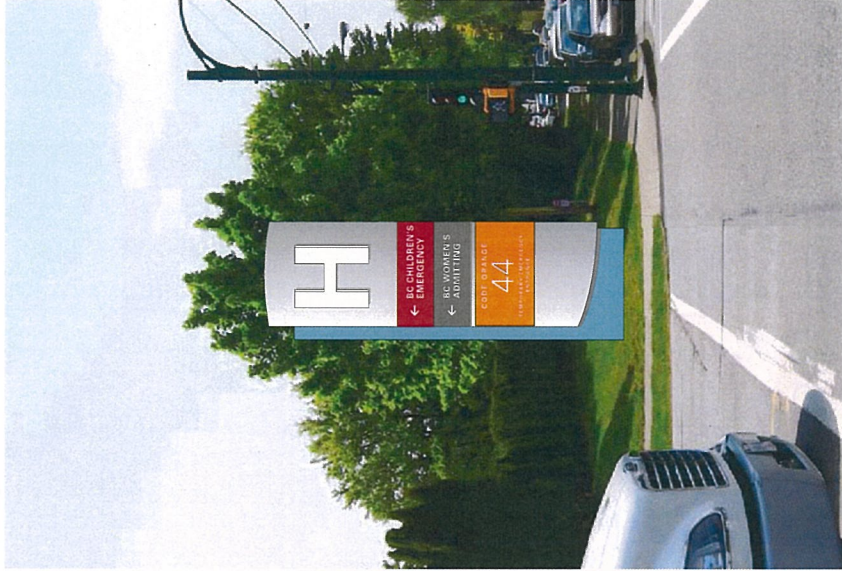


# Appendix C

## Emergency Wayfinding Guidelines - 2

### Temporary Attachment to Exterior Signs

Temporary vinyl graphics attached to the new permanent hospital campus signs. Temporary signs are made of 1/40 Comply Removable Vinyl. Expected outdoor lifespan is 3 months.



Oak Street Site Entrance  
New Main Gateway Pylon shown with temporary sign affixed

EMERGENCY WAYFINDING GUIDELINES - EXTERIOR SIGNS  
SCALE: 3/16" = 1'-0"



BC Children's Hospital and BC Women's Hospital & Health Centre Wayfinding Project  
Wayfinding Guidelines - FINAL

CLIENT NAME: PHISA  
DATE: 2012-09-24  
FILE NAME: 12005 C2 Appendix C Emergency Wayfinding.ai  
PROJECT: 12005

DRAWN BY: CK  
REVIEW BY: BM  
C2

# Appendix C

## Emergency Wayfinding Guidelines - 3

### Temporary Attachment to Interior Signs

Temporary signs are made of U440 Comply Removable Vinyl.  
Expected indoor lifespan is 18 months.

**17B Elevator Directory - Large**  
Temporary card used

**17A Elevator Directory - Small**  
Adjacent to floor buttons  
Temporary card placed inside

**02 Directory / Map**  
Temporary removable vinyl graphic placed on top of permanent map

**16 Floor Level Identification**

**04 Programmable Information**  
Possible Emergency info displayed on digital screens in reception and other applicable locations

**05 Secondary Directional (W)**  
Temporary vinyl sign applied to existing

**14 Temporary Notice**  
Temporary emergency graphics/ notices applied to/ inside notice board

**03 Area Identification**  
Live body reception should be available during temporary emergency relocation situations

EMERGENCY WAYFINDING GUIDELINES - INTERIOR SIGNS  
SCALE: 1/2" = 1'-0"

