

APPENDIX 3E WAYFINDING AND SIGNAGE

WAYFINDING

A. Intent

Project Co will design the wayfinding system to be fully integrated with the design of the Facility and to be site specific. Project Co will meet and coordinate with the Authority to determine standard wayfinding language and requirements. Consider the following when designing the wayfinding system:

- For persons visiting or entering the hospital environment it can be a disorienting and confusing experience.
- Clients and visitors alike are usually going through a worrisome experience involving themselves, a friend or family member, and can be easily lost or misdirected by poor or inadequate wayfinding signage.
- Anxiety can be greatly reduced when there is order and clarity while moving through the Facility and specific destinations can be easily found.
- Universal access is an integral part of universal design and includes more than addressing physical barriers. It is critical to look beyond physical barriers in the built environment to uncover the hidden barriers to universal access. One hidden barrier to universal access is inadequate and inappropriate wayfinding information.

B. Key Factors in Wayfinding Design

Project Co will apply the following concepts to articulate wayfinding for all users of the built environment:

Cognitive Mapping

Cognitive mapping is an individual's internal spatial representation of points, lines, areas and surfaces that are learned, experienced and recorded in quantitative and qualitative forms serving to spatially orient the wayfinder. Cognitive maps assist the wayfinder in determining paths in new and never visited spaces because individuals can apply previously learned information from a particular environment to a new but similar environment. Buildings with design features that help build a good cognitive map for individuals can be highly important to wayfinding as it applies to remembering a space if the wayfinder revisits it. They can also assist in returning people to their point of origin. Building a robust cognitive map is also critical to building evacuation in emergencies. In emergencies people tend to remember distinct features in a built environment that can help them exit.

Spatial Organization

Spatial organization or building layout is considered the first major component in wayfinding design. It not only defines the wayfinding problems of users but also affects the ease or difficulty with which users will move around within the Facility.

Spatial organization includes:

- architectural features that define different areas, such as columns, varied ceiling heights and fenestration differentialization;
- destination zones, such as atria and corridor hubs;
- overall layout using simple and straightforward plans to eliminate confusion and disorientation; and
- landmarks that are distinct in shape and colour and are appropriately lit.

C. Overriding Principles

Design wayfinding signage to direct all Facility Users by way of clearly configured and easily understood lettering and/or graphic pictograms. Provide well labeled directories to help identify major traffic corridors, building and department entrances and clinical zones, and to indicate primary, secondary and interdepartmental paths of travel. These directories will include orientation clues such as "YOU ARE HERE" labels and colour coded zone indicators. Use major site components such as street names, parking lots and north arrows help to orient the user.

Design wayfinding signage in accordance with the basic requirements of Section 3.6 of Schedule 3 [Design and Construction Specifications], as well as meet all the regulations and requirements of the National Building Code of Canada with respect to accessibilities for persons with physical disabilities, including indication of potential hazards in and adjacent to the travel paths.

Design wayfinding signage that is flexible and economically changeable as departments may evolve and change throughout the life of the Facility.

Design public entrance areas to accommodate the potential addition of a "Donor Wall" in a prominent location and that can be dynamic through the life of the Facility.

SIGNAGE

D. Exterior Signage

Exterior signage will meet or exceed the following requirements:

- Provide formal identification of the Facility as well as identify the different building entrances.
- Be located appropriately for readability and address aesthetic considerations for the architectural design of the Facility.
- Use high contrast lettering on plain backgrounds. Lettering will have a stroke width to height ratio from 1:6 to 1:10 and a character width to height ration of 3:5 to 1:1. Lettering will be in Arabic numerals and sans-serif letters.
- Be lighted at night, by integral light source or floodlighting.
- Provide continuous path references from arrival points to building access points.
- Accessibility signage will include the International Symbol of Accessibility for Persons with disabilities, and include additional wording and symbols necessary to convey full understanding.
- Be located and constructed to minimize vandalism and vehicular damage, while maintaining maintenance and cleaning access.
- Meet all requirements of applicable Governmental Authorities for location, clarity and accessibility.

D. Interior Signage

Interior signage will meet or exceed the following requirements:

- Provide formal identification of the Facility as well as identify the different building entrances.
- Include a building directory with subdirectories indicating the locations of all departments that can be reached from the "YOU ARE HERE" point and meeting the requirements set out in Section C of this Appendix.
- Be appropriately located for readability and take in aesthetic considerations for the architectural design of the Facility.

- Use high contrast lettering on plain backgrounds. Lettering will have a stroke width to height ratio from 1:6 to 1:10 and a character width to height ratio of 3:5 to 1:1. Lettering will be in Arabic numerals and sans-serif letters.
- Accessibility signage will include the International Symbol of Accessibility for Persons with disabilities, and include additional wording and symbols necessary to convey full understanding.
- Use consistent language and terminology that uses everyday terminology instead of technical medical terminology.
- Be installed at all points where a directional decision must be made.
- Provide continuous path references from arrival points to final destinations and inner circulation routes.
- Be located and constructed to minimize damage caused by normal operations of the Facility, such as impact from rolling equipment and maintenance equipment.
- Be designed and constructed of suitable materials to stand up to repeated and routine cleaning and maintenance cycles.
- Meet all requirements of applicable Governmental Authorities for location, clarity and accessibility, and exit signage requirements.
- Door signage to identify every space (e.g. rooms, alcoves, corridors and stairwells) in the Facility. Door signage will:
 - indicate restrictions on entry and warn of hazards, including “Radiology in use” signage; and
 - not be obscured by the emergency systems and code blue system call.

E. Door Signage

Door signage will meet or exceed the following requirements:

- Identify every room with a number and name or graphic.
- Be installed at consistent location and height.
- Be integrated with existing building signage design and colour philosophies.
- Use internationally recognized pictograms where appropriate.
- Identify fire-separations, smoke separations and other hazardous conditions.
- Identify all exits.
- Meet all requirements of applicable Governmental Authorities for location, clarity and accessibility, and exit signage requirements.

F. Signage General

Exterior sign types may include the following:

- Building mounted.
- Free-standing.
- Individual letters or pictograms.

Interior sign types may include the following:

- Engraved plastic laminate
- Sandblasted acrylic or glass
- Silk-screened plastic or acrylic
- Injection moulded letters or characters
- Cast aluminum letters or characters
- Raised letter signs on metal or plastic material.