NEW SURREY HOSPITAL & CANCER CENTRE

APPENDIX 1R

Wayfinding Standards & Requirements

fraserhealth
Better health. Best in health care.

date: Jan 12, 2022

Contents

Introduction

Purpose 4
High Level Site Plan 5
Stacking Diagram 6

Wayfinding Philosophy

Goals & Benefits 8
Sustainability 9
Wayfinding for Everyone 10
Physically Impaired 11
Visually Impaired 12
Language Barriers 13
Gender Equality 14
Seniors 15

Wayfinding Components

Fonts 17
Colours 18
Iconography 19
Environmental Graphics 20
Room Numbering 21

Signage Classifications

Masterlist 23
Directional 24
- pylon - interior illuminated 24
- pylon - interior non-illuminated 25
- suspended 26
- large wall arrow 27
- wall-mounted 28
- wall-mounted - bulkhead 29
- “out” exit arrow 30

Identifying
- point of destination - suspended 31
- point of destination - wall-mounted 32
- floor level indicator 33
- room usage module 34
- patient room module 35
- service usage module 36
- amenities - finned 37
- washroom - finned 38
- washroom - door-mounted 39
- door jamb plate 40
- bed numbers 41

Informational
- area map / directory 42
- elevator directory 43
- elevator door banding 44
- doors locked - to enter / exit 45
- door banding 46

Interactive 47
- touch-screen directory 47
- wayfinding app 48

Miscellaneous
- patient information phone 49
- take a number ticket station 50

Regulatory
- cautionary - suspended 51
- cautionary - wall-mounted 52
- cautionary - door banding 53

Exterior
- Exterior Pylons - Recommended Locations 54
- directional pylons 55
- site map / directory 59
- exterior building entrance signage 60
- entrance glass door banding 61

Dynamic Wayfinding 62
Emergency Department Guidelines 65
Impark Signage Guidelines 66

Appendix & Resources

Glossary of Terms 68
Resource & Image Attributions 69
Policy Standards & Graphic Guidelines 70

Introduction

Purpose

The purpose of the Wayfinding Standards is to outline the requirements and best practices for a Wayfinding System for the News Surrey Hospital & Cancer Centre (NSHCC).

This document outlines the objectives, the implementation and management of a Wayfinding System, a breakdown of sign types, and specific recommendations for the NSHCC Project. The design requirements serve to ensure that the site wayfinding system is clear, consistent and follows Fraser Health brand standards and health facility navigation best practices.

Visioning

The current vision is focused on patient wayfinding at key locations supported by mobile applications. Fixed but flexible signage is appropriate for major directional and departmental signage that is not subject to frequent change. Digital signage should be provided for frequently information such as to broadcast mass notifications/information, patient education, advertising, real-time status of rooms/spaces/activities/patient, etc.

Key Planning Considerations

Aligned with other recent major capital projects at Fraser Health, rough-ins only will be required for digital signage, except where specifically noted. Rough-ins are to be coordinated by the design builder based on input from the Authority.

The design builder is to provide a complete signage and wayfinding system that includes interior and exterior physical signs, digital signs as well as rough in for future digital signage. ***The wayfinding system will include a mobile app to support wayfinding for patient and visitors.***

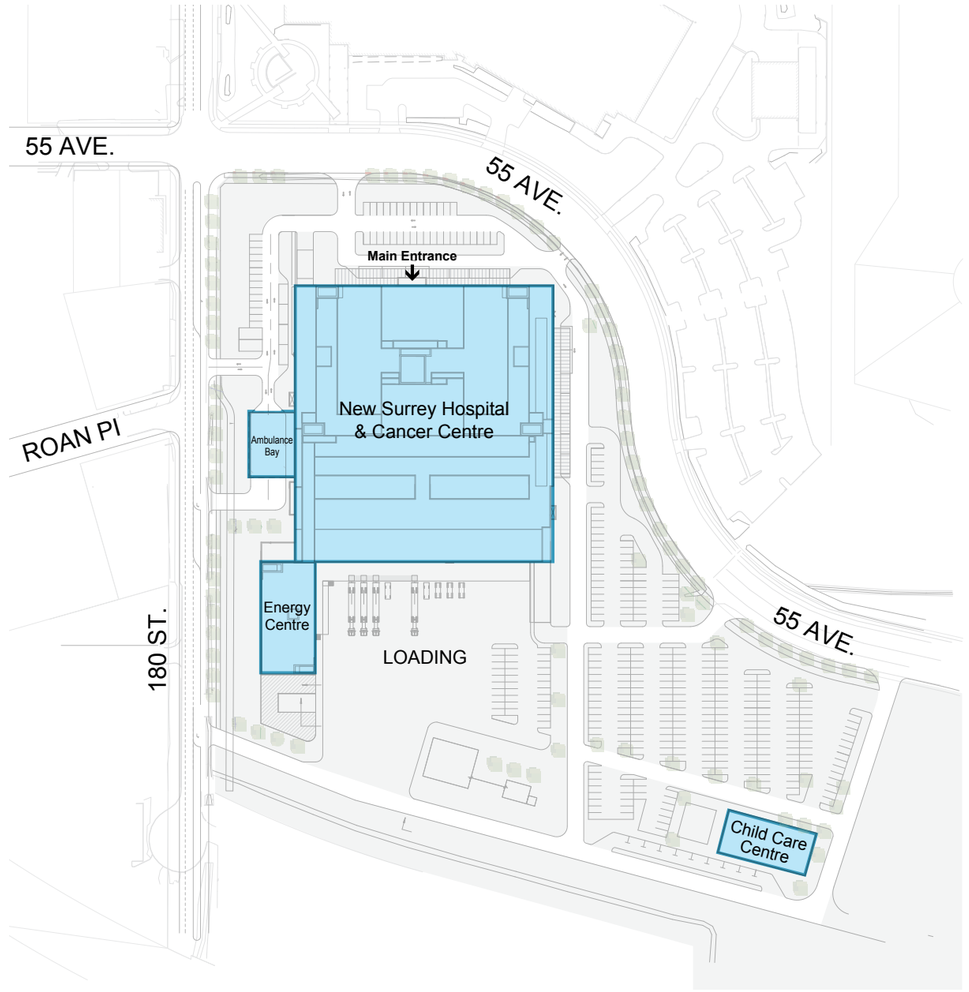
Except where otherwise noted, signage should between consistent the core hospital and cancer centre, based on the same standards, for an integrated experience of the facility for patients and visitors.

High Level Site Plan

Project Overview

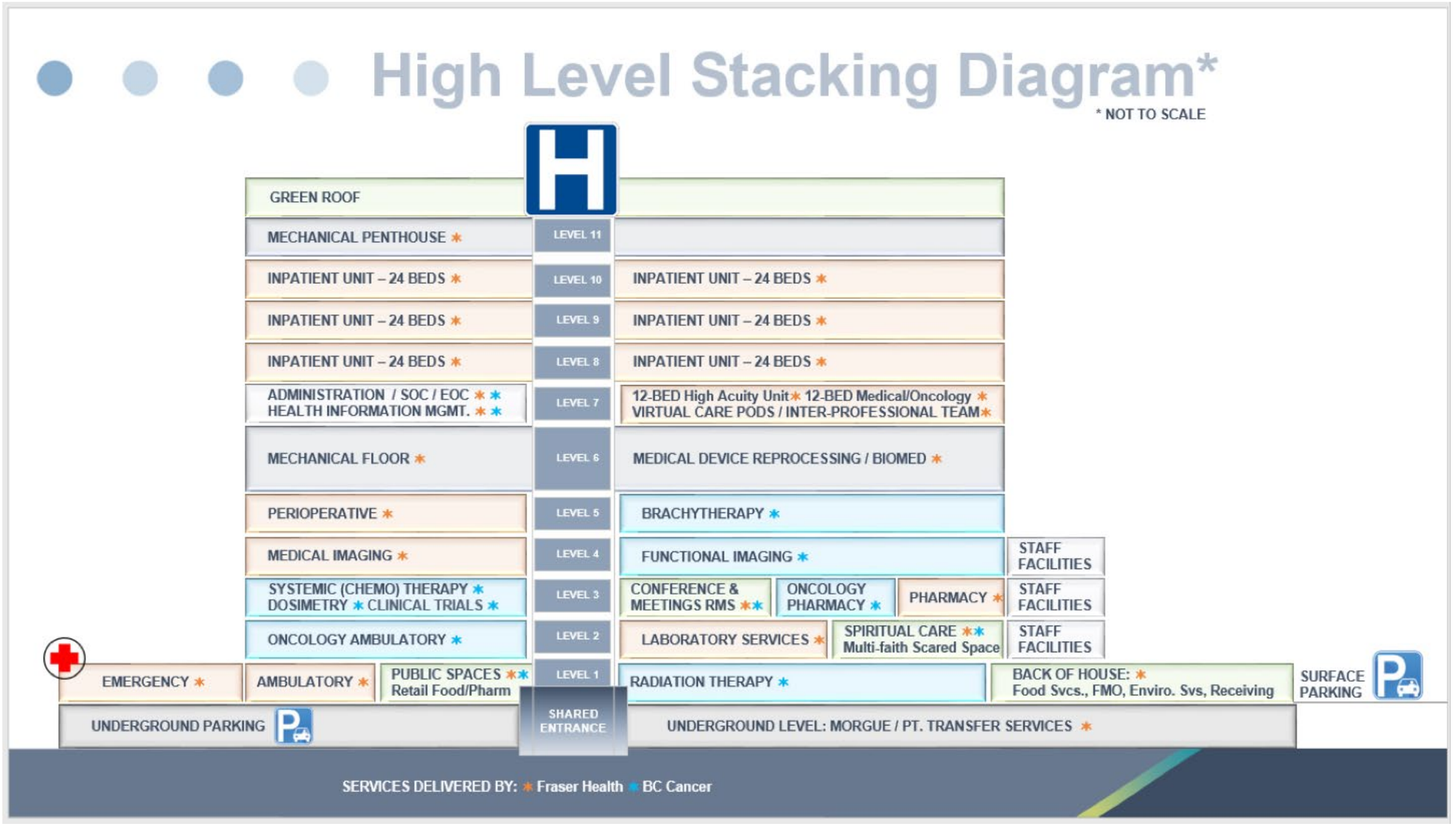
Phase 1 (Parcel A) is comprised of the New Surrey Hospital and Cancer Centre and a Child Daycare. Scope of Services include:

- Virtual First services
- Inpatient services
- Outpatient services
- Surgical services
- 24/7 Emergency services
- Diagnostic Services: Full Service Lab, Pharmacy & Medical Imaging
- Oncology Ambulatory Care
- Radiation Therapy
- Systemic (Chemo) Therapy
- Functional Imaging
- **Non-Clinical Support Services:** BioMed, Medical Devices Reprocessing, Food Services, Patient Portering and Transfer Services, IMIT, Administration, Health Information Mgmt., Command Centre, Facilities Maintenance Operations, Environmental Services, Integrated Protection Services
- **Public Spaces:** Retail Food, Retail Pharmacy, Spiritual Care to support cultural diversity and spiritual practices, Wellness Walkway



*See **Appendix & Resources** for Indicative Design*

Stacking Diagram



Wayfinding Philosophy

Goals & Benefits

Over the course of the multi-year redevelopment project, it is important to ensure that the hospital campus has an effective wayfinding system that supports and benefits, facilities, health care teams, patients and visitors:

With hospital visitors in a high-stress environment, it is important that wayfinding does not add to a further sense of frustration, disorientation, or anxiety. The Fraser Health Authority strives to provide visitors with a sense of safety, empowerment, and peace of mind in every way, including through its wayfinding.

It is important that available data, proven design principles, and the needs of the hospital, inform the design of the Wayfinding System.

The Wayfinding System will reinforce the pre-existing branding of the hospital, visually "fit" with the new space, and rejuvenate existing areas. Wayfinding must seek to serve all visitors regardless of literacy, age, ability, or gender identity.

Patient Health Benefits

"Expectations of stressful, depressing, confusing environments can undermine the body's ability to heal."

Passini and Arthur, 1992

"It is important to consider that wayfinding problems have their own particular cost in the healthcare environment. Stress caused by disorientation may result in feelings of helplessness, raised blood pressure, headaches, increased physical exertion, and fatigue.

In addition, patients may be affected by the wayfinding troubles of visitors who, because they became lost, may have less time to spend with patients."

Carpman and Grant, 2001

Operational Cost Benefits

"Consider the indirect cost of lost productivity as concerned staff members take time away from patient care to give directions or walk lost visitors to their destination.

One study at a major tertiary hospital estimated the cost of wayfinding problems at $220,000 per year.""

Zimring, 1992

"Another indirect cost of poor wayfinding is that lost visitors are late or miss their appointments as people who visit the hospital infrequently misjudge how long it takes to navigate the unfamiliar environment."

Zimring, 1992

Benefits to the Fraser Health Brand

Ensuring patients and visitors feel comfortable with basic Navigation from the minute they approach and enter the facility not only reduces stress and frustration, it also communicates to everyone who enters the hospital that the facility is organized, professional, and capable.

Further, putting patients and visitors at ease with a sense that the facility is well-planned and orderly brings other benefits as well: patients and their visitors are more likely to arrive for their appointments on time and with a trusting and open attitude toward staff.

Sustainability

As the hospital evolves and is further developed, it will be necessary to adjust wayfinding accordingly.

The system must be designed to be prepared for any of the following:

- **The addition or relocation of any unit / program**
- **Any additional languages**
- **Addition of donor recognition**

Consider cost-efficient materials and adaptable design that will allow for these changes to be made. Ensure there is extra space on directional signage layouts to allow for any necessary additions.

As the hospital will have a lot of foot-traffic or moving equipment, any substrates or print methods used must be durable and long-lasting. Ensure that any interior graphics are well protected and any exterior graphics must be weather-proof.

Wayfinding for Everyone

The role of wayfinding is simple. It helps people find their way. A core principle of wayfinding is that it serves all visitors regardless of literacy, age, ability, language, or gender identity as its main function is to assist, inform, and direct.

For many, “accessible” means creating safe access to a space for those with visible disabilities by using ramps or handrails. Yet, making an area “accessible” and making an area “welcoming” are different things, but they require similar considerations. For example, for those with a non-binary or transgender identity, using a washroom facility while feeling safe, comfortable, and equal, makes the space accessible to everyone.

Additions like a secondary language or gender-inclusive washrooms are a great way for institutions to support visitors from marginalized or minority groups, while proactively demonstrating inclusive values.

Physically Impaired

Visually Impaired

Seniors

Language Barriers

Gender Identity

Physically Impaired

Physical Impairment can be a substantial impediment to interacting with, and moving through a space. Through accessible design, hospitals can highlight important services and resources that cater to Visitors requiring additional support. These will be marked with the “International Symbol of Access” (shown on the image to the right) wheelchair symbol, an indication that the space or service has made considerations for maximum Accessibility.

Among areas where physically impaired Visitors are most active, considerations can include placing interactive elements at a height comfortable for Visitors who are seated in a wheelchair, and ensuring decision points indicate which routes are most accessible for those who may have difficulty accessing an area. For example, if an area is only accessible via stairs, a physically impaired Visitor must have the knowledge of alternate routes before they approach the stairs.

Visually Impaired

When creating a wayfinding system, it is critical that the graphic design of signs serves all visitors. For the visually impaired, legible, high contrast text ensures that information is conveyed to the reader without distraction.

Additional considerations include presenting information in a logical hierarchy, and using a consistent use of layouts, universal icons, and braille. This allows for ease of navigation and ensures that all primary information is easily accessible.

Visually cluttered spaces make it difficult to discern which piece of information is worth paying attention to. Hierarchy of signs in the visual field must be consistent. If a sign blends into the environment, it could be ignored.

Braille

Though there are no federal guidelines for clear, consistent, and appropriate use of braille in Accessible Signage, the Canadian Human Rights Act requires that public spaces be “accessible and free of barriers”. For visitors with partial visual-impairment, stark, high-contrast signage and large sans- serif fonts can be enough for navigation, but others require braille.

In a proactive act of ensuring accessibility, all small room usage signs shall have braille included.

Language Barriers

As population demographics shift over time, hospital administrators may find that the Wayfinding System no longer serves everyone who visits the hospital.

The introduction of a secondary language can help reduce stress for visitors whose first language is not English. Using clear, universally recognized symbols in conjunction with text is an effective way to ensure important information is conveyed to the viewer.

Additionally, consistent use of colour, layout and zoning can train a new visitor as they move through a space, so they know what to expect when looking for directions or information.

Hospitals are often busy, high-stress environments where good wayfinding is paramount. Internationally-recognized symbols (similar to those used in airports) are a proven design solution, as they transcend language and are often highly visible from a distance.

In summary, these symbols shall be used in conjunction with text to reinforce important or well-traveled locations or services. In doing so, it allows for easy understanding for a range of potential visitors, from the visually-impaired, to non-native speakers.

wayfinding philosophy

Gender Equality

A person with a “non-binary” gender identity is someone with a gender affiliation that is different than the sex they were born with or who may not identify as one of two binary “male” or “female” gender identities.

The person’s “sex” refers to their biological body and their “gender” refers to the identity inside that body. For single-occupancy washroom signage, we must avoid applying labels to the type of person who can use it, and instead focus on the service the room provides, in this case the toilet symbol with associated text and braille.

Women’s Shower
Trans People Welcome

Men’s Shower
Trans People Welcome

Universal Washroom
wheelchair accessible

Universal Washroom

Seniors

Currently, older adults make up 40% of acute care activity. As the population of older adults increases, the number of visits to increases. To reduce stress for these individuals and their care-givers, the wayfinding signage must be designed to be healing and therapeutic.

General notes:

- Use warm and calming colours with a high-contrast text combination, such as dark text on light background
- **Avoid using:** yellow on black, yellow on green, green on blue, and red on blue
- Ensure text size is large enough to be visible from a distance for those with vision deficiencies or impairments
- Keep signage as simple and clean as possible, too much clutter and information will confuse the viewer

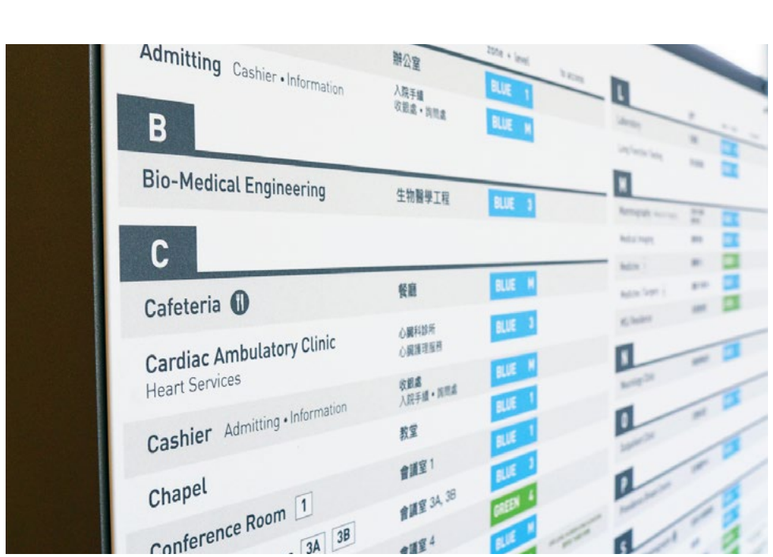
*See **Appendix & Resources** section for*
Code Plus - Physical Design Components for an Elder Friendly Hospital

Wayfinding Components

Fonts

Din Pro is the typeface used in current Fraser Health wayfinding signage. It is a clean, modern, and easily legible font.

Thin outer strokes can be used on primary information to improve visibility and contrast from a distance. These strokes can either be a dark gray or a darker tone of the zone colour.



FF DIN PRO

Department Name

Sub-unit Name

Directory Listing

Colours

Fraser Health Brand Colours

Pantone 301c
100-46-5-18

Pantone 166c
0-74-100-0

BC Cancer Brand Colours

Pantone 3115c
66-0-17-0

Pantone 2583c
47-72-0-0

Hospital Zone Colours

Green Zone
Pantone 5767c
Pantone 5763c

Yellow Zone
Pantone 122c
Pantone 124c

Blue Zone
Pantone 2925c
Pantone 300c

Red Zone
Pantone 1805c
Pantone 1815c

Emergency Zone Colours

Zone 1
0-100-100-0

Zone 2
0-0-100-0

Zone 3
100-0-100-0

Zone 4
100-0-0-0

Zone 5
20-80-0-20

Notes

- Red must only be used to indicate Emergency or in Regulatory signage
- Emergency Zone colours will only apply to department specific signage
  *(See **Appendix & Resources** section for Emergency Department Signage Guidelines)*
- Follow the appropriate guidelines for brand logo usage.
  Do not manipulate brand logo colours.

Iconography

Icons are a graphic tool used whenever possible to compliment and support text. In order to avoid confusion, icons used must adhere to international standards as they are easily recognizable.

Requirements

- All icons used must be approved by Authorities
- Icon shapes must not be manipulated or changed in any way
- Icons will synchronize with other Fraser Health hospitals *(Burnaby Hospital, Ridge Meadows Hospital, Royal Columbian Hospital, Langley Memorial Hospital, etc)*
- Icons must be visible and easily recognizable. Use a scale large enough to not lose visibility and legibility from a distance.
- Arrow icons must be consistent site-wide. Do not change arrow styles on various signs.

*See **Appendix & Resources** section for Fraser Health Graphic Standards*

Environmental Graphics

Using graphics and artwork as a wayfinding tool can help provide interest and engagement, as well as function as a landmark or cue for the visitor. These graphics can be used at major intersections, spaces with high-visibility, or decision-making points.

Painting walls with a feature colour will help a visitor to know when they have transitioned from one zone to the other or when they've arrived at a unit entrance. With the addition of large directional signage or dimensional artwork, these feature walls become an area of significance along a visitor's journey.

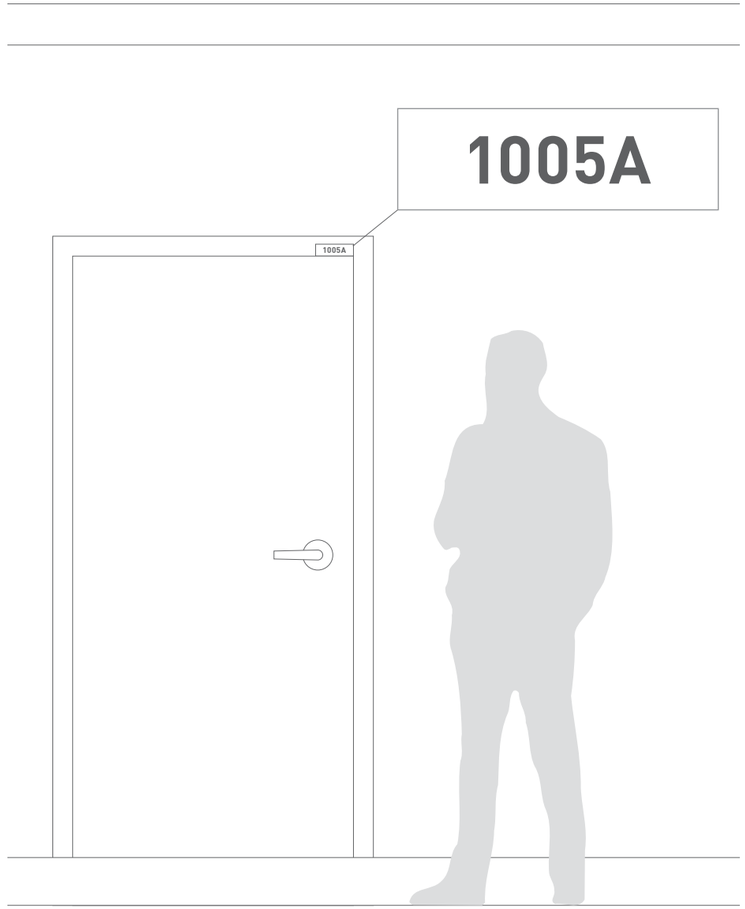
Images and graphics must be generic to appeal to a broad audience. These themes can include landscape or natural photos of the Vancouver area and community. Abstract or macro photography can also be considered, especially in areas that can allow for more specific images (ie. unit entrances).

Room Numbering

Requirements

- Ensure that all room numbering on signage adheres to Fraser Health Room Numbering Standards.
  *(See **Appendix & Resources** section for Fraser Health Room Numbering Standards)*

*** possibly a plan located in the Data Room, tbc with IBI**



Signage Classifications

Masterlist

DIRECTIONAL

1. pylon - interior illuminated
2. pylon - interior non-illuminated
3. suspended
4. large wall arrow
5. wall-mounted
6. wall-mounted - bulkhead
7. “out” exit arrow

INFORMATIONAL

1. area map / directory
2. elevator directory
3. elevator door banding
4. doors locked - to enter / exit
5. door banding

REGULATORY

1. cautionary / instructional - suspended
2. cautionary / instructional - wall-mounted
3. cautionary / instructional - door banding

IDENTIFYING

1. POD - suspended
2. POD - wall-mounted
3. floor level indicator
4. room usage module
5. patient room module
6. service usage module
7. amenities - finned
8. washroom - finned
9. washroom - door-mounted
10. door jamb plate
11. bed numbers

INTERACTIVE / DIGITAL

1. touch-screen directory
2. wayfinding app

MISCELLANEOUS

1. patient information phone
2. take a number ticket station

EXTERIOR

1. directional pylons
   - primary
   - secondary
   - tertiary
   - street directional
2. site map / directory
3. building entrance signage
4. entrance glass door banding

DIRECTIONAL

pylon - interior illuminated

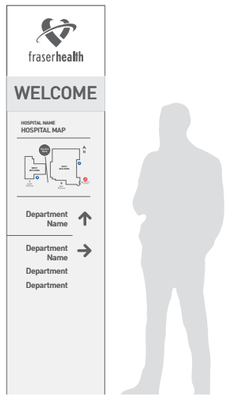
manufacturing recommendations

recommendations only, final product may vary

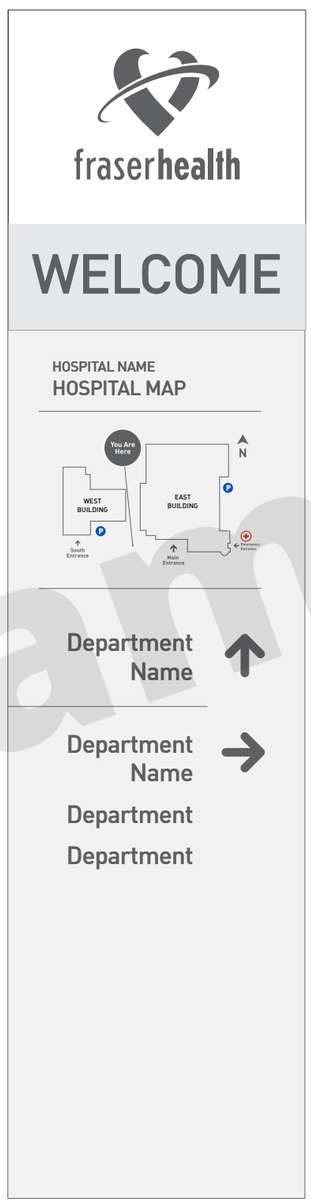
locations	main corridors and lobbies
dimension ranges *to be determined based on available space*	width: 28” - 48” height: 50 - 72”
format	- vertical - double or single-sided
fabrication	- rigid composite panel, 0.125” thickness - digitally printed decal - powder-coated aluminum structure with baseplate - LED strip lighting
installation	- tamper-proof stainless hardware - secured to floor

content considerations

- hospital map
- branding
- primary locations (zones/buildings, Emergency, etc)



scaled rendering



example

fraserhealth
Better health. Best in health care.

signage masterlist

directional

1. pylon - interior illuminated
2. pylon - interior non-illuminated
3. suspended
4. large wall arrow
5. wall-mounted
6. wall-mounted - bulkhead
7. “out” exit arrow

identifying

1. POD - suspended
2. POD - wall-mounted
3. floor level indicator
4. room usage module
5. patient room module
6. service usage module
7. amenities - finned
8. washroom - finned
9. washroom - door-mounted
10. door jamb plate
11. bed numbers

informational

1. area map / directory
2. elevator directory
3. elevator door banding
4. doors locked - to enter / exit
5. door banding

interactive / digital

1. touch-screen directory
2. wayfinding app

miscellaneous

1. patient information phone
2. take a number ticket station

regulatory

1. cautionary/instructional - suspended
2. cautionary/instructional - wall-mounted
3. cautionary/instructional - door banding

exterior

1. directional pylons
2. site map / directory
3. exterior building entrance signage
4. entrance glass door banding

DIRECTIONAL

pylon - interior non-illuminated

manufacturing recommendations

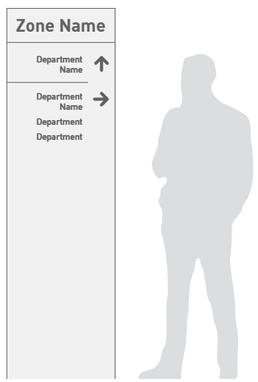
recommendations only, final product may vary

locations	main corridors and intersections
dimension ranges *to be determined based on available space*	width: 28” - 48” height: 50 - 72”
format	- vertical - double or single-sided
fabrication	- rigid composite panel, 0.125” thickness - digitally printed decal - powder-coated aluminum structure with baseplate
installation	- tamper-proof stainless hardware - secured to floor or self-standing

content considerations

- primary locations (zones/buildings, Emergency, etc)
- primary zone name / colour
- destination names / arrows

example



scaled rendering

signage masterlist

directional

1. pylon - interior illuminated
2. pylon - interior non-illuminated
3. suspended
4. large wall arrow
5. wall-mounted
6. wall-mounted - bulkhead
7. “out” exit arrow

identifying

1. POD - suspended
2. POD - wall-mounted
3. floor level indicator
4. room usage module
5. patient room module
6. service usage module
7. amenities - finned
8. washroom - finned
9. washroom - door-mounted
10. door jamb plate
11. bed numbers

informational

1. area map / directory
2. elevator directory
3. elevator door banding
4. doors locked - to enter / exit
5. door banding

interactive / digital

1. touch-screen directory
2. wayfinding app

miscellaneous

1. patient information phone
2. take a number ticket station

regulatory

1. cautionary/instructional - suspended
2. cautionary/instructional - wall-mounted
3. cautionary/instructional - door banding

exterior

1. directional pylons
2. site map / directory
3. exterior building entrance signage
4. entrance glass door banding

DIRECTIONAL

suspended

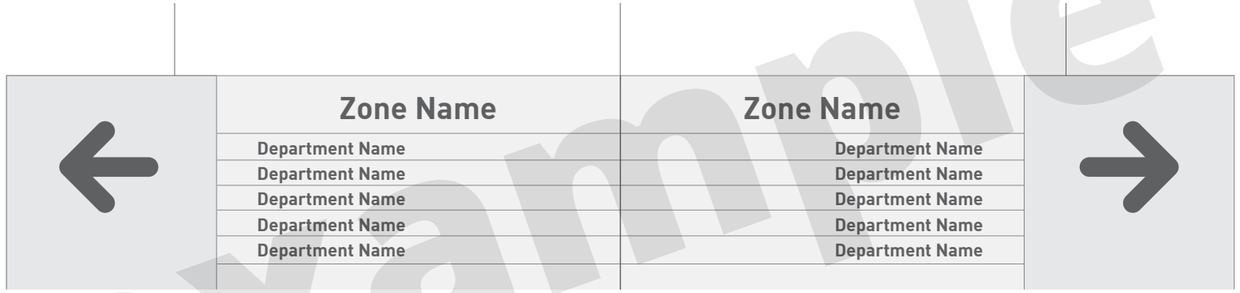
manufacturing recommendations

recommendations only, final product may vary

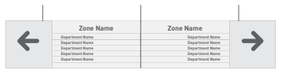
locations	- intersections and corridors along journey - either centered in the hallway or aligned to the direction
dimension ranges *to be determined based on available space*	width: 30” - 72” height: 10” - 14”
format	- horizontal - double or single-sided
fabrication	- rigid composite panel, 0.125” thickness - digitally printed decal
installation	- suspended / secured to ceiling - stainless wire cable

content considerations

- primary zone name / colour
- destination names / arrows
- incorporating icons with destinations when applicable



example



scaled rendering

signage masterlist

directional

1. pylon - interior illuminated
2. pylon - interior non-illuminated
3. suspended
4. large wall arrow
5. wall-mounted
6. wall-mounted - bulkhead
7. “out” exit arrow

identifying

1. POD - suspended
2. POD - wall-mounted
3. floor level indicator
4. room usage module
5. patient room module
6. service usage module
7. amenities - finned
8. washroom - finned
9. washroom - door-mounted
10. door jamb plate
11. bed numbers

informational

1. area map / directory
2. elevator directory
3. elevator door banding
4. doors locked - to enter / exit
5. door banding

interactive / digital

1. touch-screen directory
2. wayfinding app

miscellaneous

1. patient information phone
2. take a number ticket station

regulatory

1. cautionary/instructional - suspended
2. cautionary/instructional - wall-mounted
3. cautionary/instructional - door banding

exterior

1. directional pylons
2. site map / directory
3. exterior building entrance signage
4. entrance glass door banding

DIRECTIONAL

large wall arrow

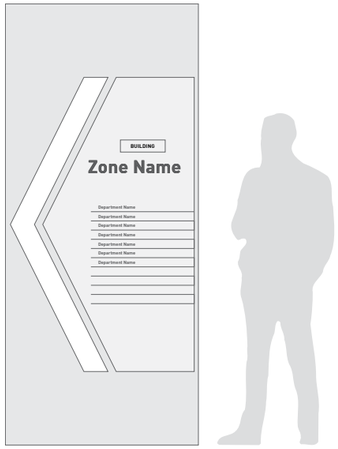
manufacturing recommendations

recommendations only, final product may vary

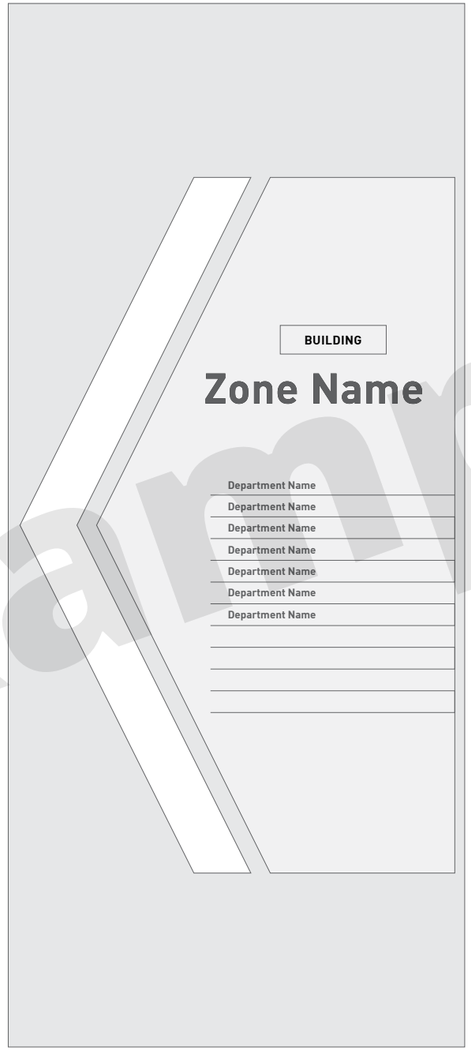
locations	- intersections and corridors along journey
dimension ranges *to be determined based on available space*	width: 30” - 42” height: 60” - 64”
format	- vertical - single-sided
fabrication	- rigid composite panel, 0.125” thickness - digitally printed decal
installation	- tamper-proof stainless hardware - secured to wall - use panel adhesive / VHB tapes

content considerations

- primary zone name / colour
- destination names
- incorporating icons with destinations when applicable



scaled rendering



example

fraserhealth
Better health. Best in health care.

signage masterlist

directional
1. pylon - interior illuminated
2. pylon - interior non-illuminated
3. suspended
4. large wall arrow
5. wall-mounted
6. wall-mounted - bulkhead
7. “out” exit arrow

identifying
1. POD - suspended
2. POD - wall-mounted
3. floor level indicator
4. room usage module
5. patient room module
6. service usage module
7. amenities - finned
8. washroom - finned
9. washroom - door-mounted
10. door jamb plate
11. bed numbers

informational
1. area map / directory
2. elevator directory
3. elevator door banding
4. doors locked - to enter / exit
5. door banding

interactive / digital
1. touch-screen directory
2. wayfinding app

miscellaneous
1. patient information phone
2. take a number ticket station

regulatory
1. cautionary/instructional - suspended
2. cautionary/instructional - wall-mounted
3. cautionary/instructional - door banding

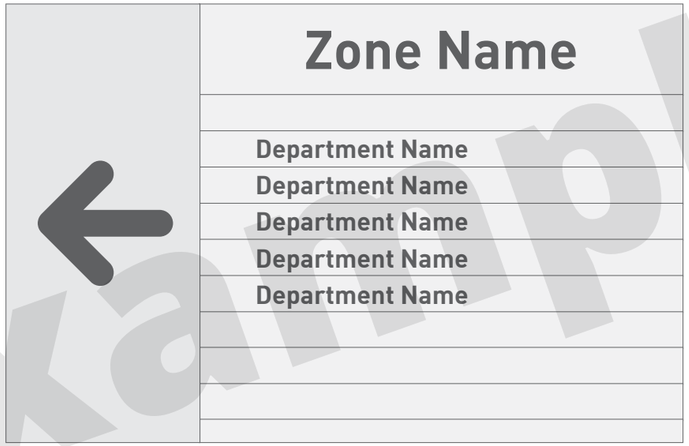
exterior
1. directional pylons
2. site map / directory
3. exterior building entrance signage
4. entrance glass door banding

DIRECTIONAL
wall-mounted

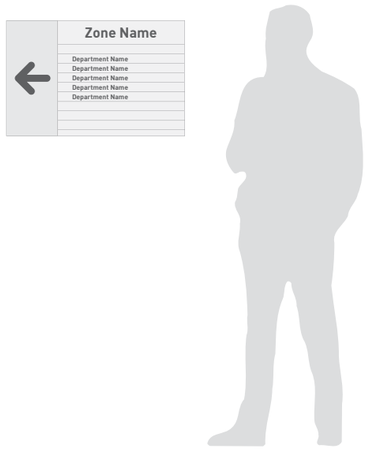
manufacturing recommendations
recommendations only, final product may vary

locations	- intersections and corridors along journey
dimension ranges *to be determined based on available space*	width: 36” - 52” height: 24” - 36”
format	- horizontal - single-sided
fabrication	- rigid composite panel, 0.125” thickness - digitally printed decal
installation	- tamper-proof stainless hardware - secured to wall - use panel adhesive / VHB tapes

content considerations
- primary zone name / colour
- destination names
- incorporating icons with destinations when applicable



example



scaled rendering

fraserhealth
Better health. Best in health care.

signage masterlist

directional
1. pylon - interior illuminated
2. pylon - interior non-illuminated
3. suspended
4. large wall arrow
5. wall-mounted
6. wall-mounted - bulkhead
7. “out” exit arrow

identifying
1. POD - suspended
2. POD - wall-mounted
3. floor level indicator
4. room usage module
5. patient room module
6. service usage module
7. amenities - finned
8. washroom - finned
9. washroom - door-mounted
10. door jamb plate
11. bed numbers

informational
1. area map / directory
2. elevator directory
3. elevator door banding
4. doors locked - to enter / exit
5. door banding

interactive / digital
1. touch-screen directory
2. wayfinding app

miscellaneous
1. patient information phone
2. take a number ticket station

regulatory
1. cautionary/instructional - suspended
2. cautionary/instructional - wall-mounted
3. cautionary/instructional - door banding

exterior
1. directional pylons
2. site map / directory
3. exterior building entrance signage
4. entrance glass door banding

DIRECTIONAL

wall-mounted - bulkhead

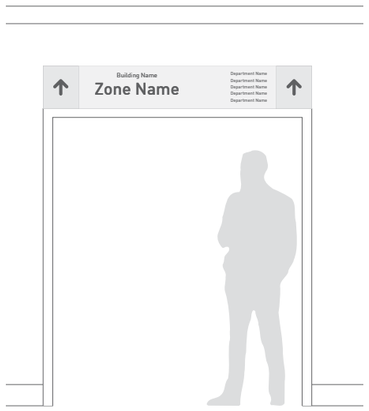
manufacturing recommendations

recommendations only, final product may vary

locations	mounted to bulkheads along corridors - near entrances to zones - in corridors that can't accommodate suspended signage
dimension ranges *to be determined based on available space*	width: 60" - 90" height: 12" - 16"
format	- horizontal - single-sided
fabrication	- rigid composite panel, 0.125" thickness - digitally printed decal
installation	- tamper-proof stainless hardware - secured to wall - use panel adhesive / VHB tapes

content considerations

- primary zone name / colour
- destination names
- incorporating icons with destinations when applicable



scaled rendering

example

signage masterlist

directional

1. pylon - interior illuminated
2. pylon - interior non-illuminated
3. suspended
4. large wall arrow
5. wall-mounted
6. wall-mounted - bulkhead
7. "out" exit arrow

identifying

1. POD - suspended
2. POD - wall-mounted
3. floor level indicator
4. room usage module
5. patient room module
6. service usage module
7. amenities - finned
8. washroom - finned
9. washroom - door-mounted
10. door jamb plate
11. bed numbers

informational

1. area map / directory
2. elevator directory
3. elevator door banding
4. doors locked - to enter / exit
5. door banding

interactive / digital

1. touch-screen directory
2. wayfinding app

miscellaneous

1. patient information phone
2. take a number ticket station

regulatory

1. cautionary/instructional - suspended
2. cautionary/instructional - wall-mounted
3. cautionary/instructional - door banding

exterior

1. directional pylons
2. site map / directory
3. exterior building entrance signage
4. entrance glass door banding

DIRECTIONAL

“out” exit arrow

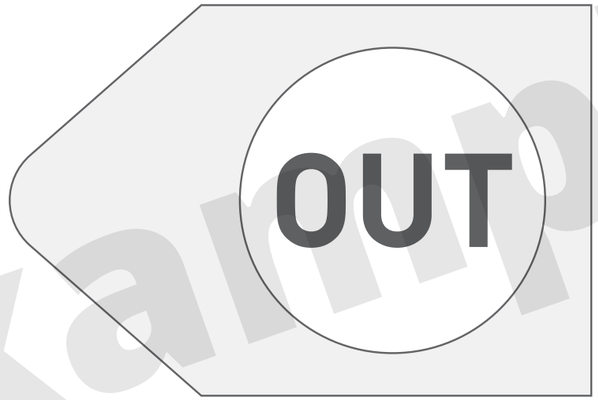
manufacturing recommendations

recommendations only, final product may vary

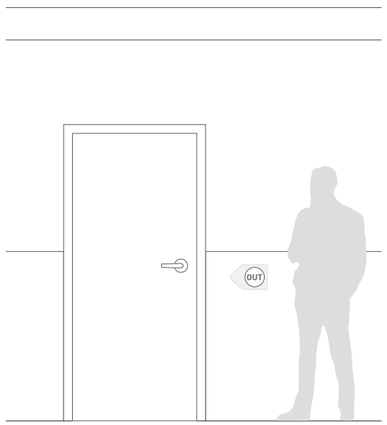
locations	to be used to guide the patient out from internal areas into main corridors
dimension ranges *to be determined based on available space*	width: 10” - 12” height: 6” - 7”
format	- horizontal - single-sided
fabrication	- rigid composite panel, 0.125” thickness - digitally printed decal
installation	- use panel adhesive / VHB tapes

content considerations

- colour should be green
- do not use the word ‘exit’ to avoid conflict with fire evacuation signage



example



scaled rendering

fraserhealth
Better health. Best in health care.

signage masterlist

directional

1. pylon - interior illuminated
2. pylon - interior non-illuminated
3. suspended
4. large wall arrow
5. wall-mounted
6. wall-mounted - bulkhead
7. “out” exit arrow

identifying

1. POD - suspended
2. POD - wall-mounted
3. floor level indicator
4. room usage module
5. patient room module
6. service usage module
7. amenities - finned
8. washroom - finned
9. washroom - door-mounted
10. door jamb plate
11. bed numbers

informational

1. area map / directory
2. elevator directory
3. elevator door banding
4. doors locked - to enter / exit
5. door banding

interactive / digital

1. touch-screen directory
2. wayfinding app

miscellaneous

1. patient information phone
2. take a number ticket station

regulatory

1. cautionary/instructional - suspended
2. cautionary/instructional - wall-mounted
3. cautionary/instructional - door banding

exterior

1. directional pylons
2. site map / directory
3. exterior building entrance signage
4. entrance glass door banding

IDENTIFYING

point of destination - suspended

manufacturing recommendations

recommendations only, final product may vary

locations	- above the department entrance - always aligned to department entrance
dimension ranges *to be determined based on available space*	width: 30” - 48” height: 10” - 14”
format	- horizontal - double or single-sided
fabrication	- rigid composite panel, 0.125” thickness - digitally printed decal
installation	- suspended / secured to ceiling - stainless wire cable

content considerations

- destination name
- sub-units can be listed
- icons can be incorporated when applicable
- acronyms can be incorporated
- arrows to be angled

scaled rendering

example

signage masterlist

directional

1. pylon - interior illuminated
2. pylon - interior non-illuminated
3. suspended
4. large wall arrow
5. wall-mounted
6. wall-mounted - bulkhead
7. “out” exit arrow

identifying

1. POD - suspended
2. POD - wall-mounted
3. floor level indicator
4. room usage module
5. patient room module
6. service usage module
7. amenities - finned
8. washroom - finned
9. washroom - door-mounted
10. door jamb plate
11. bed numbers

informational

1. area map / directory
2. elevator directory
3. elevator door banding
4. doors locked - to enter / exit
5. door banding

interactive / digital

1. touch-screen directory
2. wayfinding app

miscellaneous

1. patient information phone
2. take a number ticket station

regulatory

1. cautionary/instructional - suspended
2. cautionary/instructional - wall-mounted
3. cautionary/instructional - door banding

exterior

1. directional pylons
2. site map / directory
3. exterior building entrance signage
4. entrance glass door banding

IDENTIFYING

point of destination - wall-mounted

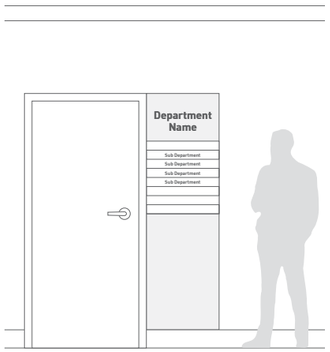
manufacturing recommendations

recommendations only, final product may vary

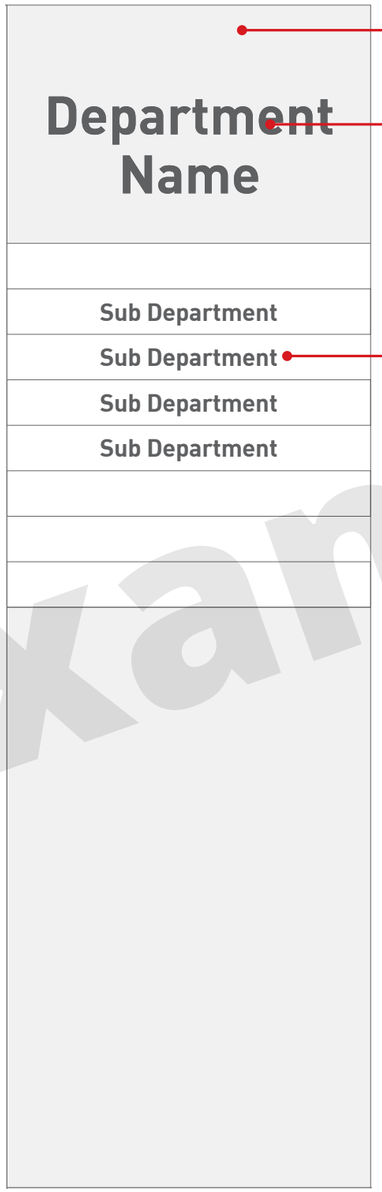
locations	beside the entrance door to departments
dimension ranges *to be determined based on available space*	width: 16” - 20” height: 60” - 78”
format	- vertical - single-sided
fabrication	- rigid composite panel, 0.125” thickness - digitally printed decal
installation	- tamper-proof stainless hardware - secured to wall - use panel adhesive / VHB tapes

content considerations

- destination name
- sub-units can be listed
- icons can be incorporated when applicable
- acronyms can be incorporated



scaled rendering



zone name and colour or building identification

department name

sub-departments

example

signage masterlist

directional

1	pylon - interior illuminated
2	pylon - interior non-illuminated
3	suspended
4	large wall arrow
5	wall-mounted
6	wall-mounted - bulkhead
7	“out” exit arrow

identifying

1	POD - suspended
2	POD - wall-mounted
3	floor level indicator
4	room usage module
5	patient room module
6	service usage module
7	amenities - finned
8	washroom - finned
9	washroom - door-mounted
10	door jamb plate
11	bed numbers

informational

1	area map / directory
2	elevator directory
3	elevator door banding
4	doors locked - to enter / exit
5	door banding

interactive / digital

1	touch-screen directory
2	wayfinding app

miscellaneous

1	patient information phone
2	take a number ticket station

regulatory

1	cautionary/instructional - suspended
2	cautionary/instructional - wall-mounted
3	cautionary/instructional - door banding

exterior

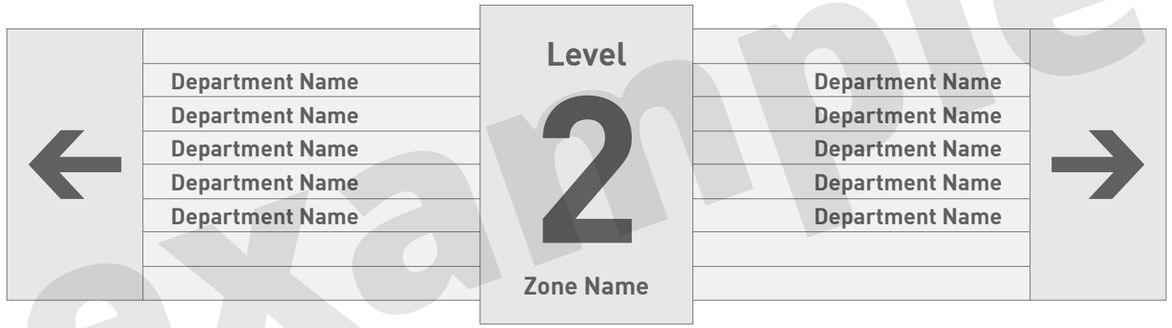
1	directional pylons
2	site map / directory
3	exterior building entrance signage
4	entrance glass door banding

IDENTIFYING
floor level indicator

manufacturing recommendations
recommendations only, final product may vary

locations	in elevator bays, should be within eyesight when exiting an elevator
dimension ranges *to be determined based on available space*	width: 50” - 60” height: 24” - 36”
format	- horizontal - single-sided
fabrication	- rigid composite panel, 0.125” thickness - digitally printed decal
installation	- tamper-proof stainless hardware - secured to wall - use panel adhesive / VHB tapes

content considerations
- floor level to be primary information
- zone name / colour
- destination names
- incorporating icons with destinations when applicable



example

scaled rendering

fraserhealth
Better health. Best in health care.

signage masterlist

directional
1. pylon - interior illuminated
2. pylon - interior non-illuminated
3. suspended
4. large wall arrow
5. wall-mounted
6. wall-mounted - bulkhead
7. “out” exit arrow

identifying
1. POD - suspended
2. POD - wall-mounted
3. floor level indicator
4. room usage module
5. patient room module
6. service usage module
7. amenities - finned
8. washroom - finned
9. washroom - door-mounted
10. door jamb plate
11. bed numbers

informational
1. area map / directory
2. elevator directory
3. elevator door banding
4. doors locked - to enter / exit
5. door banding

interactive / digital
1. touch-screen directory
2. wayfinding app

miscellaneous
1. patient information phone
2. take a number ticket station

regulatory
1. cautionary/instructional - suspended
2. cautionary/instructional - wall-mounted
3. cautionary/instructional - door banding

exterior
1. directional pylons
2. site map / directory
3. exterior building entrance signage
4. entrance glass door banding

IDENTIFYING

room usage module

manufacturing recommendations

recommendations only, final product may vary

locations	mounted on wall (beside door frame / latch side of door)
dimension ranges *to be determined based on available space*	width: 8” - 10” height: 8” - 10”
format	- square - single-sided
fabrication	- clear plexi, 0.125” thickness - digitally printed decal
installation	- secured to wall - use panel adhesive / VHB tapes

content considerations

- room name / usage
- zone name / colour
- braille
- icons

scaled rendering

example

signage masterlist

directional

1. pylon - interior illuminated
2. pylon - interior non-illuminated
3. suspended
4. large wall arrow
5. wall-mounted
6. wall-mounted - bulkhead
7. “out” exit arrow

identifying

1. POD - suspended
2. POD - wall-mounted
3. floor level indicator
4. room usage module
5. patient room module
6. service usage module
7. amenities - finned
8. washroom - finned
9. washroom - door-mounted
10. door jamb plate
11. bed numbers

informational

1. area map / directory
2. elevator directory
3. elevator door banding
4. doors locked - to enter / exit
5. door banding

interactive / digital

1. touch-screen directory
2. wayfinding app

miscellaneous

1. patient information phone
2. take a number ticket station

regulatory

1. cautionary/instructional - suspended
2. cautionary/instructional - wall-mounted
3. cautionary/instructional - door banding

exterior

1. directional pylons
2. site map / directory
3. exterior building entrance signage
4. entrance glass door banding

IDENTIFYING

patient room module

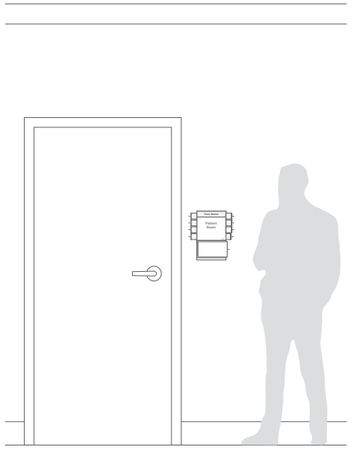
manufacturing recommendations

recommendations only, final product may vary

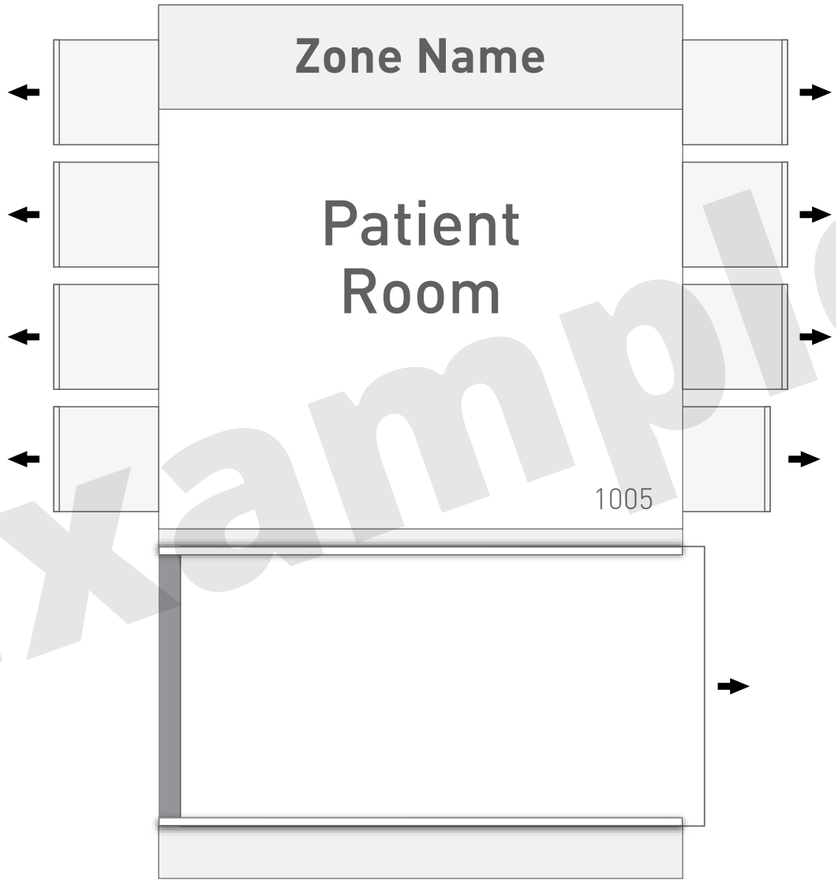
locations	mounted on wall (beside door frame / latch side of door)
dimension ranges *to be determined based on available space*	width: 8” - 10” height: 10” - 13”
format	- vertical - single-sided
fabrication	- clear plexi, 0.125” thickness - aluminum tracking brackets - digitally printed decal
installation	- secured to wall - use panel adhesive / VHB tapes

content considerations

- room name / usage
- zone name / colour
- braille
- icons
- pull-out tab inserts



scaled rendering



* final design to be developed in consultation with and approved by the Authority

example

signage masterlist

directional

1	pylon - interior illuminated
2	pylon - interior non-illuminated
3	suspended
4	large wall arrow
5	wall-mounted
6	wall-mounted - bulkhead
7	“out” exit arrow

identifying

1	POD - suspended
2	POD - wall-mounted
3	floor level indicator
4	room usage module
5	patient room module
6	service usage module
7	amenities - finned
8	washroom - finned
9	washroom - door-mounted
10	door jamb plate
11	bed numbers

informational

1	area map / directory
2	elevator directory
3	elevator door banding
4	doors locked - to enter / exit
5	door banding

interactive / digital

1	touch-screen directory
2	wayfinding app

miscellaneous

1	patient information phone
2	take a number ticket station

regulatory

1	cautionary/instructional - suspended
2	cautionary/instructional - wall-mounted
3	cautionary/instructional - door banding

exterior

1	directional pylons
2	site map / directory
3	exterior building entrance signage
4	entrance glass door banding

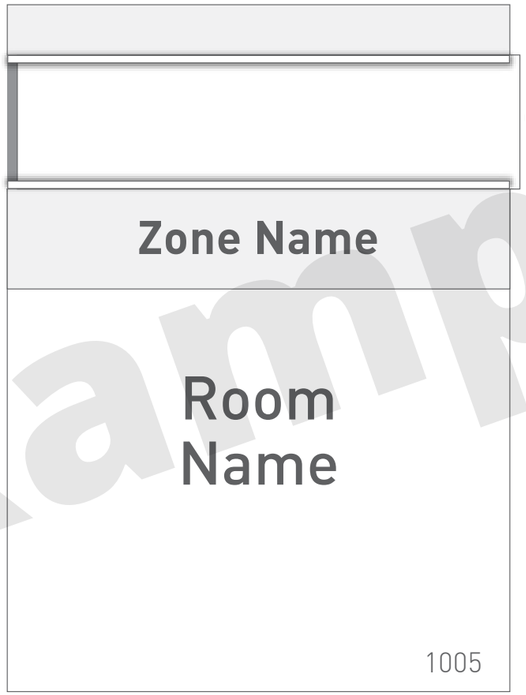
IDENTIFYING
service usage module

manufacturing recommendations
recommendations only, final product may vary

locations	mounted on wall (beside door frame / latch side of door)
dimension ranges *to be determined based on available space*	width: 8” - 10” height: 10” - 14”
format	- vertical - single-sided
fabrication	- clear plexi, 0.125” thickness - aluminum tracking bracket - digitally printed decal
installation	- secured to wall - use panel adhesive / VHB tapes

content considerations
- room name / usage
- zone name / colour
- braille
- icons

scaled rendering



example

signage masterlist

directional
1. pylon - interior illuminated
2. pylon - interior non-illuminated
3. suspended
4. large wall arrow
5. wall-mounted
6. wall-mounted - bulkhead
7. “out” exit arrow

identifying
1. POD - suspended
2. POD - wall-mounted
3. floor level indicator
4. room usage module
5. patient room module
6. service usage module
7. amenities - finned
8. washroom - finned
9. washroom - door-mounted
10. door jamb plate
11. bed numbers

informational
1. area map / directory
2. elevator directory
3. elevator door banding
4. doors locked - to enter / exit
5. door banding

interactive / digital
1. touch-screen directory
2. wayfinding app

miscellaneous
1. patient information phone
2. take a number ticket station

regulatory
1. cautionary/instructional - suspended
2. cautionary/instructional - wall-mounted
3. cautionary/instructional - door banding

exterior
1. directional pylons
2. site map / directory
3. exterior building entrance signage
4. entrance glass door banding

IDENTIFYING

amenities - finned

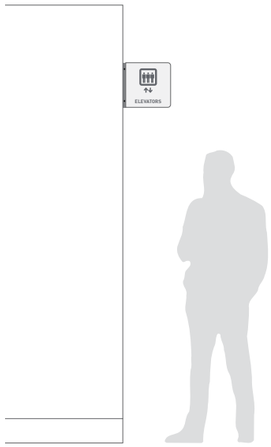
manufacturing recommendations

recommendations only, final product may vary

locations	mounted on walls near amenities
dimension ranges *to be determined based on available space*	width: 10” - 16” height: 10” - 12”
format	- horizontal - double-sided
fabrication	- rigid composite panel, 0.125” thickness - digitally printed decal
installation	- metal surface mounting bracket with choice of finish - no adhesives recommended for future removal

content considerations

- incorporate icons
- elevators, stairs, pay phones, information, etc



scaled rendering

example

fraserhealth
Better health. Best in health care.

signage masterlist

directional

1. pylon - interior illuminated
2. pylon - interior non-illuminated
3. suspended
4. large wall arrow
5. wall-mounted
6. wall-mounted - bulkhead
7. “out” exit arrow

identifying

1. POD - suspended
2. POD - wall-mounted
3. floor level indicator
4. room usage module
5. patient room module
6. service usage module
7. amenities - finned
8. washroom - finned
9. washroom - door-mounted
10. door jamb plate
11. bed numbers

informational

1. area map / directory
2. elevator directory
3. elevator door banding
4. doors locked - to enter / exit
5. door banding

interactive / digital

1. touch-screen directory
2. wayfinding app

miscellaneous

1. patient information phone
2. take a number ticket station

regulatory

1. cautionary/instructional - suspended
2. cautionary/instructional - wall-mounted
3. cautionary/instructional - door banding

exterior

1. directional pylons
2. site map / directory
3. exterior building entrance signage
4. entrance glass door banding

IDENTIFYING

washroom - finned

manufacturing recommendations

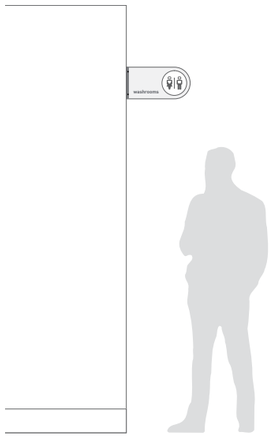
recommendations only, final product may vary

locations	mounted on walls near washrooms
dimension ranges *to be determined based on available space*	width: 10” - 16” height: 10” - 12”
format	- horizontal - double-sided
fabrication	- rigid composite panel, 0.125” thickness - digitally printed decal
installation	- metal surface mounting bracket with choice of finish - no adhesives recommended for future removal

content considerations

- incorporate icons (male, female, handicap, baby change, gender neutral)
- can be male, female, staff washrooms
- use zone colour

example



scaled rendering

signage masterlist

directional

1. pylon - interior illuminated
2. pylon - interior non-illuminated
3. suspended
4. large wall arrow
5. wall-mounted
6. wall-mounted - bulkhead
7. “out” exit arrow

identifying

1. POD - suspended
2. POD - wall-mounted
3. floor level indicator
4. room usage module
5. patient room module
6. service usage module
7. amenities - finned
8. washroom - finned
9. washroom - door-mounted
10. door jamb plate
11. bed numbers

informational

1. area map / directory
2. elevator directory
3. elevator door banding
4. doors locked - to enter / exit
5. door banding

interactive / digital

1. touch-screen directory
2. wayfinding app

miscellaneous

1. patient information phone
2. take a number ticket station

regulatory

1. cautionary/instructional - suspended
2. cautionary/instructional - wall-mounted
3. cautionary/instructional - door banding

exterior

1. directional pylons
2. site map / directory
3. exterior building entrance signage
4. entrance glass door banding

IDENTIFYING

washroom - door-mounted

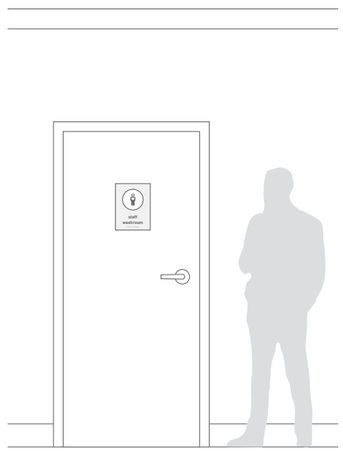
manufacturing recommendations

recommendations only, final product may vary

locations	mounted on washroom doors
dimension ranges *to be determined based on available space*	width: 8” - 10” height: 10” - 12”
format	- vertical - single-sided
fabrication	- rigid composite panel, 0.125” thickness - digitally printed decal
installation	- secured to wall - use panel adhesive / VHB tapes

content considerations

- incorporate icons (male, female, handicap, baby change, gender neutral)
- can be male, female, staff washrooms
- use zone colour
- braille



scaled rendering

example

fraserhealth
Better health. Best in health care.

signage masterlist

directional

1. pylon - interior illuminated
2. pylon - interior non-illuminated
3. suspended
4. large wall arrow
5. wall-mounted
6. wall-mounted - bulkhead
7. “out” exit arrow

identifying

1. POD - suspended
2. POD - wall-mounted
3. floor level indicator
4. room usage module
5. patient room module
6. service usage module
7. amenities - finned
8. washroom - finned
9. washroom - door-mounted
10. door jamb plate
11. bed numbers

informational

1. area map / directory
2. elevator directory
3. elevator door banding
4. doors locked - to enter / exit
5. door banding

interactive / digital

1. touch-screen directory
2. wayfinding app

miscellaneous

1. patient information phone
2. take a number ticket station

regulatory

1. cautionary/instructional - suspended
2. cautionary/instructional - wall-mounted
3. cautionary/instructional - door banding

exterior

1. directional pylons
2. site map / directory
3. exterior building entrance signage
4. entrance glass door banding

IDENTIFYING
door jamb plate

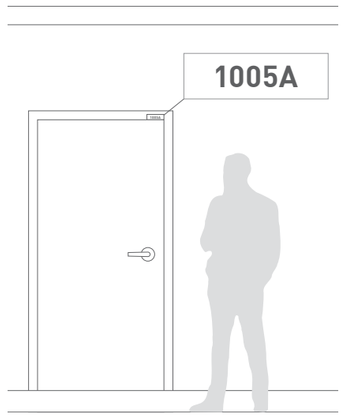
manufacturing recommendations
recommendations only, final product may vary

locations	mounted on top right corner of door frames
dimension ranges *to be determined based on available space*	width: 4” - 5” height: 1” - 2”
format	- horizontal - single-sided
fabrication	- lamacoid engraved
installation	- secured to door frame - use panel adhesive / VHB tapes

content considerations
- ensure that all room numbering on signage adheres to Fraser Health Room Numbering Standards

1005A

example



scaled rendering

fraserhealth
Better health. Best in health care.

signage masterlist

directional
1. pylon - interior illuminated
2. pylon - interior non-illuminated
3. suspended
4. large wall arrow
5. wall-mounted
6. wall-mounted - bulkhead
7. “out” exit arrow

identifying
1. POD - suspended
2. POD - wall-mounted
3. floor level indicator
4. room usage module
5. patient room module
6. service usage module
7. amenities - finned
8. washroom - finned
9. washroom - door-mounted
10. door jamb plate
11. bed numbers

informational
1. area map / directory
2. elevator directory
3. elevator door banding
4. doors locked - to enter / exit
5. door banding

interactive / digital
1. touch-screen directory
2. wayfinding app

miscellaneous
1. patient information phone
2. take a number ticket station

regulatory
1. cautionary/instructional - suspended
2. cautionary/instructional - wall-mounted
3. cautionary/instructional - door banding

exterior
1. directional pylons
2. site map / directory
3. exterior building entrance signage
4. entrance glass door banding

IDENTIFYING
bed numbers

manufacturing recommendations
recommendations only, final product may vary

locations	suspended above hospital beds or mounted to wall
dimension ranges *to be determined based on available space*	width: 6” - 8” height: 6” - 8”
format	- square - single-sided
fabrication	- rigid composite panel, 0.125” thickness - digitally printed decal
installation	- secured to wall **OR** suspended / secured to ceiling - use panel adhesive / VHB tapes **OR** stainless wire cable

content considerations
- use alternate colour that does not conflict with zone colours or other wayfinding signage

example

fraserhealth
Better health. Best in health care.

signage masterlist

directional
1. pylon - interior illuminated
2. pylon - interior non-illuminated
3. suspended
4. large wall arrow
5. wall-mounted
6. wall-mounted - bulkhead
7. “out” exit arrow

identifying
1. POD - suspended
2. POD - wall-mounted
3. floor level indicator
4. room usage module
5. patient room module
6. service usage module
7. amenities - finned
8. washroom - finned
9. washroom - door-mounted
10. door jamb plate
11. bed numbers

informational
1. area map / directory
2. elevator directory
3. elevator door banding
4. doors locked - to enter / exit
5. door banding

interactive / digital
1. touch-screen directory
2. wayfinding app

miscellaneous
1. patient information phone
2. take a number ticket station

regulatory
1. cautionary/instructional - suspended
2. cautionary/instructional - wall-mounted
3. cautionary/instructional - door banding

exterior
1. directional pylons
2. site map / directory
3. exterior building entrance signage
4. entrance glass door banding

INFORMATIONAL

area map / directory

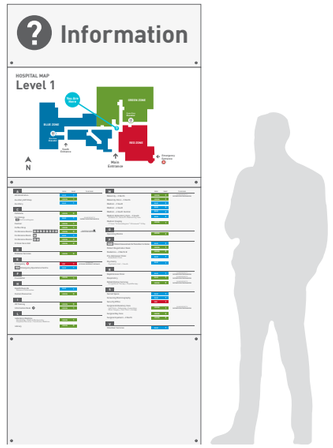
manufacturing recommendations

recommendations only, final product may vary

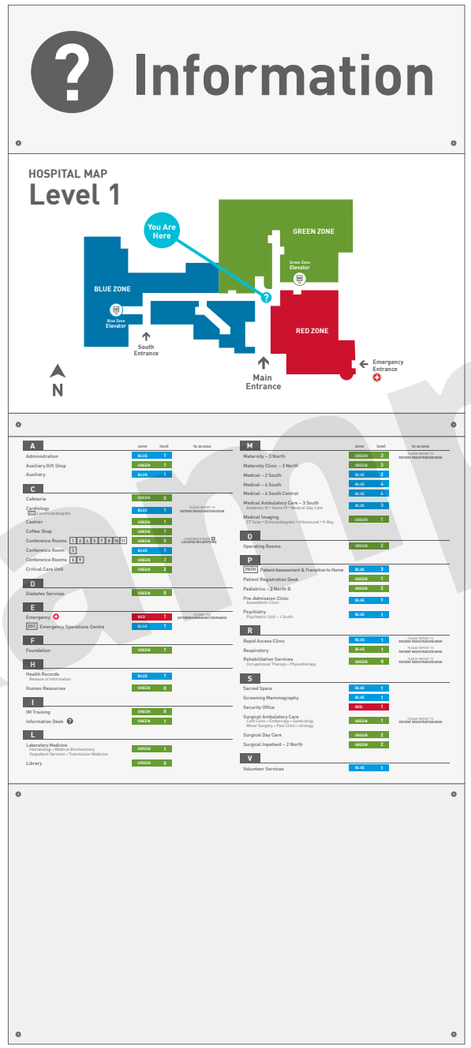
locations	main lobbies and all entrances
dimension ranges *to be determined based on available space*	width: 42” - 60” height: 72” - 92”
format	- vertical or horizontal - double or single-sided
fabrication	- rigid composite panel, 0.125” thickness - digitally printed decal - powder-coated aluminum structure with baseplate - optional LED strip lighting
installation	- tamper-proof stainless hardware - secured to floor **OR** mounted to wall

content considerations

- hospital map
- branding
- all departments and sub-units, zone colours, buildings, floor level, and helpful hint (to guide visitors)
- icons can be incorporated when applicable
- acronyms can be incorporated



scaled rendering



example

fraserhealth
Better health. Best in health care.

signage masterlist

directional

1. pylon - interior illuminated
2. pylon - interior non-illuminated
3. suspended
4. large wall arrow
5. wall-mounted
6. wall-mounted - bulkhead
7. “out” exit arrow

identifying

1. POD - suspended
2. POD - wall-mounted
3. floor level indicator
4. room usage module
5. patient room module
6. service usage module
7. amenities - finned
8. washroom - finned
9. washroom - door-mounted
10. door jamb plate
11. bed numbers

informational

1. area map / directory
2. elevator directory
3. elevator door banding
4. doors locked - to enter / exit
5. door banding

interactive / digital

1. touch-screen directory
2. wayfinding app

miscellaneous

1. patient information phone
2. take a number ticket station

regulatory

1. cautionary/instructional - suspended
2. cautionary/instructional - wall-mounted
3. cautionary/instructional - door banding

exterior

1. directional pylons
2. site map / directory
3. exterior building entrance signage
4. entrance glass door banding

INFORMATIONAL

elevator directory

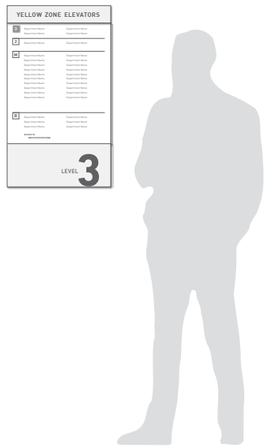
manufacturing recommendations

recommendations only, final product may vary

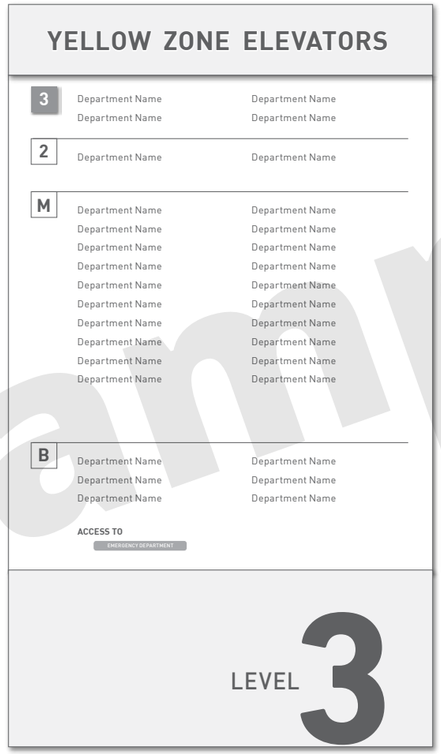
locations	all elevator bays, one per wall
dimension ranges *to be determined based on available space*	width: 18” - 24” height: 32” - 36”
format	- vertical - single-sided
fabrication	- rigid composite panel, 0.125” thickness - digitally printed decal
installation	- tamper-proof stainless hardware - secured to wall - use panel adhesive / VHB tapes

content considerations

- primary zone name / colour
- primary destinations per level
- sub-units can be incorporated
- icons can be incorporated when applicable
- acronyms can be incorporated



scaled rendering



example

fraserhealth
Better health. Best in health care.

signage masterlist

directional

1. pylon - interior illuminated
2. pylon - interior non-illuminated
3. suspended
4. large wall arrow
5. wall-mounted
6. wall-mounted - bulkhead
7. “out” exit arrow

identifying

1. POD - suspended
2. POD - wall-mounted
3. floor level indicator
4. room usage module
5. patient room module
6. service usage module
7. amenities - finned
8. washroom - finned
9. washroom - door-mounted
10. door jamb plate
11. bed numbers

informational

1. area map / directory
2. elevator directory
3. elevator door banding
4. doors locked - to enter / exit
5. door banding

interactive / digital

1. touch-screen directory
2. wayfinding app

miscellaneous

1. patient information phone
2. take a number ticket station

regulatory

1. cautionary/instructional - suspended
2. cautionary/instructional - wall-mounted
3. cautionary/instructional - door banding

exterior

1. directional pylons
2. site map / directory
3. exterior building entrance signage
4. entrance glass door banding

INFORMATIONAL

elevator door banding

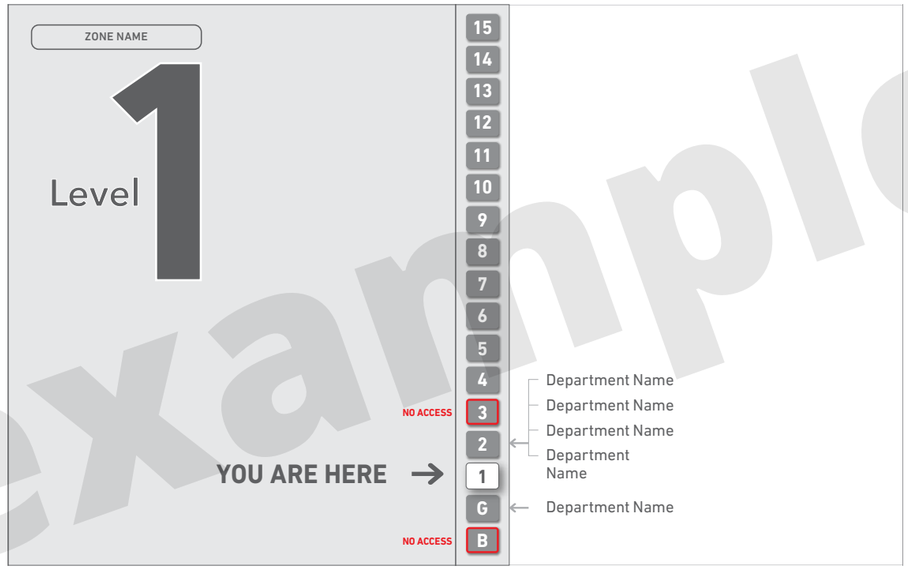
manufacturing recommendations

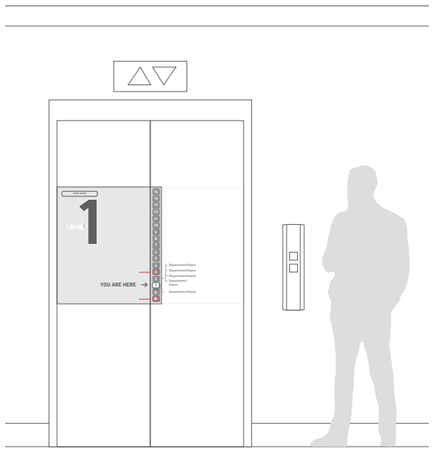
recommendations only, final product may vary

locations	all elevator doors, unless used for infection control or foundation marketing
dimension ranges *to be determined based on available space*	width: 22" - 24" per side height: 20" - 30"
format	- horizontal spanning two doors - single-sided
fabrication	- digitally printed decal
installation	- applied directly to elevator doors

content considerations

- floor level must be primary information
- primary zone name / colour
- primary destinations per level
- icons can be incorporated when applicable
- acronyms can be incorporated





scaled rendering

signage masterlist

directional

1. pylon - interior illuminated
2. pylon - interior non-illuminated
3. suspended
4. large wall arrow
5. wall-mounted
6. wall-mounted - bulkhead
7. "out" exit arrow

identifying

1. POD - suspended
2. POD - wall-mounted
3. floor level indicator
4. room usage module
5. patient room module
6. service usage module
7. amenities - finned
8. washroom - finned
9. washroom - door-mounted
10. door jamb plate
11. bed numbers

informational

1. area map / directory
2. elevator directory
3. elevator door banding
4. doors locked - to enter / exit
5. door banding

interactive / digital

1. touch-screen directory
2. wayfinding app

miscellaneous

1. patient information phone
2. take a number ticket station

regulatory

1. cautionary/instructional - suspended
2. cautionary/instructional - wall-mounted
3. cautionary/instructional - door banding

exterior

1. directional pylons
2. site map / directory
3. exterior building entrance signage
4. entrance glass door banding

INFORMATIONAL

doors locked - to enter / exit

manufacturing recommendations

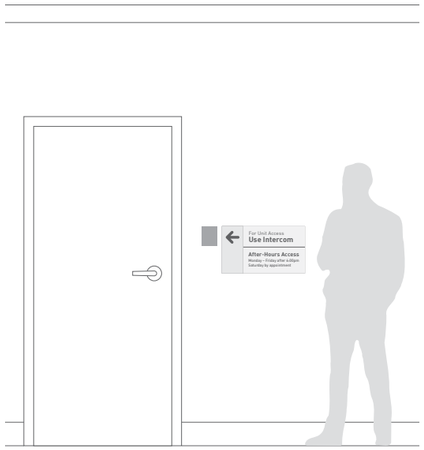
recommendations only, final product may vary

locations	- used to instruct visitor to enter unit - mounted next to intercoms
dimension ranges *to be determined based on available space*	width: 15” - 20” height: 10” - 12”
format	- horizontal - single-sided
fabrication	- rigid composite panel, 0.125” thickness - digitally printed decal
installation	- use panel adhesive / VHB tapes

content considerations

- after-hours access
- instructions to enter unit
- arrow to direct to intercom or buzzer

example



scaled rendering

fraserhealth
Better health. Best in health care.

signage masterlist

directional

1. pylon - interior illuminated
2. pylon - interior non-illuminated
3. suspended
4. large wall arrow
5. wall-mounted
6. wall-mounted - bulkhead
7. “out” exit arrow

identifying

1. POD - suspended
2. POD - wall-mounted
3. floor level indicator
4. room usage module
5. patient room module
6. service usage module
7. amenities - finned
8. washroom - finned
9. washroom - door-mounted
10. door jamb plate
11. bed numbers

informational

1. area map / directory
2. elevator directory
3. elevator door banding
4. doors locked - to enter / exit
5. door banding

interactive / digital

1. touch-screen directory
2. wayfinding app

miscellaneous

1. patient information phone
2. take a number ticket station

regulatory

1. cautionary/instructional - suspended
2. cautionary/instructional - wall-mounted
3. cautionary/instructional - door banding

exterior

1. directional pylons
2. site map / directory
3. exterior building entrance signage
4. entrance glass door banding

INFORMATIONAL

door banding

manufacturing recommendations

recommendations only, final product may vary

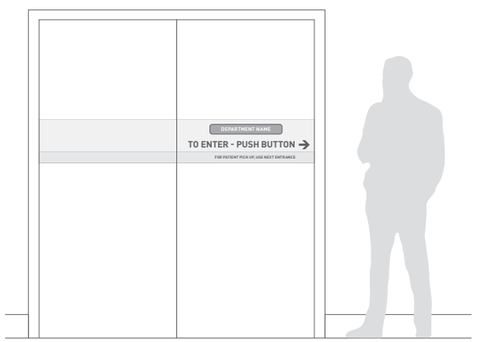
locations	used to instruct visitors to enter a locked unit
dimension ranges *to be determined based on available space*	width: 36” - 48” per side height: 10” - 14”
format	- horizontal spanning two doors - single-sided
fabrication	- digitally printed decal
installation	- applied directly to entrance doors

content considerations

- patient pick-ups at separate entrances
- instructions to enter unit
- arrow to direct to intercom or buzzer

	DEPARTMENT NAME TO ENTER - PUSH BUTTON →
	FOR PATIENT PICK UP, USE NEXT ENTRANCE

example



scaled rendering

fraserhealth
Better health. Best in health care.

signage masterlist

directional
1. pylon - interior illuminated
2. pylon - interior non-illuminated
3. suspended
4. large wall arrow
5. wall-mounted
6. wall-mounted - bulkhead
7. “out” exit arrow

identifying
1. POD - suspended
2. POD - wall-mounted
3. floor level indicator
4. room usage module
5. patient room module
6. service usage module
7. amenities - finned
8. washroom - finned
9. washroom - door-mounted
10. door jamb plate
11. bed numbers

informational
1. area map / directory
2. elevator directory
3. elevator door banding
4. doors locked - to enter / exit
5. door banding ←

interactive / digital
1. touch-screen directory
2. wayfinding app

miscellaneous
1. patient information phone
2. take a number ticket station

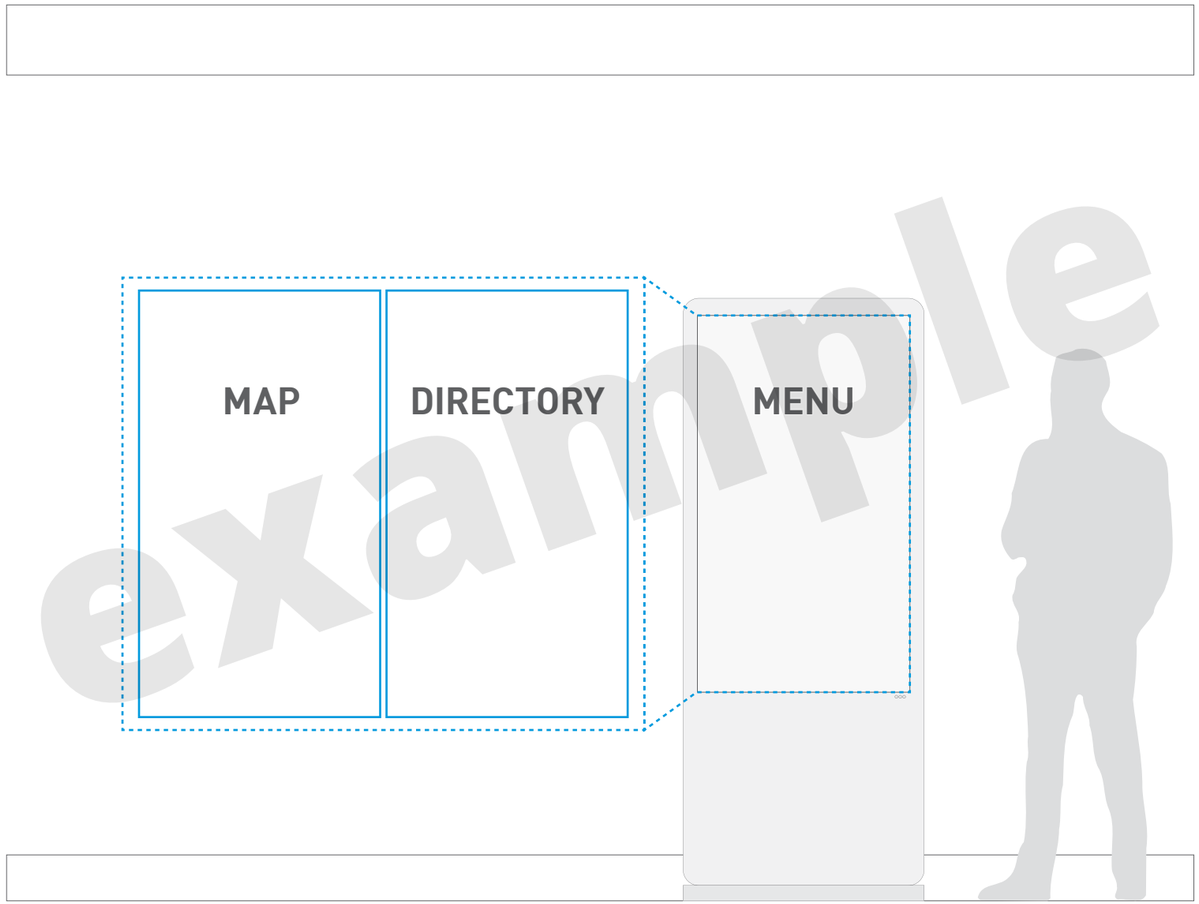
regulatory
1. cautionary/instructional - suspended
2. cautionary/instructional - wall-mounted
3. cautionary/instructional - door banding

exterior
1. directional pylons
2. site map / directory
3. exterior building entrance signage
4. entrance glass door banding

INTERACTIVE

touch-screen directory

*** Refer to section 7.8.16 of SOR Schedule 1 for Digital Wayfinding requirements, NTD**



example

fraserhealth
Better health. Best in health care.

signage masterlist

directional
1. pylon - interior illuminated
2. pylon - interior non-illuminated
3. suspended
4. large wall arrow
5. wall-mounted
6. wall-mounted - bulkhead
7. "out" exit arrow

identifying
1. POD - suspended
2. POD - wall-mounted
3. floor level indicator
4. room usage module
5. patient room module
6. service usage module
7. amenities - finned
8. washroom - finned
9. washroom - door-mounted
10. door jamb plate
11. bed numbers

informational
1. area map / directory
2. elevator directory
3. elevator door banding
4. doors locked - to enter / exit
5. door banding

interactive / digital
1. touch-screen directory
2. wayfinding app

miscellaneous
1. patient information phone
2. take a number ticket station

regulatory
1. cautionary/instructional - suspended
2. cautionary/instructional - wall-mounted
3. cautionary/instructional - door banding

exterior
1. directional pylons
2. site map / directory
3. exterior building entrance signage
4. entrance glass door banding

INTERACTIVE
wayfinding app

*** Refer to section 7.8.16 of SOR Schedule 1 for Digital Wayfinding requirements, NTD**

example

fraserhealth
Better health. Best in health care.

signage masterlist

directional
1. pylon - interior illuminated
2. pylon - interior non-illuminated
3. suspended
4. large wall arrow
5. wall-mounted
6. wall-mounted - bulkhead
7. "out" exit arrow

identifying
1. POD - suspended
2. POD - wall-mounted
3. floor level indicator
4. room usage module
5. patient room module
6. service usage module
7. amenities - finned
8. washroom - finned
9. washroom - door-mounted
10. door jamb plate
11. bed numbers

informational
1. area map / directory
2. elevator directory
3. elevator door banding
4. doors locked - to enter / exit
5. door banding

interactive / digital
1. touch-screen directory
2. wayfinding app

miscellaneous
1. patient information phone
2. take a number ticket station

regulatory
1. cautionary/instructional - suspended
2. cautionary/instructional - wall-mounted
3. cautionary/instructional - door banding

exterior
1. directional pylons
2. site map / directory
3. exterior building entrance signage
4. entrance glass door banding

patient information phone

manufacturing recommendations

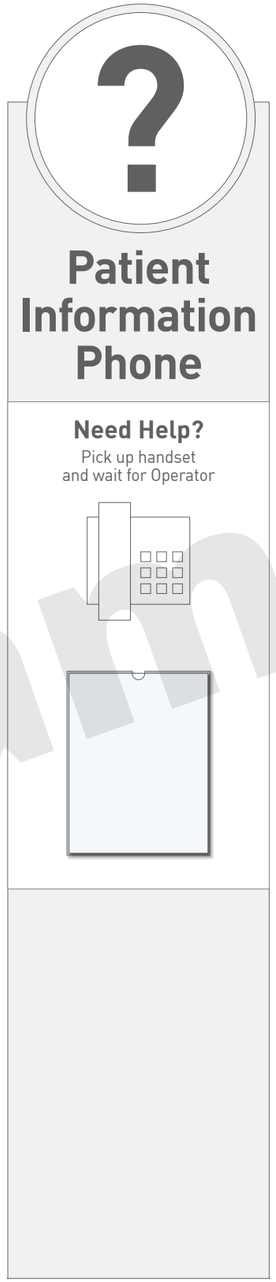
recommendations only, final product may vary

locations	near lobbies and entrances
dimension ranges *to be determined based on available space*	width: 14” - 18” height: 60” - 78”
format	- vertical - single-sided
fabrication	- rigid composite panel, 0.125” thickness - digitally printed decal
installation	- tamper-proof stainless hardware - secured to wall - use panel adhesive / VHB tapes

content considerations

- large icon
- phone instructions
- literature pocket for phone directory

scaled rendering



example

fraserhealth
Better health. Best in health care.

signage masterlist

directional

1 pylon - interior illuminated
2 pylon - interior non-illuminated
3 suspended
4 large wall arrow
5 wall-mounted
6 wall-mounted - bulkhead
7 “out” exit arrow

identifying

1 POD - suspended
2 POD - wall-mounted
3 floor level indicator
4 room usage module
5 patient room module
6 service usage module
7 amenities - finned
8 washroom - finned
9 washroom - door-mounted
10 door jamb plate
11 bed numbers

informational

1 area map / directory
2 elevator directory
3 elevator door banding
4 doors locked - to enter / exit
5 door banding

interactive / digital

1 touch-screen directory
2 wayfinding app

miscellaneous

1 patient information phone
2 take a number ticket station

regulatory

1 cautionary/instructional - suspended
2 cautionary/instructional - wall-mounted
3 cautionary/instructional - door banding

exterior

1 directional pylons
2 site map / directory
3 exterior building entrance signage
4 entrance glass door banding

take a number ticket station

manufacturing recommendations

recommendations only, final product may vary

locations	near waiting areas or receptions
dimension ranges *to be determined based on available space*	width: 14” - 18” height: 60” - 78”
format	- vertical - single-sided
fabrication	- rigid composite panel, 0.125” thickness - digitally printed decal
installation	- tamper-proof stainless hardware - secured to wall - use panel adhesive / VHB tapes

content considerations

- area for number display monitor
- instructions
- possible arrow for waiting area if needed

scaled rendering

example

fraserhealth
Better health. Best in health care.

signage masterlist

directional

1 pylon - interior illuminated
2 pylon - interior non-illuminated
3 suspended
4 large wall arrow
5 wall-mounted
6 wall-mounted - bulkhead
7 “out” exit arrow

identifying

1 POD - suspended
2 POD - wall-mounted
3 floor level indicator
4 room usage module
5 patient room module
6 service usage module
7 amenities - finned
8 washroom - finned
9 washroom - door-mounted
10 door jamb plate
11 bed numbers

informational

1 area map / directory
2 elevator directory
3 elevator door banding
4 doors locked - to enter / exit
5 door banding

interactive / digital

1 touch-screen directory
2 wayfinding app

miscellaneous

1 patient information phone
2 take a number ticket station

regulatory

1 cautionary/instructional - suspended
2 cautionary/instructional - wall-mounted
3 cautionary/instructional - door banding

exterior

1 directional pylons
2 site map / directory
3 exterior building entrance signage
4 entrance glass door banding

REGULATORY

cautionary - suspended

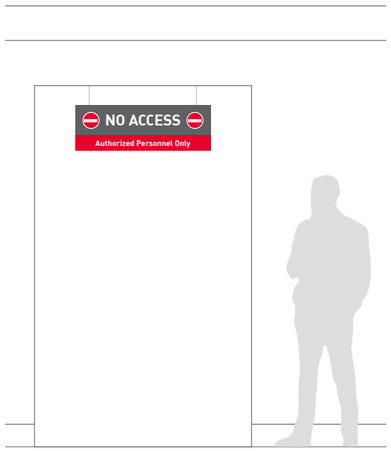
manufacturing recommendations

recommendations only, final product may vary

locations	above entrances to restricted areas
dimension ranges *to be determined based on available space*	width: 30” - 48” height: 10” - 14”
format	- horizontal - single-sided
fabrication	- rigid composite panel, 0.125” thickness - digitally printed decal
installation	- suspended / secured to ceiling - stainless wire cable

content considerations

- icons for no access
- authorized personnel only
- regulatory red colour



scaled rendering

example

fraserhealth
Better health. Best in health care.

signage masterlist

directional
1. pylon - interior illuminated
2. pylon - interior non-illuminated
3. suspended
4. large wall arrow
5. wall-mounted
6. wall-mounted - bulkhead
7. “out” exit arrow

identifying
1. POD - suspended
2. POD - wall-mounted
3. floor level indicator
4. room usage module
5. patient room module
6. service usage module
7. amenities - finned
8. washroom - finned
9. washroom - door-mounted
10. door jamb plate
11. bed numbers

informational
1. area map / directory
2. elevator directory
3. elevator door banding
4. doors locked - to enter / exit
5. door banding

interactive / digital
1. touch-screen directory
2. wayfinding app

miscellaneous
1. patient information phone
2. take a number ticket station

regulatory
1. cautionary/instructional - suspended
2. cautionary/instructional - wall-mounted
3. cautionary/instructional - door banding

exterior
1. directional pylons
2. site map / directory
3. exterior building entrance signage
4. entrance glass door banding

REGULATORY

cautionary - wall-mounted

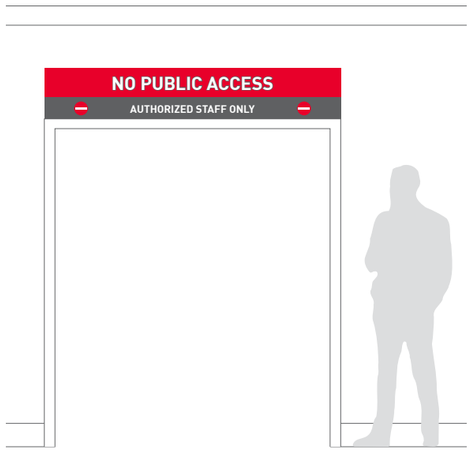
manufacturing recommendations

recommendations only, final product may vary

locations	above doors or entrance ways to restricted areas
dimension ranges *to be determined based on available space*	width: 60” - 90” height: 12” - 13”
format	- horizontal - single-sided
fabrication	- rigid composite panel, 0.125” thickness - digitally printed decal
installation	- tamper-proof stainless hardware - secured to wall - use panel adhesive / VHB tapes

content considerations

- icons for no access
- authorized personnel only
- regulatory red colour



scaled rendering

example

fraserhealth
Better health. Best in health care.

signage masterlist

directional

1. pylon - interior illuminated
2. pylon - interior non-illuminated
3. suspended
4. large wall arrow
5. wall-mounted
6. wall-mounted - bulkhead
7. “out” exit arrow

identifying

1. POD - suspended
2. POD - wall-mounted
3. floor level indicator
4. room usage module
5. patient room module
6. service usage module
7. amenities - finned
8. washroom - finned
9. washroom - door-mounted
10. door jamb plate
11. bed numbers

informational

1. area map / directory
2. elevator directory
3. elevator door banding
4. doors locked - to enter / exit
5. door banding

interactive / digital

1. touch-screen directory
2. wayfinding app

miscellaneous

1. patient information phone
2. take a number ticket station

regulatory

1. cautionary/instructional - suspended
2. cautionary/instructional - wall-mounted
3. cautionary/instructional - door banding

exterior

1. directional pylons
2. site map / directory
3. exterior building entrance signage
4. entrance glass door banding

REGULATORY

cautionary - door banding

manufacturing recommendations

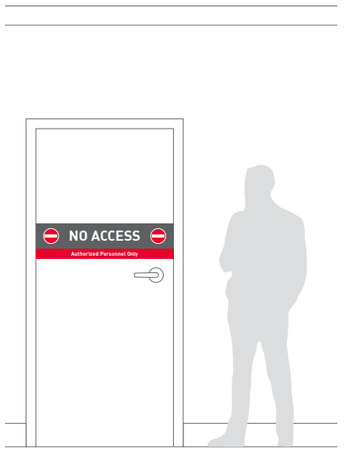
recommendations only, final product may vary

locations	entrance doors to restricted units / areas
dimension ranges *to be determined based on available space*	width: 36” - 48” height: 10” - 14”
format	- horizontal spanning two doors - single-sided
fabrication	- digitally printed decal
installation	- applied directly to doors, spanning one or two doors

content considerations

- icons for no access
- authorized personnel only
- regulatory red colour

example



scaled rendering

fraserhealth
Better health. Best in health care.

signage masterlist

directional

1. pylon - interior illuminated
2. pylon - interior non-illuminated
3. suspended
4. large wall arrow
5. wall-mounted
6. wall-mounted - bulkhead
7. “out” exit arrow

identifying

1. POD - suspended
2. POD - wall-mounted
3. floor level indicator
4. room usage module
5. patient room module
6. service usage module
7. amenities - finned
8. washroom - finned
9. washroom - door-mounted
10. door jamb plate
11. bed numbers

informational

1. area map / directory
2. elevator directory
3. elevator door banding
4. doors locked - to enter / exit
5. door banding

interactive / digital

1. touch-screen directory
2. wayfinding app

miscellaneous

1. patient information phone
2. take a number ticket station

regulatory

1. cautionary/instructional - suspended
2. cautionary/instructional - wall-mounted
3. cautionary/instructional - door banding

exterior

1. directional pylons
2. site map / directory
3. exterior building entrance signage
4. entrance glass door banding

Exterior Pylons - Recommended Locations

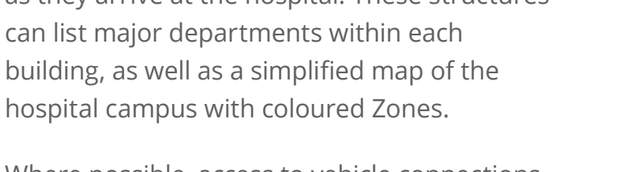
Freestanding pylons and directories will help Visitors on their journeys to other buildings or as they arrive at the hospital. These structures can list major departments within each building, as well as a simplified map of the hospital campus with coloured Zones.

Where possible, access to vehicle connections such as the parkade, bus line, and SkyTrain shall be highlighted.

Map Legend

A Primary Pylon

B Secondary Pylon



C Tertiary Pylon

D Street Directional

E Campus Map

directional pylons

A Primary Pylon

Primary pylons are to be placed at main site entrances. These will ensure that patients and visitors know they have arrived at the site and will direct them to major destinations, including buildings, main entrances, and parking.

The large hospital “H” at the top of the sign serves as a universal landmark and must be incorporated into all Primary Pylons. Fraser Health and hospital branding must be incorporated as key information.

example of existing pylon at Langley Memorial Hospital

manufacturing recommendations

recommendations only, final product may vary

dimension ranges *to be determined based on available space*	width: 42” - 48” height: 130” - 144”
format	- vertical - double-sided

example

fraserhealth
Better health. Best in health care.

signage masterlist

directional
1. pylon - interior illuminated
2. pylon - interior non-illuminated
3. suspended
4. large wall arrow
5. wall-mounted
6. wall-mounted - bulkhead
7. “out” exit arrow

identifying
1. POD - suspended
2. POD - wall-mounted
3. floor level indicator
4. room usage module
5. patient room module
6. service usage module
7. amenities - finned
8. washroom - finned
9. washroom - door-mounted
10. door jamb plate
11. bed numbers

informational
1. area map / directory
2. elevator directory
3. elevator door banding
4. doors locked - to enter / exit
5. door banding

interactive / digital
1. touch-screen directory
2. wayfinding app

miscellaneous
1. patient information phone
2. take a number ticket station

regulatory
1. cautionary/instructional - suspended
2. cautionary/instructional - wall-mounted
3. cautionary/instructional - door banding

exterior
1. directional pylons
2. site map / directory
3. exterior building entrance signage
4. entrance glass door banding

directional pylons

Secondary Pylons are used at site entrances for ambulances or at main intersections between buildings. These pylons will direct paramedics to Ambulance Bays or will direct patients to site buildings.

These pylons are not meant to be as large and prominent as Primary pylons, but must still act as a landmark.

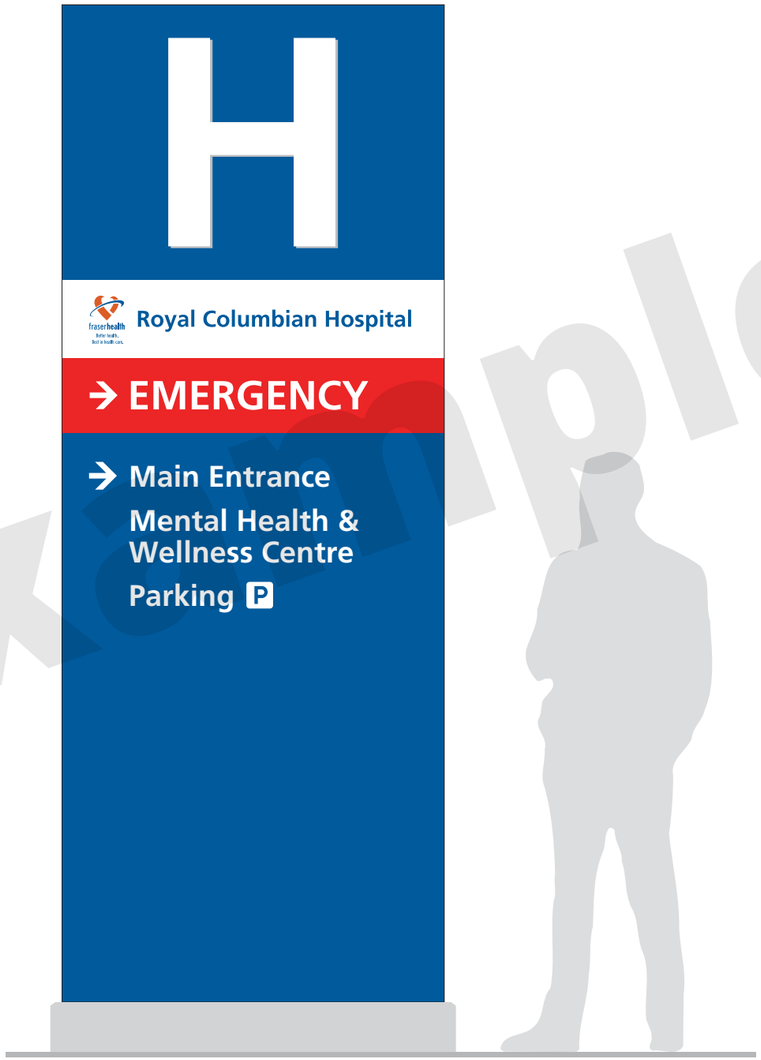
example of existing pylon at Royal Columbian Hospital

manufacturing recommendations

recommendations only, final product may vary

dimension ranges *to be determined based on available space*	width: 42" - 48" height: 100" - 120"
format	- vertical - double-sided

B Secondary Pylon



example

fraserhealth
Better health. Best in health care.

signage masterlist

directional
1. pylon - interior illuminated
2. pylon - interior non-illuminated
3. suspended
4. large wall arrow
5. wall-mounted
6. wall-mounted - bulkhead
7. "out" exit arrow

identifying
1. POD - suspended
2. POD - wall-mounted
3. floor level indicator
4. room usage module
5. patient room module
6. service usage module
7. amenities - finned
8. washroom - finned
9. washroom - door-mounted
10. door jamb plate
11. bed numbers

informational
1. area map / directory
2. elevator directory
3. elevator door banding
4. doors locked - to enter / exit
5. door banding

interactive / digital
1. touch-screen directory
2. wayfinding app

miscellaneous
1. patient information phone
2. take a number ticket station

regulatory
1. cautionary/instructional - suspended
2. cautionary/instructional - wall-mounted
3. cautionary/instructional - door banding

exterior
1. directional pylons
2. site map / directory
3. exterior building entrance signage
4. entrance glass door banding

directional pylons

Tertiary pylons are used at staff only site entrances (such as loading bays), or at intersections to guide visitors throughout the site. Additional information, including parking hours, drop-off zones, etc, may be incorporated.

These pylons must always be placed in areas that guarantee visibility from a distance. Ensure that no obstacles will block a visitor's sight line.

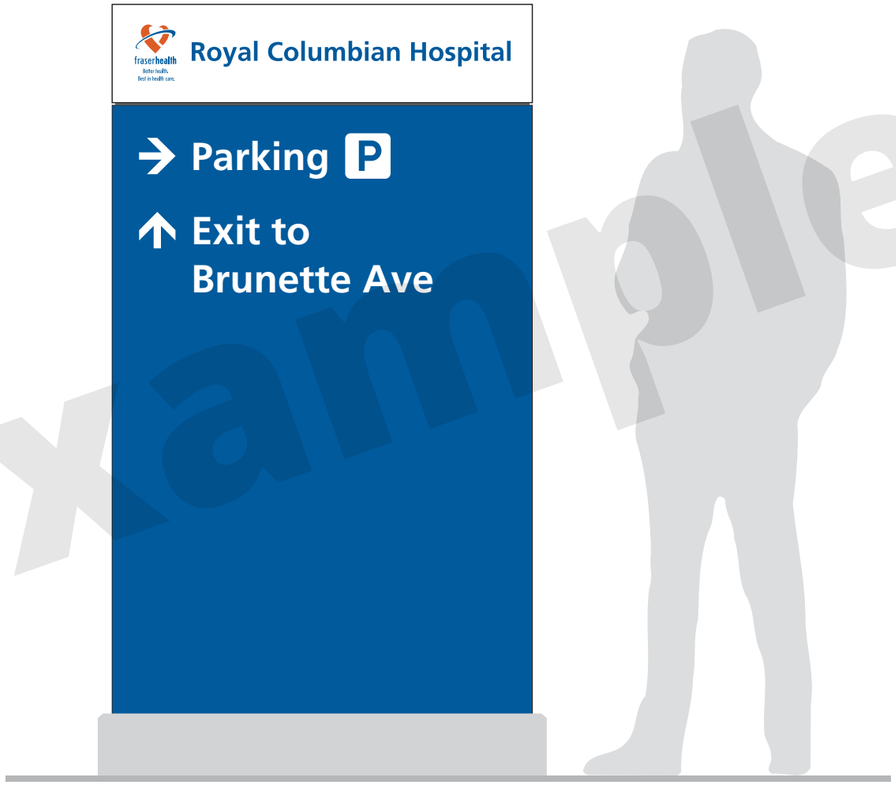
example of existing pylon at Royal Columbian Hospital

manufacturing recommendations

recommendations only, final product may vary

dimension ranges *to be determined based on available space*	width: 42" - 48" height: 62" - 72"
format	- vertical - double-sided

C Tertiary Pylon



fraserhealth
Better health. Best in health care.

signage masterlist

directional
1. pylon - interior illuminated
2. pylon - interior non-illuminated
3. suspended
4. large wall arrow
5. wall-mounted
6. wall-mounted - bulkhead
7. "out" exit arrow

identifying
1. POD - suspended
2. POD - wall-mounted
3. floor level indicator
4. room usage module
5. patient room module
6. service usage module
7. amenities - finned
8. washroom - finned
9. washroom - door-mounted
10. door jamb plate
11. bed numbers

informational
1. area map / directory
2. elevator directory
3. elevator door banding
4. doors locked - to enter / exit
5. door banding

interactive / digital
1. touch-screen directory
2. wayfinding app

miscellaneous
1. patient information phone
2. take a number ticket station

regulatory
1. cautionary/instructional - suspended
2. cautionary/instructional - wall-mounted
3. cautionary/instructional - door banding

exterior
1. directional pylons
2. site map / directory
3. exterior building entrance signage
4. entrance glass door banding

directional pylons

Street Directional pylons are used along journeys to reinforce the visitor's navigation or at intersections that are not major decision points.

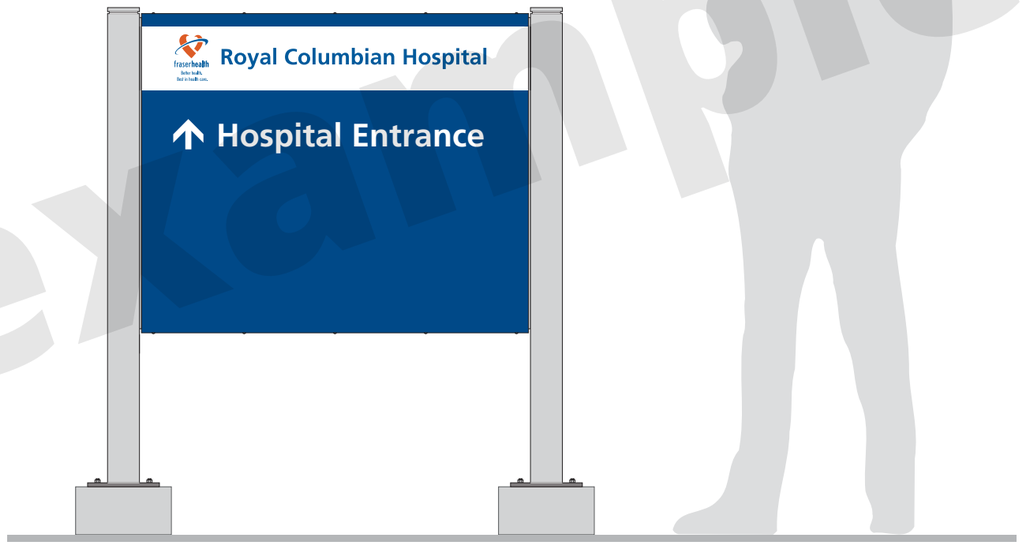
example of existing pylon at Royal Columbian Hospital

manufacturing recommendations

recommendations only, final product may vary

dimension ranges *to be determined based on available space*	width: 48" - 52" total height: 42" - 52" sign panel height: 20" - 30"
format	- horizontal - double-sided

D Street Directional



example

fraserhealth
Better health. Best in health care.

signage masterlist

directional
1. pylon - interior illuminated
2. pylon - interior non-illuminated
3. suspended
4. large wall arrow
5. wall-mounted
6. wall-mounted - bulkhead
7. "out" exit arrow

identifying
1. POD - suspended
2. POD - wall-mounted
3. floor level indicator
4. room usage module
5. patient room module
6. service usage module
7. amenities - finned
8. washroom - finned
9. washroom - door-mounted
10. door jamb plate
11. bed numbers

informational
1. area map / directory
2. elevator directory
3. elevator door banding
4. doors locked - to enter / exit
5. door banding

interactive / digital
1. touch-screen directory
2. wayfinding app

miscellaneous
1. patient information phone
2. take a number ticket station

regulatory
1. cautionary/instructional - suspended
2. cautionary/instructional - wall-mounted
3. cautionary/instructional - door banding

exterior
1. directional pylons
2. site map / directory
3. exterior building entrance signage
4. entrance glass door banding

site map / directory

Campus maps are to be placed in all major pedestrian journeys and will help guide visitors to major destinations, such as buildings, entrances, and transit locations.

Site maps are meant to be a simplified reference of the physical site space. The maps must only contain major destinations and entry points as too much information can confuse and overwhelm visitors.

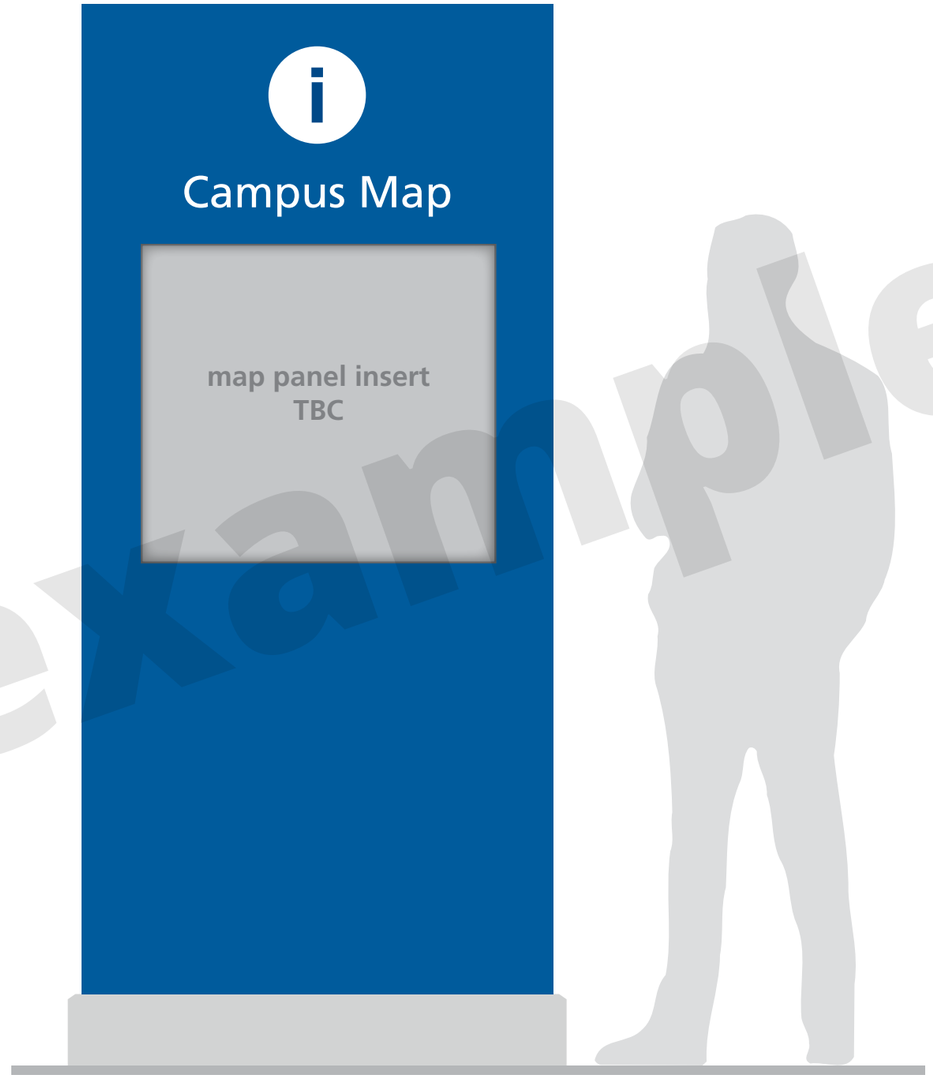
example of existing pylon at Royal Columbian Hospital

manufacturing recommendations

recommendations only, final product may vary

dimension ranges *to be determined based on available space*	width: 36” - 42” height: 72” - 84”
format	- vertical - double-sided

E Campus Map



signage masterlist

directional

1. pylon - interior illuminated
2. pylon - interior non-illuminated
3. suspended
4. large wall arrow
5. wall-mounted
6. wall-mounted - bulkhead
7. “out” exit arrow

identifying

1. POD - suspended
2. POD - wall-mounted
3. floor level indicator
4. room usage module
5. patient room module
6. service usage module
7. amenities - finned
8. washroom - finned
9. washroom - door-mounted
10. door jamb plate
11. bed numbers

informational

1. area map / directory
2. elevator directory
3. elevator door banding
4. doors locked - to enter / exit
5. door banding

interactive / digital

1. touch-screen directory
2. wayfinding app

miscellaneous

1. patient information phone
2. take a number ticket station

regulatory

1. cautionary/instructional - suspended
2. cautionary/instructional - wall-mounted
3. cautionary/instructional - door banding

exterior

1. directional pylons
2. site map / directory
3. exterior building entrance signage
4. entrance glass door banding

exterior building entrance signage

fraserhealth
Better health. Best in health care.

Building names and hospital brand must be highly visible from a variety of sight-lines in all weather conditions, including at night via internal illumination.

Exterior building entrance signage will vary depending on the final building design and will need to follow a similar treatment to the examples shown below:

Langley Memorial Hospital

Royal Columbian Hospital

Burnaby Hospital

Notes

- Building signage must accommodate space for possible future donor naming
- Additional power requirement to be included for future donor naming
- For any named entrances or towers, a discussion with the Foundations for correct recognition will be required
- *See **Appendix & Resources** section for Recognition Guidelines*

signage masterlist

directional
1. pylon - interior illuminated
2. pylon - interior non-illuminated
3. suspended
4. large wall arrow
5. wall-mounted
6. wall-mounted - bulkhead
7. "out" exit arrow

identifying
1. POD - suspended
2. POD - wall-mounted
3. floor level indicator
4. room usage module
5. patient room module
6. service usage module
7. amenities - finned
8. washroom - finned
9. washroom - door-mounted
10. door jamb plate
11. bed numbers

informational
1. area map / directory
2. elevator directory
3. elevator door banding
4. doors locked - to enter / exit
5. door banding

interactive / digital
1. touch-screen directory
2. wayfinding app

miscellaneous
1. patient information phone
2. take a number ticket station

regulatory
1. cautionary/instructional - suspended
2. cautionary/instructional - wall-mounted
3. cautionary/instructional - door banding

exterior
1. directional pylons
2. site map / directory
3. exterior building entrance signage
4. entrance glass door banding

EXTERIOR

entrance glass door banding

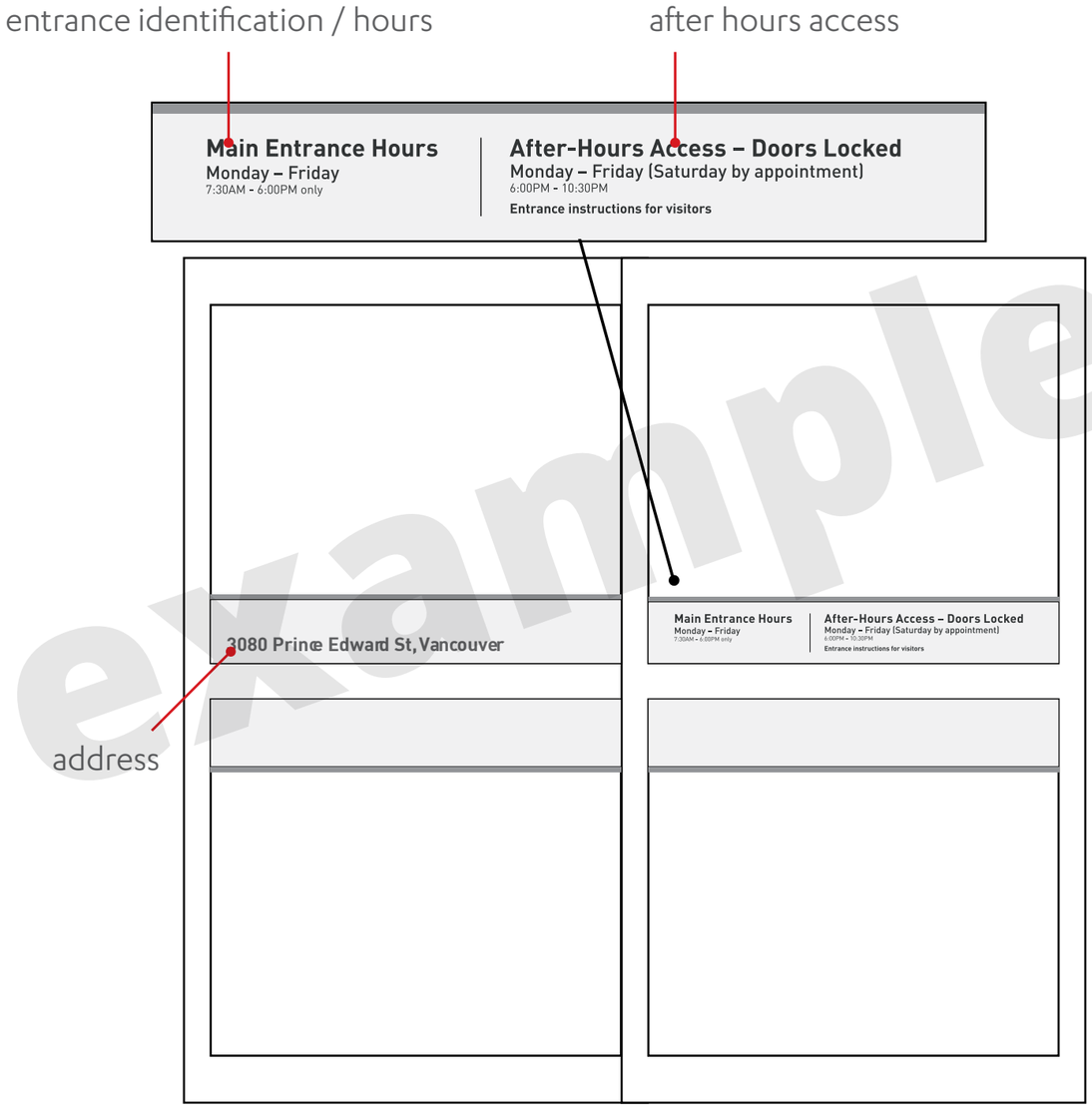
manufacturing recommendations

recommendations only, final product may vary

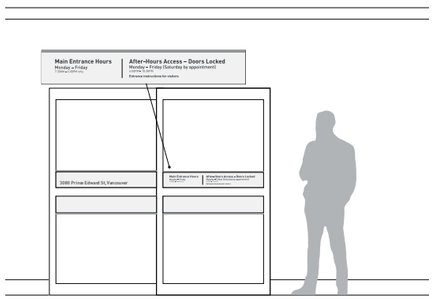
locations	all entrances to the hospital
dimension ranges *to be determined based on available space*	width: 36” - 48” per side height: 10” - 14”
format	- horizontal spanning doors - single-sided
fabrication	- digitally printed frosted decal
installation	- applied directly to glass panels on entrance doors

content considerations

- entrance identification must be primary information
- branding & address
- entrance hours / after hours access
- incorporate icons for smoke-free and scent-free premises



example



scaled rendering

signage masterlist

directional

1. pylon - interior illuminated
2. pylon - interior non-illuminated
3. suspended
4. large wall arrow
5. wall-mounted
6. wall-mounted - bulkhead
7. “out” exit arrow

identifying

1. POD - suspended
2. POD - wall-mounted
3. floor level indicator
4. room usage module
5. patient room module
6. service usage module
7. amenities - finned
8. washroom - finned
9. washroom - door-mounted
10. door jamb plate
11. bed numbers

informational

1. area map / directory
2. elevator directory
3. elevator door banding
4. doors locked - to enter / exit
5. door banding

interactive / digital

1. touch-screen directory
2. wayfinding app

miscellaneous

1. patient information phone
2. take a number ticket station

regulatory

1. cautionary/instructional - suspended
2. cautionary/instructional - wall-mounted
3. cautionary/instructional - door banding

exterior

1. directional pylons
2. site map / directory
3. exterior building entrance signage
4. entrance glass door banding

Dynamic Wayfinding

Temporary wayfinding and site perimeter signage will reduce confusion during various phases of construction or relocation.

During the construction phase of the NSHCC Project, Dynamic Wayfinding will be used. This temporary signage is designed to inform staff and visitors of the changes in access and/or circulation routes in and around the site.

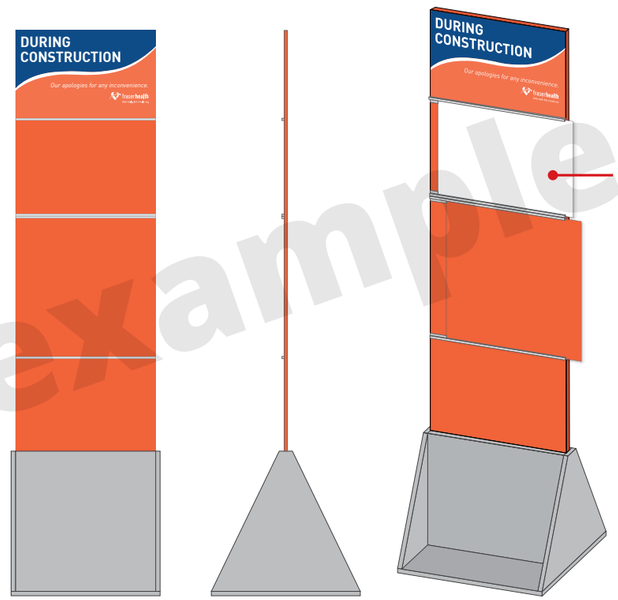
Dynamic wayfinding will consist of the following formats:

A Pylon Structure Format

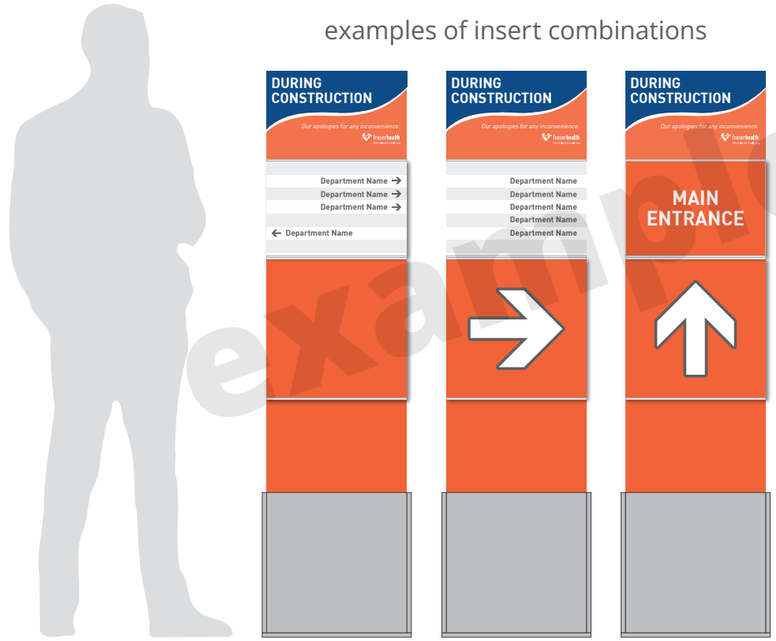
manufacturing recommendations

recommendations only, final product may vary

dimension ranges *to be determined based on available space*	width: 16” - 18” height: 60” - 70”
format	- vertical
fabrication	- digitally printed chloroplast - removable printed inserts
installation	- self-standing



examples of insert combinations



example

Dynamic Wayfinding

B Dilineator Format

manufacturing recommendations
recommendations only, final product may vary

dimension ranges *to be determined based on available space*	width: 16″ - 18″ height: 16″ - 24″
format	- vertical or square
fabrication	- digitally printed chloroplast - removable printed inserts
installation	- self-standing

examples of insert combinations

C Wall-Mounted Directional Format

manufacturing recommendations
recommendations only, final product may vary

dimension ranges *to be determined based on available space*	width: 16″ - 18″ height: 20″ - 24″
format	- vertical
fabrication	- digitally printed chloroplast - removable printed inserts
installation	- self-standing

examples of insert combinations

example

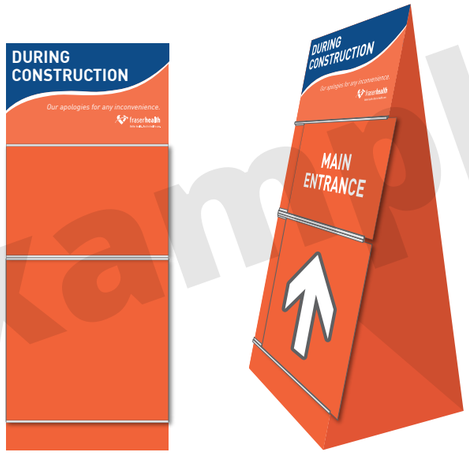
Dynamic Wayfinding

D A-Frame Directional Format

manufacturing recommendations

recommendations only, final product may vary

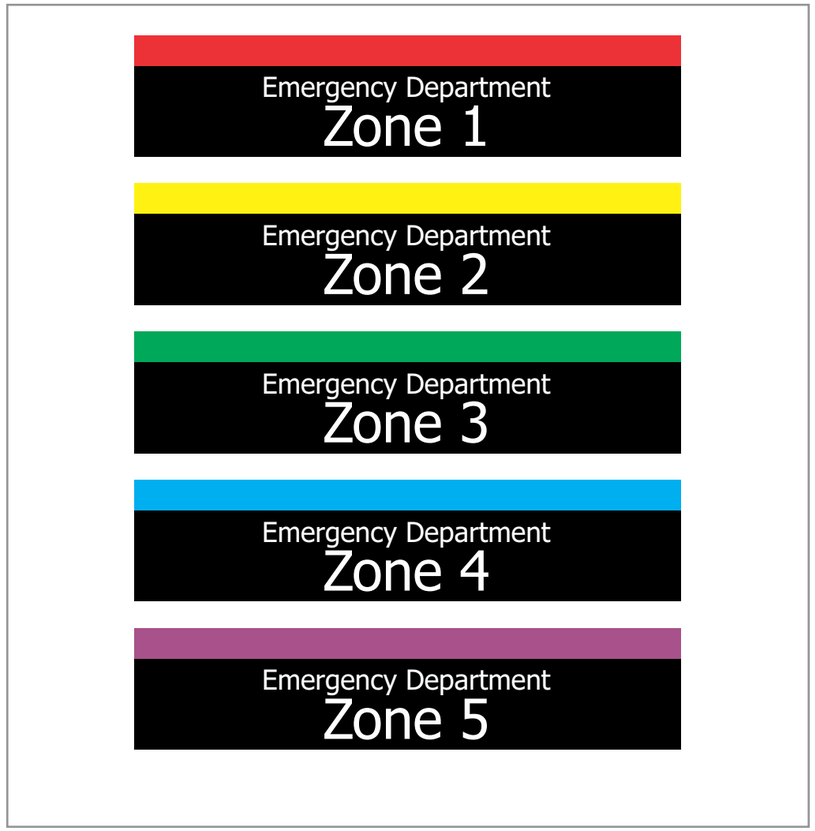
dimension ranges *to be determined based on available space*	width: 16″ - 18″ height: 38″ - 42″
format	- vertical
fabrication	- digitally printed chloroplast - removable printed inserts
installation	- self-standing



examples of insert combinations

example

Emergency Department Guidelines



*See **Appendix & Resources** for Emergency Department Signage Guidelines*

Impark Signage Guidelines

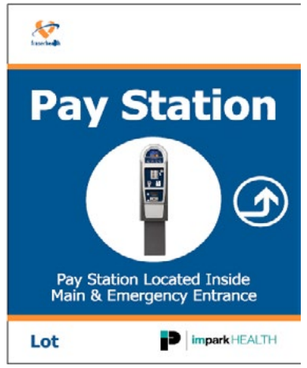
Pick Up/Drop Off & No Parking Signs

1) "Pick Up & Drop Off Only – MAXIMUM 15 MINUTES"

2) "No Parking Anytime" – Dimension: 18" x 24"

Patient & Visitor Parking Signs

4) "Pay Station" – Dimension: 18" x 24"



5) "Pay Station Located: "

*See **Appendix & Resources** for Impark Signage Guidelines*

Appendix & Resources

Glossary of Terms

Accessibility

Accessibility signage notifies a visitor that a route or area will assist them if they have particular difficulty using said area. Visitors may be elderly, require the use of a wheelchair, or be visually impaired. For example, an accessible washroom must have enough room for a wheelchair, as well as hand-rails for support. Use of braille, or ramps instead of stairs, can also be considered a part of accessible design.

Best Practices

A technique or methodology that has been shown through research and experience to reliably produce optimal results. Using the best practices in a particular field involves using generally accepted knowledge, as well as widely adopted procedures and technology to ensure success.

Patient

Inpatient or outpatient as it relates to the delivery of health care services at the NSHCC campus.

Point of Destination

A sign, often supported by architectural or landscape elements, intended to create a sense of arrival at a location. A point of destination signals to the visitor that they have arrived at their intended destination and can offer further specific instructions about destinations contained within.

Secondary Language

Secondary Language refers to a language other than the official language of the province. If a secondary language is deemed necessary, it is after careful consideration of the client's users. Braille, for visitors who are visually-impaired, is another secondary language that is often used in wayfinding.

Staff

A person or a group of persons charged with carrying out the work in the NSHCC campus.

Signage

Signage is the most visible element of a Wayfinding System. Signage can range from "Hours of Operation" on a door, to a suspended directional sign, to a cautionary warning on a fire exit. All levels of signage must be considered to create a seamless experience for the visitor.

Visitor

Any person that accesses the NSHCC campus whether for a long or a short period of time, but who will not be provided with health care services.

Wayfinding Master Plan

A written and illustrative report that identifies wayfinding issues of a particular city, campus or building, and provides requirements and a plan for implementation.

Wayfinding System

The strategic organization of wayfinding elements (such as architecture, environmental design, graphic design) that work in unison to aid in the orientation and navigation through an environment.

Resource & Image Attributions

Resources

"Downtown Austin Wayfinding Master Plan"
MERJE (2013)

"Moving Forward: Opportunities for Vancouver's Digital Wayfinding Map"
Robert W. White (2014)

"University of Idaho - Campus Sign & Wayfinding"
Sasaki Associates Inc (2010)

"Royal Columbian Hospital Redevelopment Project - Phase 1"
Wayfinding & Signage System Design Intent
Review & Discussion - Stantec (2017)

"Trip Planner - SkyTrain Map"
TransLink (2015)

"Managing the Transit Network"
TransLink (2012)

"Royal Columbian Hospital: Preliminary Parking Analysis"
Bunt & Associate (2014)

"2016 You & Environment Survey"
LMFM EES (2016)

"Gendered Restrooms and Minority Stress: The Public Regulation of Gender and its Impact on Transgender People's Lives"
Jody L. Herman, The Williams Institute, UCLA School of Law (2013)

"Gender-Inclusive Washrooms: What Employers Need To Know"
Workopolis (2017)

"A Guide to Restroom Access for Transgender Workers"
OSHA - www.osha.gov

"Accessible Signage Guidelines"
Braille Literacy Canada (2016)

"The simple design solutions that can make bathrooms better - for all genders"
Lisa, Selin Davis, Quartz Media (2017)

"Wayfinding: Design for Understanding"
Barbara J. Huelat, The Center for Health Design (2007)

Images

"Vancouver Airport"
Entro Communications (2016) - www.entro.com

"Burnaby Hospital"
Burnaby Hospital Foundation - www.bhfoundation.ca

"Royal Columbian Hospital - Mental Health and Substance Use Wellness Centre"
UBC Department of Psychiatry - psychiatry.ubc.ca

"Royal Columbian Hospital - Mental Health and Substance Use Wellness Centre"
Royal Columbian Hospital Foundation - rchfoundation.com

Policy Standards & Graphic Guidelines

Corporate Identity & Brand Guidelines

2018 FH Corporate Identity and Brand Standards.pdf

Provincial Health Services Authority

BC Cancer branding guidelines.pdf - October 2018

Recognition Guidelines

Fraser Health Naming Policy

2015 FH Naming Policy.pdf - June 2015

BC Cancer Foundation Standard Recognition Guidelines

78553-R3-BC Cancer-Style Guide Proposal-Nov 22 2017.pdf - June 2019

Fraser Health Standards

Artwork Policy

2018 FH Artwork Policy.pdf - July 2018

Code Plus

CodePlus-Final2-April-2015.pdf - April 2015

Emergency Department Signage Guidelines

2018-04-10 FH-Emergency Department Signs.pdf - April 2018

Graphic Standards

NSHCC Appendix 3R Ref_2010 FH Graphic Standards - Interior supplement.pdf - 2010

Impark Signage Guidelines

FH-Impark_Signage Samples 21September2021.pdf - September 2021

Indicative Design - Sitemap only

NSHCC Appendix 3R Ref_2021-02-17_NSHCC_Indicative Design_Site Map.pdf - February 2021

Room Numbering Standards

2021-09-15 FH Room Numbering Standards Draft V9 Revised.pdf - September 2021