

U.S. Department of Veterans Affairs

Office of Construction & Facilities Management Office of Facilities Planning Facilities Standards Service



designmanual

Forward

Introduction

VA Program Offices, project teams, designers, and constructors, are obligated to make the most effective and efficient use of resources, by providing a continuum of safe, secure, high quality, high performance, and high value environments of care and service for Veterans. The VA Office of Construction and Facilities Management (CFM) supports the Department's mission through development and application of standards as a basis for disciplined planning, design, and construction of VA facilities. VA Standards are the culmination of a partnership among the Department of Veterans Affairs (VA), the VA Administrations, Program Officials, Clinicians, Industry, Academic and Research Organizations, Expert Consultants, and the Office of Construction and Facilities Management. VA Standards are developed through integration of VA-specific requirements, Federal law and regulation, benchmarking of industry best practice, evidence-based research and design, and value-based analysis of leading-edge innovation. The result is the establishment of best value standards which provide the basis of functionality, quality, performance, safety, security, and compliance, while enhancing life cycle value of facilities throughout the VA environment of care and service.

The VA Technical Information Library (TIL) (<u>www.cfm.va.gov/TIL</u>) provides standards for all VA planning, design, and construction projects. VA TIL Standards are required to be utilized by project teams working on new construction and renovations of existing facilities. VA Standards will maximize the effectiveness and efficiency of the planning and design process, facilitate a high level of design, while controlling design, construction, operating, and maintenance costs.

For all VA projects, project teams must comply with the following in all phases of project development:

1) All applicable VA Standards published in the VA Technical Information Library (TIL) must be applied as a basis, foundation, and framework in planning, design, and construction. Any substantial variance from Standards shall be considered only as required to accommodate specific site, functional, and operational conditions. Upon consideration of variance CFM shall be consulted, and each Administration will function as Authority Having Jurisdiction for decision. Each substantial variance shall have a basis rationale and be documented in the project record.

2) Clinicians, providers, primary users, and other stakeholders shall be involved in all phases of project development to best adapt Standards for specific functional, operational, and site conditions, and to provide optimum service environments for Veterans. This includes installations and modifications of systems or technology involving safety, security, functionality, or environmental quality. Stakeholder involvement shall be documented in the project record.

VA TIL Standards are not project specific. Each site and project will have unique requirements or conditions. Sitespecific issues must be addressed within the context of these Standards and applied to each individual project. Use of these Standards does not preclude the need for, nor absolve planners, designers, and constructors of their responsibility to provide complete, functional, high quality, high performance, safe, and secure designs suited to the unique requirements of each project, within budget, and on schedule. Materials, equipment and systems are shown in an illustrative, performance-based format and are not intended to depict, suggest, or otherwise constitute endorsement of any specific product or manufacturer. Manufacturers should be consulted for actual dimensions, configurations, and utility requirements. For additional information regarding the VA Technical Information Library and development and application of VA planning, design, and construction standards, please contact Donald L. Myers, Director, Facilities Standards Service.

Donald L. Myers, AIA, NCARB, AAH, ASHE Director, Facilities Standards Service US Department of Veterans Affairs Office of Construction and Facilities Management



PG 18-10 Signage Design Manual Summary	May 16, 2023 Introduction
	This detailed program manual provides baseline standards and criteria for the design of signage and wayfinding programs at VA owned and leased facilities.
Executive Summary	This VA Signage Design Manual is a revision of the previous Design Guide published in December 2012.
	The VA Signage Design Manual includes revisions, which are the result of new sign products, new sign manufacturing techniques and materials, regulatory changes, expansion of VA facilities, procedural changes, and practical knowledge gained from field experience. Revision of this manual has been a collaborative effort, with input from medical center staff, Department of Veterans Affairs, Health Administration, National Cemetery Administration, and Veterans Benefits Administration program officials including designers, fire and safety, security, and law enforcement.
	This Manual includes sections to assist VA facilities planning and/ or implementing signage projects of various sizes and complexities. It provides guidance for the development of a signage system that assists VA customers and staff as they approach the property, locate buildings, and navigate to destinations within the facility. These sections educate program officials, designers, and planners on identifying the need for a signage program and describes implementation processes and procedures. The manual also provides in-depth information on wayfinding methodologies and the importance of a cohesive wayfinding master plan.

Structure of the Manual

The manual is composed of four primary Sections containing new content and information from the previous version that has been consolidated and updated to improve readability and meet the practical needs of modern signage projects. Each Section covers different aspects of the signage process from planning through implementation.

Section 1: Planning, Wayfinding, and Technology

Foundational information about planning and implementing a signage project, principles of wayfinding, and how technology can assist with signage and wayfinding.

Section 2: Sign Type Guidelines

Helpful guidelines, recommendations, and information specific to each category of signage building on the information detailed in Section 1.

Section 3: Sign Type Drawings

Drawings and specifications for all standard sign types applicable to each category of signage discussed in <u>Section 2 Sign Type Guidelines</u> (Interior, Code & Life Safety, Mandatory, Specialty, Exterior, Parking Structures, and Cemetery).



Introduction

Structure of the Manual (Continued)

Section 4: Supplementary Information

Standard design elements, including the specifications for use of the VA logo, typeface, and color palettes. It also includes supplemental information about Architectural Barriers Act (ABA) requirements for signage, VA department nomenclature, room and floor renumbering, frequently asked questions (FAQ), sign drawing index, and glossary of terms.

What's Changed

Universal Changes:

- Changed from "Design Guide" to "Design Manual" to reflect the document's purpose more accurately.
- Transitioned the document per VA requirements to Microsoft Word to meet accessibility guidelines.
- Added hyperlinks throughout the document to easily reference other sections and websites.
- Streamlined layout and titling systems.
- The Manual now fully follows Architectural Barriers Act (ABA) requirements.
- Added & modified sign types in all categories.
- All narratives and notations have been revised or re-written.

Changes to Content:

- Section 02 "Need a Sign Program" from 2012 is now Section 1.1 "Planning a Sign System." The entire section has been overhauled to align more closely with modern VA signage projects and provide more practical guidelines and suggestions. It covers the entire process from evaluating existing conditions to planning and implementing a sign program, hiring a firm, and reviewing submittals.
- New Section 1.2 "Fundamentals of Wayfinding" is added to help readers understand basic principles of successful wayfinding design such as the different categories of wayfinding, and components that make up a wayfinding master plan.
- New Section 1.3 "Signage and Wayfinding Technology" is added to inform readers of the current technologies and processes relevant to digital wayfinding and signage fabrication.
- Sections 04 through 12 from 2012 have been completely reorganized and consolidated into two sections, separating the narrative guidelines from the sign type drawings. Section 2 "Sign Type Guidelines" and Section 3 "Sign Type Drawings". Sign categories in both have been prioritized to align with typical VA signage projects.
- Section 2 "Sign Type Guidelines"
 - Each sign category in Section 2 is consistently structured to provide specific guidelines and suggestions for Planning, Programming, and Implementation. All narratives from 2012 have been revised and updated.



Introduction

What's Changed (Continued)

- Section 3 "Sign Type Drawings"
 - Each sign category in Section 3 has been updated to include new and revised sign drawings and notations.
 - Improved note consistency and information for increased clarity.
 - Imperial dimensions have been prioritized over metric.
 - Changes to mandatory VA policy and directives have been incorporated.
 - Sign types have been added, removed, and revised from all categories to reflect the modern needs of VA facilities.
- Section 4 Supplementary Information
 - The "Design Elements" section has been updated to clarify ABA requirements, and revised guidelines for using typography, VA logo and seal, arrows, and colors.
 - "Room Renumbering" has been moved to this section with revised narratives.
 - A "FAQ" section has been included to help readers find quick answers to many common questions.



Introduction

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Introduction

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SECTION 1.1 PLANNING A SIGN SYSTEM



1.1.1 EVALUATION

Planning a successful signage system requires a significant amount of research and coordination. This chapter outlines the process necessary to evaluate, plan, and implement a signage and wayfinding project.

How one initially approaches a signage and wayfinding project will be heavily influenced by the size, type of project, current conditions of the facility, and whether there is an existing wayfinding master plan (See <u>Section 1.2 Fundamentals of</u> <u>Wayfinding</u>). Whether the project is for new construction or for an existing facility, a wayfinding master plan, and signage system standard must be established.

Determining Project Type

The primary signage project types are described below. Knowing which type of project will help determine the best approach to engaging a team and getting help (Section 1.1.2 Project Approach) and the project process to follow.

Comprehensive Signage System Upgrade: The primary project type is used when an existing medical center requires a comprehensive signage system upgrade. In this circumstance, a new or updated wayfinding master plan and signage system standards are developed. A detailed description of the process for this project type is found in <u>Section 1.1.3 Project Process</u>.

New Construction and Renovations: If signage is needed for a new building addition or renovation, the wayfinding plan will need to be referenced if one exists. If not, the existing signage and wayfinding system may be aging, and a plan should be developed to address the entire facility. Design, planning, and programming of the system should be done before project commissioning and occupancy. Additions and renovations will need to adhere to the wayfinding plan and signage system standards that may require removing or retrofitting aging and/ or non-standard signage.

Operational Updates: These include ongoing updates needed to maintain an existing signage system related to department requests, nomenclature changes, updates to policies and procedures, and relocations.

Leased Property Considerations

Leased VA facilities will also influence signage application and use. VA Mandatory Signage is to be used at all VA properties. Additionally, leased properties must follow local lessor guidelines and city and state signage codes, laws, ordinances, and permitting regulations in which they are located. These regulations can influence all factors of the signage system including the types of signs, mounting methods, sizes, quantities, and specifications. Therefore, it is important to research and understand the lessor requirements and applicable codes before planning a signage system for leased spaces. Ensure any applicable permits required have been filed and approved before fabricating signage.

The following assessment criteria, <u>Section 1.1.2 Project Approach</u>, and <u>Section</u> <u>1.1.3 Project Process</u> assume the project is a comprehensive signage system upgrade. For smaller projects, and renovations see <u>Section 1.1.4 Small Projects</u>.



General Wayfinding Assessment



Figure 1-1 (Above) A well-maintained exterior sign system can last 10-15 years. Regular cleaning, paint touchups, electrical maintenance, and message updates will maximize the system's lifecycle.



Figure 1-2 (Above) Inconsistent and conflicting information negatively impacts wayfinding and confuses visitors. Seen here: "Not an Entrance" on the door and "Entrance 10" on the sign next to the door."

Planning a Sign System

In 2022, the median age of the VA's property portfolio was 58 years. Over time, many of these VA facilities have added and removed buildings, relocated entrances, and moved services to improve health care service for Veterans. These changes have a direct impact on signage and wayfinding programs. Unless these signage systems have been regularly maintained, the signage program may require replacement. The following list of conditions can be used to identify overall signage and wayfinding system deficiencies and opportunities for improvement. If several of these conditions exist at a facility, a wayfinding project may be beneficial.

- Patients and visitors are frequently lost and in need of direction.
- It has been over 5 years since signage and wayfinding systems were last evaluated.
- The wayfinding master plan is outdated or nonexistent.
- Signs are not aligned with the current wayfinding master plan.
- There is no signage system standards document illustrating the sign types, product design, colors, and finishes.
- Signage does not adhere to the VA Signage Design Manual.
- Multiple signage systems are used and are inconsistent in appearance.
- The signage system is difficult and expensive to update.
- There are handmade, temporary, and/or unapproved signs being used.
- Staff is not trained to give directions consistent with the wayfinding master plan.
- Terminology for destinations is used inconsistently on signs, appointment letters, and in written and verbal communications.
- Wayfinding maps and visitor guides do not accurately reflect the conditions of the campus and facility.
- Wayfinding information and visitor guides are unavailable on the facility's external facing website.



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Evaluation

Exterior Signage Assessment

Planning a Sign System

The following conditions indicate that a campus and facility may need a new exterior signage system.

- The exterior signage system is older than ten years.
- Metal sign components show rust, bubbling paint, rippling, or buckling.
- The facility name is incorrect on the site identification signs.
- Signs are faded, damaged, leaning, or falling over.
- Buildings, parking lots and/or structures are not clearly and correctly identified with signage.
- Temporary signs have been erected to serve as directional or identification signs.
- Signs are covered or hidden by landscaping or trees.
- Exterior signs inaccurately reference or misidentify departments, entrances, or services.
- Building entrances are not identified and do not clearly communicate operation times and their use.

Aging Exterior Signage



Figure 1-3 (Above) Over time, a buildup of dirt and oxidization can obscure a sign's message, making it difficult to read.

Figure 1-4 (Right) This old and poorly maintained exterior sign has paint wearing off the posts, and the sign panel is faded, yellowing, and dirty. Exterior signage is impacted by weather and environmental conditions, which vary by geographic location. For example, Northwest or East coast facilities may experience extreme precipitation and humidity, while Southwestern locations experience harsh sun for much of the year. The most common physical effects of age are fading, peeling, and weathering of painted surfaces, which may not arise for 5-10 years. Other common environmental effects are damage from vehicle impacts, vandalism, and extreme wind. During the lifecycle of exterior signs, typical maintenance includes cleaning, substrate touchups, repairing peeling or missing lettering, replacing lighting components, general electrical repairs, and message updates. A well-maintained exterior signage system can last for 10-15 years before needing to be replaced.





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Evaluation

Interior Signage Assessment



Figure 1-5 (Above) This directional sign has multiple issues. Message panels are missing or broken, some text is too small, and arrow placement is confusing.

Figure 1-6 (Below) Paper signs are being used where directional signage is needed.



Figure 1-7 (Right) The overhead sign is confusing because it lists too many destinations and the directional arrows are used incorrectly. To minimize confusion, overhead signs should only include a limited number of major destinations. Additionally, a single directional arrow pointing in the direction of travel should be used in combination with wall-mounted signs that provide more detailed information.

Planning a Sign System

The following conditions indicate that a campus and facility may need a new interior signage system.

- The interior signage system is older than 15 years.
- There are permanent room signs that do not have tactile text and Grade II Braille.
- The room numbering system is antiquated, inconsistent, and contains redundancies.
- Elevators are not named and/or clearly identified with signage.
- Code and life safety signs are missing or inaccurate.
- Handmade, temporary, and/or unapproved signs are being used to identify rooms or function as directional signs.
- Directional signs and graphics direct people to destinations that no longer exist or have been relocated.
- Multiple signage systems with inconsistent colors, graphics and terminology are being used.
- Signage pollution and/or over-signing causes confusion and visual clutter.
- Interior signs are taped to the wall instead of mechanically fastened.
- Signage does not reflect changes to circulation routes due to renovations or construction.
- Primary corridors are not clearly defined and difficult to navigate, making the facility feel like a maze.
- There has been a major relocation of services within the Facility.
- Directional signs have long, confusing lists of destinations.
- Wayfinding maps and directories are not conveniently located near entrances and elevators.





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Evaluation

Figure 1-8 (Left) The directory sign shown has an outdated design and is mounted too closely to policy signs that are arranged incorrectly.

Figure 1-9 (Right) This photo shows protruding signs mounted too low, violating ABA code. Additionally, there are too many signs mounted too closely together, and displaying inconsistent text sizes.

Aging Interior Signage

Planning a Sign System





If your interior signage system is well-maintained, it can typically last up to 10-15 years before needing replacement. Key factors that support an effective signage maintenance program include having a facility wayfinding standard overseen by a signage manager through the Interior Design Department, and an external signage and wayfinding consultant that can consistently plan and implement changes. For more information on maintaining your signage system, see <u>Section 1.1.4 Small Projects.</u>

When an interior system is not properly maintained, expanded, and updated, it will lose effectiveness over time. This negatively impacts the patient experience, reduces the return on investment, and shortens the system's life. This commonly occurs when numerous individuals, both internal and external to the facility manage an existing signage program in an uncoordinated fashion, compromising the logic and cohesive structure of that signage program. As a result, the signage program can become confusing and difficult to understand.

After 15 years, even a well-maintained interior signage system is likely past its useful life and should be replaced due to organizational changes and the age of fabricated components.

Room Renumbering

Building alterations present many challenges to planners, designers, and building managers. As facilities evolve, many times the room naming and numbering convention presents challenges for a logical numerical or alphanumerical continuation. This becomes especially problematic when using room numbers on directional maps or directories. Patients and visitors should be guided to a check-in location and not a specific room number. Below are probable indicators that a building's rooms need to be renumbered and need a new interior room identification signage system is needed.

- There has been major or ongoing remodeling within the building.
- There are duplicate room numbers within the building.
- Building addition room numbers do not coordinate with existing room numbers.
- Additional letters have been added to room numbers to accommodate new rooms.

Refer to <u>Section 4.4 Room Renumbering</u> for additional information about room renumbering.



Project Approach

Getting Help

Planning a Sign System

1.1.2 PROJECT APPROACH

An effective signage system for a facility should be holistically planned and coordinate all signage types. The basis of design for the signage system should be developed as part of a wayfinding master plan.

The project approach should account for facility-specific priorities, budgets, and operational needs of a VA medical facility, including:

- The potential for phased implementation due to funding, priorities, and construction/renovation.
- The need to implement the new sign standard in small and ongoing projects as the facility works to fully adopt the new system.
- Variability of budgets and priorities that prevent commitment to fund implementation of the design in future years.
- The need for ongoing design support, maintenance, and physical sign updates over the life of the system.

Below are two approaches for engaging a professional design and planning team of your signage and wayfinding project. Choose the approach that works best for your facility's needs. Editable templates for sample statements of work, evaluation criteria, and interview questions are available to download from the Technical Information Library (TIL).

Approach 1: Design-Bid-Build

Hire an Experiential Graphic Design (EGD) firm with significant healthcare wayfinding experience to develop a wayfinding master plan. Once complete, establish a contract with an experienced architectural signage company to implement the project. Contractual options for hiring an EGD firm are: (A) Include as part of the scope of an overall facility master plan (B) Utilize existing "Open-Ended Architect-Engineer" contracts and engage the firm as a subcontractor; (C) Hire an EGD firm like any other A-E firm.

Advantages: An Experiential Graphic Design (EGD) Firm, when working in collaboration with a full-service Architecture and Engineering (AE) firm, especially as part of a facility-wide master plan or new construction, can work to address architectural features and building layout to improve wayfinding. This can include the design and renovation of future spaces, such as new circulation routes, the configuration of check-in locations, the design of entrances and primary hallways, building finishes, landscape architecture, and the placement of future buildings, departments, and services. For example, working on grouping common outpatient services in close proximity to an entrance and each other such as pharmacy, outpatient lab, agent cashier/travel, and radiology service.

Disadvantages: Once the wayfinding masterplan is complete, the programming of the signage system should only take place shortly before implementation to avoid errors and duplication of work. This information has a short shelf life because conditions quickly change in large medical facilities, rendering the programming data invalid. Therefore, the programming (i.e., developing specific sign locations and messages) of the signage system will have to be done under a separate contract at a later date, or the facility must have available funding to fully award project implementation within six months.



Project Approach

Getting Help (Continued)

Some of the collaborative benefits are diminished if an overall facility-wide masterplan is not underway or being planned.

Approach 2: Design, Build & Maintain

Hire a design-build EGD firm and architectural signage team with significant healthcare wayfinding experience. This unified team can develop, program, implement and maintain the system as a single source. This can be accomplished by a teaming agreement between two firms or one that offers all necessary disciplines. Contractual options for hiring a design-build EGD and architectural signage team are: (A) Establish a GSA Schedule Blanket Purchase Agreement (BPA) with a base year and four option years. (B) Issue a firm-fixed design-build contract to develop a wayfinding masterplan and implement the project or a specific portion of it (i.e., all interior wayfinding signage or complete a specific building).

Advantages: A design-build approach can provide a streamlined process, a single point of accountability, and full integration between design and fabrication.

When using a GSA Schedule Blanket Purchase Agreement (BPA), additional advantages are realized, making it the preferred method for getting help.

Most comprehensive signage system upgrades for large VA facilities tend to be implemented in phases to meet VA budgets, priorities, and renovations over a multi-year period. There is also a need to maintain the system with updates and adjustments due to ongoing renovations, relocations, and new policies and procedures that occur in a large medical center. The GSA BPA structure allows all of these objectives to be accomplished during the base year and four option years with a consistent design team and signage system. There is no commitment from the government to use the BPA or to fund a certain amount of work.

Disadvantages: As with any project, it is important to hire a team with significant past performance in healthcare wayfinding and architectural signage that will work in the facility's best interests. This can be verified as part of the evaluation criteria.

If using a firm fixed price contract as opposed to a BPA, the portion of the project to be implemented requires a scope of work detailing the exact work to be performed.



Planning a Sign System

1.1.3 PROJECT PROCESS

The following outlines the general project process, tasks, and documentation for a large-scale signage program. For more information about specific concepts discussed in this overview, refer to <u>Section 2 Sign Type Guidelines</u> and <u>Section 1.2</u> <u>Fundamentals of Wayfinding.</u>

Identify & Engage

Project Scope, Approach, Team & Procurement

Scope & Budget: Identify which areas will be covered by the wayfinding master plan. Ideally, it should cover the entire campus or healthcare system. If necessary, it can be separated into smaller scopes. For example, the main hospital interior, campus exterior or all patient-oriented buildings. This allows the scope and budget to fit within the facility's timeline and priorities.

Project Approach: Based on factors specific to your facility, including available contracts, budget, and upcoming projects, choose the project approach that best suits your facility, as discussed in <u>Section 1.1.2 Project Approach</u>.

The VA Team: Develop a core team that will function as the VA Project Team and be involved in the source selection review process. The team must include individuals with significant knowledge of the operational characteristics of the facility.

Coordinate with Contracting: Based on the project approach selected, coordinate with contracting on the process and documentation required. The Technical Information Library (TIL) has sample statements of work, evaluation criteria, and interview questions based on the project approach.

Procurement: Work with contracting as the source selection committee to review potential firms and select the most qualified team with significant healthcare wayfinding and signage experience representing the best government value.

Kick-Off Meeting

Once a consultant / contractor has been awarded the project, conduct a kick-off meeting.

Identify Fast Track Items:

 Identify any portions of the project that may require an expedited process due to code violations, new construction, or policy changes.

Project Timeline & Milestones:

• Review the project timeline and deliverables and establish project milestones.

Review Submittal Process:

- Establish a plan for reviewing project documentation.
- Develop a process and channel of approvals that will be utilized for answering questions on various facility operational characteristics, polices, procedures and naming conversations.



Plan

Planning a Sign System

A. Site Survey & Evaluation

Objective: Conduct on-site assessments, stakeholder meetings, and surveys to evaluate conditions, gain an in-depth understanding of the facility, and identify wayfinding and signage challenges.

Consultant / Contractor Tasks:

- Identify points of entry & destinations.
- Analyze paths of travel.
- Locate intersections & decision points.
- Conduct a photo essay.
- Annotate architectural conditions.
- Meet with VA stakeholders.

Documentation:

- Wayfinding report to identify architectural, design, and communication problems at the facility that need to be updated and improved
- Photo essay of existing conditions
- Survey plans of existing conditions showing the location and existing naming conventions for all facility features, including but not limited to entrances, buildings, paths of travel, elevators, and destinations
- Summary of stakeholder meetings and surveys (if applicable)

VA Tasks:

- Provide architectural plans.
- Compile a list of future renovations and relocations, and the facility-wide master plan if available.
- Provide a list of departments and services currently used in visitor guides and appointment letters.
- Coordinate stakeholder meetings.

Approvals:

• Provide feedback on initial recommendations in the wayfinding report.



Plan (Continued)

Planning a Sign System

B. Wayfinding Analysis & Design Development

Objective: Develop three preliminary design concepts to improve signage and wayfinding.

Consultant / Contractor Tasks:

- Draft concepts for an information hierarchy and terminology.
- Develop conceptual graphics, maps, and design themes.
- Determine the general types of signs required.
- Develop potential sign design styles.
- Create a preliminary budget.

Documentation:

- Presentation drawings showing each proposed concept, including conceptual maps, graphics, sign drawings, and elevations
- Sample sign locations and user journeys to illustrate and evaluate each concept
- Leadership/stakeholder presentation
- Preliminary budget

VA Tasks:

- Provide ongoing feedback to consultant, answering questions on various facility operational characteristics, policies, procedures, and naming conventions.
- Coordinate leadership/stakeholder presentation.
- Review design concepts, drawings, and the budget.

Approvals:

• Select a design concept and provide feedback.



Plan (Continued)

Planning a Sign System

C. Finalize Design & Wayfinding Masterplan

Objective: Finalize the wayfinding master plan, signage system standards, and budget for programming and implementation.

Consultant / Contractor Tasks:

- Finalize the information hierarchy and terminology that will guide users effectively from general to specific.
- Finalize the facility directory listing with associated check-ins.
- Prepare final sign type drawings with construction details.
- Create detailed orientation plans for signs and visitor guides.
- Prepare final artwork for all graphics assets developed.
- Finalize an implementation budget with estimated sign quantities.
- Produce physical sign samples.
- Create specifications documents for small projects.
- Develop a wayfinding training guide for staff.

Documentation:

- Information hierarchy
- Facility directory
- Signage system standards drawings showing all sign types, details, mounting, and layouts
- Specifications including a 10 14 00
- The final budget for programming and implementation
- Wayfinding training guide
- Leadership/stakeholder presentation
- Physical sign samples
- Graphic assets for all designs created

VA Tasks:

- Review final planning documents.
- Determine the next steps for programming and implementation.

Approvals:

• VA approval of the wayfinding master plan and final planning documents.



Plan (Continued)

Planning a Sign System

Next Steps

The next steps after the planning phase depend on the selected project approach, available funding, and facility priorities.

When funding is available to implement the project (or a phase of it):

- If using the **Design-Bid-Build** Approach: Coordinate with contracting to solicit proposals from qualified architectural signage firms on GSA Schedule utilizing the statement of work, sign standard, and best value evaluation criteria developed in the planning process.
- If using the **Design-Build-Maintain** Approach: Issue a task order to the BPA holder for the programming and implementation when funding for the project or a portion of the project becomes available. Task orders can also be issued to implement the new sign standard in small and ongoing projects as the facility works to adopt the new signage system fully.

Note: It is recommended to only begin the programming phase when funding is available for implementation. Information and existing conditions quickly change, rendering the programming data invalid after 6-12 months.



Program

Planning a Sign System

Location, Placement & Messaging

Objective: Determine the signage system's final locations, placement, and messaging based on the signage system standards and wayfinding master plan established in the planning phase.

Consultant / Contractor Tasks:

- Identify sign locations and survey for suitability (available space/existing conditions, viewing distance, scale, ceiling height, etc.).
- Document all existing conditions for demolition (if applicable).
- Survey and meet with VA Staff to determine messaging for room id, informational postings, and specialty / regulatory information.
- Program all messaging for directional signs based on the wayfinding master plan.
- Prepare submittals, revise, and re-submit as necessary based on VA review.

Documentation:

- Message schedule
- Facility directory
- Location plan
- Submittal/fabrication drawings with installation details
- Elevation drawings for non-standard configurations or areas where multiple signs are needed like front entries or lobbies
- Production-ready artwork for orientation maps, graphics, images, etc.

VA Tasks:

• Review the final sign location plan, message schedule, and drawings.

Approvals:

• VA approval of documents for implementation.



Implement by Phase

Planning a Sign System

Manufacture, Demolish & Install

Objective: Manufacture and install the new signage system.

Consultant / Contractor Tasks:

- Produce pre-production samples and submittals.
- Fabricate signage.
- Coordinate delivery, demolition, and installation activities.
- Mark items for demolition / removal.
- Conduct pre-installation walkthrough.
- Perform demolition and installation activities.
- Create a punch list report.
- Correct punch list items.
- Train VA staff on how to make updates to the system.

Documentation:

- Pre-production samples and submittals
- Punchlist report
- As built drawings, location plans, and message schedule

VA Tasks:

- Review pre-production samples and submittals.
- Review and confirm the punch list.
- Coordinate implementation with facility staff.

Approvals:

- Acceptance of installed project
- Receiving report



Maintain

Planning a Sign System

Objective: Keep the signage system current, ensure consistency across all categories of wayfinding (appointment letters, visitors guide, etc.), and provide staff/volunteers with wayfinding training.

Consultant / Contractor Tasks:

When using a Design-Bid-Build approach, the contract typically ends after implementation. If using a Design-Build-Maintain approach with a BPA, the consultant/contractor can assist in the following areas:

- Regularly evaluate the system for potential updates.
- Based on an upcoming facility change (department move, name change, etc.) identify and perform updates to all applicable signs.
- Specify and implement signage for new construction or renovation projects.
- Provide consistent signage for future updates.

VA Tasks:

- Update appointment letters to use accurate and consistent nomenclature.
- Provide staff and volunteers with wayfinding training.
- Maintain the facility's signage system by consistently updating signs, messages, and graphics.
- Ensure all future construction and renovations use the sign standards and specifications developed in the planning phase.



Planning a Sign System

1.1.4 SMALL PROJECTS

Existing signage systems will frequently require small projects including updating and maintaining current signs and expanding the system with new signage and wayfinding elements. If the system is not consistently maintained, its efficacy will break down over time, negatively impacting patient experience, reducing the return on investment, and shortening its lifecycle. When implementing small projects, it is important to:

- Adhere to the facility's wayfinding master plan and signage system standards.
- Identify a facility wayfinding / signage manager.
- Consult with an experienced design partner and architectural signage vendor.
- Utilize an insert-based component signage system and use the same manufacturer's system throughout the entire facility.
- Document and track the existing signage system and all patient destinations with associated check-in locations. This includes keeping an up-to-date record of each sign's location, type, and message. A sign data management system can assist in this effort facilitating more efficient, accurate, and cohesive sign projects over the life of the system. Some EGD firms and architectural signage companies offer these types of software platforms as part of their service. Refer to <u>Section 1.3 Signage & Wayfinding Technology</u> for more information.

The following are additional recommendations per project type:

Operational Updates

Operational updates include but are not limited to sign requests from specific departments/staff, nomenclature changes, updates to policies and procedures, and relocations.

- The facility wayfinding manager should have the authority to act as the gatekeeper for requests to ensure consistency and prevent visual clutter. Some requests should be solved by facility leadership and not by more signs.
- Changes in nomenclature, policies, and service locations often require updates to numerous signs located throughout the facility. If the change requires updates to directional signs, it is recommended that the contractor who programmed the system advise the facility on how the change should be implemented. Otherwise, the logic and structure of the wayfinding system can begin to break down, often resulting in laundry lists of departments appearing sporadically on signs.
- A Design-Build BPA contract grants the facility access to a design partner and architectural sign vendor who are familiar with the facility. These partners can consistently program and implement requests in collaboration with the facility. Other contractual options include issuing government purchase card contracts for individual projects or separate GSA Schedule procurements for projects exceeding the micro-purchase threshold.



Small Projects

New Construction & Renovation Projects

Planning a Sign System

There are often numerous active construction or renovation projects associated with a medical facility, such as a new addition, renovation of a wing, or a new outpatient clinic.

- The wayfinding masterplan, facility-specific signage system standards, and VA Master Specification on the TIL will guide signage development for these projects.
- The programming of the signage system for these projects can be performed by the architectural/engineering (A/E) firm based on the facility standards or by the consultant who originally developed the facility sign standard.
- Signage for these projects can be procured directly by the VA using a GSA Schedule signage vendor that can provide a matching system, or it can be included in the scope of work for the general contractor or initial outfitting firm. If the signage is included in the scope of work for the general contractor or initial outfitting firm, it's essential to require the brand name or equivalent component-based signage system to ensure that the signage matches and is interchangeable with the facility-wide standard.
- When completed, new construction or renovations at the facility may require updates to the existing signage system in other areas of the facility. See operational updates above for guidance.



Sign Industry

Planning a Sign System

1.1.5 SIGN INDUSTRY

Selecting a Sign Company

Not all sign companies are the same and they do not all have the same capabilities. Typically, sign companies specialize in one of two types of sign categories. These categories are generally the ones that fit the company's manufacturing capabilities. There are certain sign products that almost all sign companies buy from select vendors because of the specialized processes required to produce the product (i.e. cast metal plaques, cast metal letters, etc.).

Types of Sign Companies

The sign industry is generally divided into four main categories – Architectural, Electrical, Commercial, Service, and Lighting. These companies range in size and provide products and services locally, regionally, and nationally.

Architectural Sign Company: An architectural sign company typically manufactures interior and exterior sign products found in "institutional" or public facilities, such as hospitals, civic buildings, airports, corporate buildings, and schools. Many offer established product lines and component-based signage systems that should be used at VA facilities. They will have installation staff, permit services, design and drafting departments, and maintenance services. In addition, reputable architectural signage companies often have internal EGD design teams or partnerships with EGD teams that have significant signage and wayfinding design experience. These companies or teams can provide a comprehensive Design, Build & Maintain approach as detailed in <u>Section 1.1.2 Project Approach</u>. In general, architectural signage companies are best suited for providing signage to a VA facility.

Electrical Sign Company: The electrical sign company typically has a sizable manufacturing facility and can fabricate large electrical signs, including pylon signs, skyline building signs, illuminated letters, dynamic electronic displays, and other types of custom-lighted signs. They typically have advanced machinery for custom cutting, welding, and fabrication. They will also have boom trucks, crane trucks for high-rise and large sign installation, and various service vehicles. In addition, they will have installation staff and vehicles, permit services, drafting departments, and maintenance services.

Commercial Sign Company: This group comprises Retail Sign Companies, Franchise Sign Companies, and Small Neighborhood Sign Companies. These sign companies are often found in strip malls, retail outlets, and small industrial buildings. They rarely have large, complex equipment for manufacturing, but offer quick turnaround time for vinyl lettering, vehicle wraps and graphics, decals, and banners. They may also manufacture sandblasted wooden signs and do various types of printing. These sign companies can be a resource for temporary, informational, and event signs and banners.

Service and Lighting Company: These companies repair existing signs. They can be called to repair a sign that is no longer illuminating or functioning properly. They have service trucks and staff familiar with sign construction and installation. Some of these companies provide services to maintain facilities' light fixtures inside and outside of buildings, as well as parking lots and structures.



Planning a Sign System

1.1.6 SUBMITTALS

Submittal	&	Shop	Drawing
Check Lis	t		

When implementing a signage program, it is important to review the sign company's submittals in detail.

The following outline provides an overview of items to look for and check during the submittal review. It should be noted that each project is different, so this manual cannot be inclusive of every possible item to check.

It is recommended that the submittal review process be conducted with a complete submittal, meaning all samples and all drawings are submitted together. Partial submittals can result in items being missed or misunderstood.

When a question is raised, needing more information or clarification in the review process, the sooner it is asked in the submittal review process, the easier it is to address. Once the submittal and shop drawings are approved, the sign company has authorization to proceed into manufacturing. Any changes after the approved shop drawings typically result in a change order with additional costs.

Interior Sign Message Schedule

The Interior Sign Message Schedule is a spreadsheet listing the various specifications for each sign in the project. It is developed during the programming phase of the signage system. The Message Schedule specifies sign location, sign type, and specific sign text. Additional information as to the quantity, layout symbols, notes, revision dates, and special conditions should be included.

Floor: Interior sign schedules include a floor level number for each sign.

Location: A number designating the location of a sign on a particular floor (location numbers should not be repeated on the same floor). A symbol typically indicates the orientation of a sign in plan view.

Sign Type: A variety of sign types are typically used in a project. The size, design configuration, and text layout vary amongst different sign types.

Sign Text: The Message Schedule lists the text on each sign. The text required is specific to each location.

Sign Side: Needs to be specified on all double-sided signs. The words (blank) will appear in the message schedule if one side is blank.

Quantity: In some situations, more than one sign will be necessary at a location. Signs are often stacked horizontally on a wall to accommodate multiple signs sharing the same location.

Layout/Symbol: Many signs use icons. For example, the accessible symbol of a person in a wheelchair indicates an accessible restroom.

Notes: Critical information in any project can be listed in the notes. "Client to verify text" is often listed, indicating that the copy is not final and needs client approval before fabrication.

Glass Backers: Signs installed on glass doors, windows, and side lights require glass backers installed to cover the back side of mounting tape.



Planning a Sign System

Interior Message Schedule Building Name										
Floor	Location	Sign Type	Sign Text	Side	Quantity	Layout / Symbol	Notes	Glass Backer	Revised Date	Installation
2	201	IN14.01	 Clinic E Main Lobby Therapy Services Radiation Therapy 		1					
2	203	IN19.01	Pharmacy		1		Mount to sidelight	yes		
2	206	IN03.01 IN04.02	CAUTION BIOHAZARD (Symbol)		1	BioHaz symbol	Mount to Door			
2	207	IN01.22	1359 Soiled Utility		1					

Interior Sign Location Plan

Sign Location Plans are architectural floor plan drawings showing sign locations cross-referenced to the corresponding interior sign message schedule. These drawings can be part of the architectural drawing set or a separate document. The drawings must be drawn to scale, and exterior plans need a north arrow orientation. Location plans can be a variety of sheet sizes, including Architectural A to E size or 11"x 17" layouts. The drawings must be printed so that location callouts are legible.

A symbol parallel to a wall designates the general location of a sign on a wall. Symbols for overhead signs are often located in the center of a hallway or at a doorway opening. Symbols perpendicular to a wall indicate flag signs. To determine the specific horizontal placement of a sign, refer to the sign type drawing. To determine the mounting height, refer to the installation details.





Location Plan

Exterior Sign Message Schedule

Planning a Sign System

The Exterior Sign Message Schedule is a spreadsheet listing the various specifications for each sign in the project. It is developed during the programming phase of the signage system.

The Message Schedule specifies the sign location, sign type, and specific sign text. Additional information as to the quantity, layout symbols, notes revision dates, and special conditions should be included.

Location: A unique number representing each sign location. The symbol indicates the orientation of the sign on the site.

Sign Type: A variety of sign types are used in a project. The size, design configuration, and text layout vary for different sign types.

Sign Text: The Message Schedule lists the text on each sign. The text required is specific to each location.

Sign Side: Needs to be specified on all double-sided signs. The word (blank) will appear in the message schedule if one side is blank.

Quantity: In some situations, more than one sign will be necessary at a location.

Notes: Critical information in any project can be listed in the notes. "Client to verify text" is often listed, indicating that the copy is not final and needs client approval before fabrication.

Exterior Message Schedule								
Location	Sign Type	Sign Text	Side	Quantity	Notes	Revised Date	Installation	
002	EN03.02	Exit Visitor Parking Patient Drop Off	A B	1	Top Mounted			
002	EN09.07	Medical Center (Logo) (Underscore)		1				
003	EN09.03	2151 N Harbor Blvd.		1				
004	EN05.03	Service Vehicles Only		1	Post Mounted			
007	EN10.03	YIELD		1	Post Mounted			

Figure 1-12 Example Exterior Sign Message Schedule



Exterior Sign Location Plan

Planning a Sign System

Exterior Location Plans show the building location within a site and vehicular and pedestrian paths of travel, roads, buildings, landscape layouts, building entries. Sign Location Plans are Architectural or Civil plan drawings showing sign locations.

These drawings can be part of the architectural drawing set or a separate document. Drawings must be drawn to scale, and exterior plans need a north orientation.

Location plans can be a variety of sheet sizes, including Architectural A to E size or 11"x 17" layouts. The drawings must be printed, so that location callouts are legible.

Figure 1-13 Example Exterior Sign Location Plan



Drawings

General – Exterior and Interior

The following items apply to the review of any signage program submittal, interior or exterior:

- Do the drawings make sense? Are they logical, consistent, and complete?
- Are all sign types required for the job included and indicated in the drawings?
- Are paint colors specified by color number, name, and paint manufacturer? If a custom color is mixed, is the added information of the formula included?
- All the graphic symbols and fonts should be noted.
- All drawings need to be drawn in scale, and the scale noted.
- All sign face layouts must be fully dimensioned with capital letter size, interline spacing and margins. All Braille symbols need to be properly defined.
- Are all code-required and VA-mandatory signs included?



Submittals Planning a Sign System Drawings (Continued) On double-sided signs, is the layout for each side shown and • dimensioned? Are the job colors, materials, and finishes noted and correct for each sign? . Are the dimensions shown for each sign type and its components detailing • length, height, and thickness? Are the dimensions shown for the placement of all graphics on the sign? Do the dimensions for the intended size and the placement of the graphics add up? Do the drawings clearly show how the sign is assembled? Do exterior signs that utilize adhesive in the assembly process identify the type of adhesive (glue or tape) and the method of surface preparation? Is the sign type installation specifically shown and detailed? Will it adequately secure the sign to its intended location? Are instructions provided for the correct cleaning methods for the signs? Are instructions provided on maintenance of the signs (i.e., how to access electrical components, how to change directory strips, etc.)? It is important to remember that shop drawings will become the file document used for future reference when servicing, repairing, updating, or ordering new signs. **Exterior Sign Drawings** General – Illuminated and Non-illuminated The following items apply to the review of any exterior signage program submittal: All signs over 8 feet tall require a structurally engineered footing • (foundation). Footing drawings should have the engineer's name and license/stamp visible on the drawing with calculations that substantiate the foundation design. Drawings should show how the sign is connected to its footing. Exterior signs with a visible concrete base must have the finish of the exposed concrete identified. All sign cabinets and structural components should be fully dimensioned. Exterior signs on private property (leased facilities) require building/sign permits from the local city or county. Only begin fabrication of signs once permits have been approved. The signs also may require final inspections

The shop drawings should clearly show where the signs are to be installed • with any field conditions noted that have a bearing on the sign location (curbs, walks, electrical service points, underground utilities, etc.). These drawings should be drawn in "plan-view," clearly noting street names, and distance from sidewalks, streets, buildings, and easements.



by city or county inspectors.

Planning a Sign System

Exterior Sign Drawings (Continued)

- All hardware should be noted as being corrosion resistant.
- Exterior signs with dissimilar metals in contact must have isolating material between them.
- Are the sign construction and installation method appropriate for the materials used? (e.g., acrylic cannot be welded to steel.)
- All exterior signs and letters attached to a building must show and identify how the building penetrations will be sealed to prevent water intrusion.
- All exterior signs and letters must have a small spacer to slightly space the sign off the wall, allowing for water run-off and preventing streaking on the building surface.
- All specified vinyl and paint applications should be exterior grade with adequate UV protection.

Illuminated Exterior Signs

The following items are specifically applicable to the review of an illuminated exterior signage program submittal:

- The service voltage required, and circuit load should be noted on each electrical sign.
- Sign footings for all electrical signs should show footing dimensions and details regarding reinforcing steel and concrete. Does the footing design require a structural engineer?
- Exterior illuminated sign cabinets must show details on how the cabinet opens for access to servicing internal components.
- Internally illuminated signs with LED's must identify the LED manufacturer and the LED part number.
- Where does electrical wiring enter the sign?
- Large exterior illuminated sign cabinets' sign faces should be hinged.
- Where is the "UL sticker" located on the sign?
- Where is the shut-off switch's placement and how does one access it?
- The interior of an illuminated sign cabinet must be noted as being painted with a reflective white finish.
- Exterior illuminated signs with aluminum sign faces and routed-out text must show the mechanical attachment of letter voids to the diffuser. Adhesive attachment of the letter void is NOT an alternate construction method because it will fail.
- Illuminated letters must show the attachment points of the letters to the building surface and identify the type of hardware.
- Is the depth and construction of the footing shown and detailed and appropriate for the soil conditions where the sign will be installed?



Exterior Sign Drawings

(Continued)

Planning a Sign System

Non-illuminated Exterior Signs

The following items are specifically applicable to a non-illuminated exterior signage program submittal:

- Sign footings for all signs should show footing dimensions and details regarding concrete.
- Is the depth and construction of the footing shown and detailed and appropriate for the soil conditions where the sign will be installed?
- The finish on the edges of letters needs to be noted.

Parking Lot Signs

Refer to the general and exterior sign list.

Parking Structure Signs

Refer to the general and exterior sign list:

- Determine if the type of mounting hardware is suitable for the type of construction used for the parking structure.
- Any mechanical fasteners used in a post-tension construction structure need to be coordinated with the structure's construction drawings to ensure the method of attachment does not contact or affect the tension system.

Interior Sign Drawings

The following items are specifically applicable to the review of an interior signage program submittal:

- The Interior sign method of mounting to the wall surface should be noted and specified. Is the method appropriate for the wall surface?
- What is the assembly method shown for interior signs that have component parts?
- Interior sign drawings must show the mounting placement on the wall, with dimensions, for each type of sign.
- The finish on the edges of the letters must be noted.
- Flag type signs should detail the method of mechanical attachment of the sign to the wall.
- For hanging and overhead signs, details must be provided showing the mounting method and clearance height to the bottom of the sign for each type of ceiling condition. Is the method of attachment appropriate?



Samples

Planning a Sign System

The quantity of samples submitted can vary for different projects, but a quantity of 3 is recommended as a minimum. This allows one set to be returned to the manufacturer when approved, one set to remain in the project master file, and one set to be used by the designer, during this phase of the project, for reference purposes, meetings, field comparisons, etc. Additional copies are required if the signage program is part of a renovation project. When reviewing the shop drawings, the following considerations must be addressed before the shop drawings can be considered complete:

- All materials, colors, and finishes should have been provided.
- Colors and finishes should be labeled with their reference/color code and manufacturer name.
- Color submittals, samples, and material finishes should be at least 4" x 4". If there is a grain, finish, pattern, or texture, the direction should be indicated.
- All the correct sign type samples should have been submitted.
- On letters with a satin grain finish, the direction of the grain on the letter face should be indicated.
- Verify that the original material specifications have been met and not altered or substituted with an inferior product.



Figure 1-14 (Right) Not all sign manufacturers are created equal. It's important to develop detailed evaluation criteria in order to select qualified vendors with established product lines. The sign shown here is relatively new, but the message panels are warped and sagging. To help prevent situations like this, always ask sign contractors for product samples and install photos of similar signs, prior to contract award.





SECTION 1.2 FUNDAMENTALS OF WAYFINDING


What is Wayfinding

Fundamentals of Wayfinding

1.2.1 WHAT IS WAYFINDING

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Overview	
	For an efficient and effective signage system at a VA facility, it is important to understand the fundamentals of wayfinding within built environments, and the specific conditions and challenges in healthcare facilities. Wayfinding solutions in built environments and campuses work best when viewed from the patient's and visitor's perspective and developed as a cohesive system.
Definition	
	In general, the term "wayfinding" can refer to various forms of navigation over sea and land. However, modern usage typically describes the process of finding destinations within planned and built environments. Signs play an active role in this process by providing the primary form of communication in wayfinding.
Why It's Important	
	Wayfinding systems are critical to a functioning facility, affecting visitors' and staff's safety and quality of experience. Successful design projects of any kind require empathy and a deep understanding of the end user. In the case of healthcare environments, the audience is comprised of patients, visitors, and staff, whom all vary in age, education, culture, and ability.
Facility-Wide Benefits	
-	When successfully implemented, the wayfinding system can produce facility-wide benefits that compound over time.

Improving Patient Experience: A patient's healthcare journey from home, getting to the facility, reaching their destination and back, can be a complex and disorienting experience. An effective wayfinding system helps reduce the anxiety and confusion they may feel by providing clear and consistent guidance and information, increasing patient satisfaction.

Operational Efficiency: Poor wayfinding leads to staff spending additional time giving directions and helping lost patients and visitors. This can compound at facilities that have numerous problem areas. When wayfinding works, fewer people are lost, and staff can focus on their primary responsibilities. Additionally, when patients know where they are going, they are less likely to arrive late or miss appointments.

Environment of Care: When wayfinding is successful, it contributes to the positive experience of patients, visitors, and staff, improving the overall care environment.

Aesthetic Improvement: Well-designed signage projects improve the function and professional appearance of the facility.



Fundamentals of Wayfinding

1.2.2 CATEGORIES

	Wayfinding can take many forms along a visitor's journey, collectively helping them create a mental model of their environment. These touchpoints work together as an integrated system of information that helps the visitor make decisions, orient themselves, and navigate to a destination.
	Navigation Strategies: Humans naturally use a combination of two types of knowledge to navigate: <i>Route Knowledge</i> and <i>Survey Knowledge</i> . Route knowledge consists of a sequence of points along the journey from the first-person perspective. Survey knowledge is the top-down, map-like perspective of the journey. People tend to gravitate towards one strategy, so a wayfinding system should account for both.
Signage	The most obvious forms of wayfinding are signs located throughout the campus, on exterior building façades, and in building interiors. Signs can be static or digital, flat or dimensional, freestanding, suspended from the ceiling, or wall mounted.
	Identification: These signs identify the name of a specific location. They can be used to identify the campus, buildings, departments, rooms, and more.
	Directional: Signs that help guide visitors in one or more specific directions along the journey.
	Orientation: Signs containing maps and/or directories that help viewers orient themselves within a space and plan a route to a destination.
	Informational: Non-wayfinding signs that contain information about policy, patient services, the surrounding environment, and more.
	Code, Regulatory & Safety: Non-wayfinding signs required to meet ABA code requirements, regulate traffic, or alert viewers of safety hazards, requirements, or equipment.
Pre-Visitation Information <i>Figure 1-15 (Right) A printed visitor</i> <i>guide, with map and directory,</i> <i>helps a patient plan their visit</i> <i>before arriving.</i>	Websites, online maps, call centers, and patient documents such as appointment letters can all include information to help a patient find their way. To prevent confusion, information must be consistent across all media and

updated when а wayfinding master plan is fully implemented.



For example, if a patient's appointment letter lists the destination as "Radiology -Building 100" but signage only refers to "X-Ray" and "Main Hospital," this will create unnecessary confusion.



Verbal Directions

Fundamentals of Wayfinding

Many patients and visitors will instinctively ask for directions from staff in conjunction with reading signs. Upon entering a building for the first time, they will gravitate toward the most obvious source of information, which usually takes the form of a large welcome map and reception desk. Optimally, staff at VA facilities should have a common understanding of the wayfinding system to provide consistent and reliable directions. The wayfinding master plan should include a guide for training staff to give directions using the system.

Landmarks

Figure 1-16 The flag in the photo acts as a landmark that can help visitors remember where the main elevators are. The large atrium is a memorable architectural feature that clearly distinguishes the main entry hall.

Architecture

Maps

As visitors and patients navigate a campus or building interior, they will begin to notice and recall visual landmarks along their journey, helping them to form a mental model of the environment. Features such as sculptures. artwork. graphics, furniture, and amenities like a café or courtvard will all contribute to this mental model. These landmarks can be subsequently used to enhance verbal directions given by staff members.

Architectural design and layout play a large role in wayfinding for both campus and interior environments. For example, when approaching a hospital, the main entrance may have a welcoming appearance with sets of glass doors, a vehicular drop-off, landscaping, and identity signage. Within the building, entry lobbies will often have higher ceilings, waiting



areas, and a reception desk. Connecting corridors and pathways on the way to departments and clinics will likely have narrower halls with lower ceilings and fewer amenities. These features, both subtle and obvious, will add to the visitor's mental model of the environment. An aging facility's architecture can also negatively impact wayfinding, which can be improved by signage and graphics. For example, this can be done by highlighting building/zone transitions that may lack architectural definition or by utilizing directional signage to guide through winding hallways.

Orientation maps at VA facilities typically provide a simplified illustration of a campus, building, or floor/level layout to help viewers understand their surroundings and plan their route. Maps can come in several different forms with specific purposes.

Online: A digital version of the campus map or interactive visitor guide may be listed in a healthcare system's "Locations" section on VA.gov. The listed facility's address can also link to online navigation websites to help patients plan a trip.



Categories

Maps (Continued)

Figure 1-17 Rocky Mountain Regional VA Medical Center Aurora, CO. Orientation Plan

More information on requirements for developing and maintaining site maps can be found in <u>Section 4.2</u> <u>Wayfinding Maps.</u>

Fundamentals of Wayfinding

Printed Visitor Guides: Visitor guides with maps can be provided to patients in entry lobbies or mailed as part of a welcome packet. They may seem obsolete in the digital age, but they are still useful since visitors can carry a printed map as they navigate the environment. Mobile devices, though ubiquitous, often have small screens that make it difficult to view large maps and require continuous cellular or Wi-Fi service to function.

Campus Map: Campus or facility map signs are usually located along primary roadways and in main entrance lobbies. When located outside, they are typically used to identify buildings, parking lots, and structures. When located inside of a building, they are often accompanied by a corresponding directory of patient services. Increasingly, these interior maps are interactive digital displays connected to a centralized software system and database. They may also display QR codes that can be scanned by mobile devices allowing the visitor to access maps and directions easily or download an app.



Orientation Plans: These localized maps help visitors orient themselves along their journey within a specific floor, department, or other subsection of the facility. They are most commonly placed near elevator banks and entrances to help visitors identify their location.

Evacuation Plans: Maps that help guide people to the appropriate exit during an emergency.

Mobile Devices & Indoor Positioning Systems

Mobile devices enable the use of Indoor Positioning Systems (IPS) and third-party applications to navigate environments. These services can include interactive maps, turn-by-turn directions, and spoken text. A variety of systems utilize different technologies and require prior planning and infrastructure to implement.



Master Plan

Fundamentals of Wayfinding

1.2.3 MASTER PLAN

Why You Need a Master Plan

For new facilities, the wayfinding master plan is typically developed in conjunction with the architectural master plan. At aging facilities, a holistic analysis of wayfinding is needed to truly improve the navigation experience. A wayfinding master plan takes a medical center's complex floorplans and long list of departments, sub-services, and destinations and creates a logical hierarchy of information that improves a visitor's ability to navigate the environment.

A well-designed software user interface feels fluid and effortless to use. Similarly, when wayfinding works well, it reduces confusion, anxiety, and friction. Like software, a well-designed wayfinding master plan reduces complexity by applying principles of Progressive Disclosure. For instance, it would be extremely confusing to navigate a software application that showed every menu option in the entire system all at once. For the same reason, listing too many destinations on signage because there is not an effective wayfinding plan can do more harm than good.

Once complete, the wayfinding master plan and resulting documentation of strategy, design, signage system standards, and nomenclature will establish the foundation for an effective system and ensure the quality and consistency of future projects, ongoing maintenance, and updates.

Components of a Master Plan:

1. Analysis & Design: Through a series of on-site assessments, staff interviews, and patient surveys, the wayfinding designer can evaluate conditions and tailor solutions to meet the facility's unique needs. Patient surveys and staff interviews are critical as they often reveal pain points that go unnoticed under casual observation. This research often reveals that the distinction between floors is less important than the clear identification of areas, primary paths, and destinations on the same floor. When patients and visitors are lost, they are typically on the right floor, but confused in the maze of departments and halls.

Figure 1-18 A wayfinding master plan reduces the complexity of information and simplifies the wayfinding experience by creating a logical structure of the space.





Master Plan

Components of a Master Plan: (Continued)

Fundamentals of Wayfinding

- 2. **Information Hierarchy:** After thoroughly analyzing the facility's environments and visitor experience, a logical hierarchy of information is developed to help guide visitors from general to specific destinations. The resulting system establishes naming conventions and how the campus and facility are divided to simplify and improve wayfinding. The following list provides a breakdown of the potential areas that comprise an information hierarchy for a typical large medical center:
 - **Campus:** The campus or facility name is at the top level of the hierarchy representing the entire property of the VA location.
 - **Campus Regions & Entrances:** Large campuses may be divided into multiple regions, such as "East Campus" and "West Campus," and have several named entrances to help visitors determine where to enter or exit the campus.
 - **Parking Lots / Structures:** Campuses with multiple parking lots or structures require a naming system to distinguish them. Typically, they are named by letter, number, color, or function, such as "Visitor Lot". Where applicable, parking lots should indicate which building and/or services it is associated with.
 - **Buildings & Building Groups:** Campuses with several buildings may be referred to by their number, but in many cases, the numbers are non-sequential and difficult for visitors to remember. In these cases, buildings (or groups of connected buildings) may be given names for easier distinction.
 - **Building Entrances and Elevators:** Buildings will often have multiple entrances and elevator banks that each require logical naming conventions to help visitors choose and find the correct one.
 - Floor Area Divisions: Buildings or clusters of buildings with poor architectural definition may be divided into wings ("North Wing" / "South Wing") or named zones ("Historic Hall"). Each zone or wing may contain multiple departments.



U.S. Department of Veterans Affairs

Figure 1-19 This example shows the facility being split into two "wings", "North Wing" and "South Wing" to better define the space. Elevators

were then named after the areas ("North Elevators" and "South Elevators") to create a logical structure

that simplifies wayfinding.

Master Plan

Components of a Master Plan: (Continued)

Figure 1-20 Example of branding a Primary Pathway. Now patients can easily be guided to follow this long primary pathway that connects multiple buildings and entrances. Architectural signage and branding elements re-assure patients as they navigate through the multiple turns, decision points, and changes in architecture on this path. Fundamentals of Wayfinding

 Primary Pathways: In some instances, connecting corridors critical to wayfinding can be named and defined to help simplify navigation in complex environments.



Departments, Clinics, and Check-Ins: In wayfinding design, it is necessary to guide patients to check-in locations which may or may not be the same as the department / service. This is because departments may have multiple check-in locations for sub-services. Conversely, multiple departments or services may be grouped together with a single check-in location. Therefore, the list of wayfinding destinations should be organized by check-ins which may differ from department names. Whenever possible, check-in locations should be named in simple terms for easy comprehension by patients and visitors. For the list of VA/VHA approved department names, refer to the VHA Standardized Nomenclature document in Section 4.3 Nomenclature.





Master Plan

Components of a Master Plan: (Continued)

Figure 1-22 Example drawings of a family of components from a sign system standards document.

3. Signage System Standards

Based on the wayfinding analysis and information hierarchy, a signage system standard is designed within the parameters of the VA Signage Design Manual. This set of drawings and specifications establishes the facility-specific design and component-based signage system to be used in both current and future projects. The following items are typically included in the document:

- Family of Components (Drawings): Scaled drawings and specifications for all necessary sign types in the wayfinding system. This may also include components outside the current project scope to be used in the future. For elevation drawings of typical VA sign components, see <u>Section 3 Sign Type Drawings.</u>
- Colors: Detailed color palette and color match specifications.
- **Finishes:** Palette of special materials and finishes such as metals and decorative laminates.
- Graphics: Any custom graphics or artwork created for the project.
- **Updatable Insert Templates:** Static signs should allow for easy message updates. For insert-based signs, updatable templates should be created for consistent design and layouts.



4. Facility Directory (Patient Services List)

The facility directory lists all clinical departments including sub-services, amenities, and associated check-ins. It should be updated frequently to reflect the facility's current conditions and be consistent with other sign messaging.



Master Plan

Components of a Master Plan: (Continued)

5. Location Plans & Message Schedule

Sign Location Plans are a set of modified floor plans that place numbered location tags of relevant signs in each area of the project. The numbered tags correspond to a record in the Message Schedule, which details the sign type, message, and other details. NOTE: It is recommended that the programming of these items be done in phases at the time of implementation. If done during the master planning phase, changes are likely to occur, and additional surveys will be required before implementation.

6. Wayfinding System Overview & Training Guide

A training guide should be created and distributed that explains how the wayfinding system works, the logic of the information hierarchy, naming conventions, and how to properly give directions using the system.



Figure 1-23 How a visitor may comprehend wayfinding information and plan their route based on a logical Information Hierarchy. Staff should be able to provide directions in a similar straightforward manner. Patient Experience

Fundamentals of Wayfinding

1.2.4 PATIENT EXPERIENCE

The Patient's Perspective

Developing a successful wayfinding master plan requires starting from the patient's perspective. The patient's journey starts long before entering the building and ends well after the scheduled appointment. It includes integrated information across various media, documents, and platforms.

The following sequence covers the basic stages of a typical patient's journey. In addition, example tools and general recommendations are listed for each stage. Individual circumstances and preferences will affect the patient's experience by determining factors such as which media they prefer, how they perceive and remember information, modes of transportation, which entrance they use, and more. The patient's familiarity with the facility and physical condition will also greatly impact how they navigate and experience every stage of the journey. For detailed information and recommendations about specific sign types see <u>Section</u> 2 Sign Type Guidelines of this manual.

The Patient's Journey







1. Get Information (Pre-visitation): The patient's journey begins with information. They may have scheduled an appointment online, on the phone, or on-site, and the appointment confirmation or letter that they receive needs to have accurate information for them to easily know where and when to arrive. To plan the trip they may need to check public transit schedules or arrange for personal transportation.

Example Tools: Appointment Letter, Email Confirmation, Call Center, VA.gov (visitor guide or interactive maps), and Local Transit Websites.

Recommendations: Patients should be provided with pre-visitation information that includes detailed information on how to get to the appointment (correct facility location, department/check-in name that matches wayfinding signs, and a short description of location, building, floor & zone), URL (web address) to online visitor guide/map, and where to access information about transportation options. Access to an up-to-date visitor guide or interactive map is important because it can aid them throughout their journey.

2. Find the Campus: A patient's unique circumstances will determine their mode of transportation to and from the facility and whether they are accompanied by a caregiver. If driving, they will likely utilize a GPS-enabled mobile device and follow Department of Transportation and city-owned signs to reach the campus. Patients taking public transportation may need to take multiple bus, rail, or shuttle lines to reach the campus.

Example Tools: Main Site Identification Signs, Skyline Logos, Public Roadway Signs, Mobile Navigation Apps Like Google Maps, Apple Maps, and Waze, and Local Transit Organization Websites or Apps.

Recommendations: Each healthcare system may have several locations, so pre-visitation information should clearly state the correct location information. Verify that correct location information appears in search engines and online maps.



Patient Experience

The Patient's Journey (Continued)









Fundamentals of Wayfinding

3. Enter Campus & Find Parking: When approaching the campus by vehicle, the patient needs to know which entrance or gate they should enter and where to park. If there are multiple parking lots or structures, they must follow roadway signs to the location and find an available parking space. Patients using public transit will need to get off at the correct stop or drop-off location.

Example Tools: Entrance Identification Signs, Campus Roadway Signs, Parking Identification Signs, Street Signs

Recommendations: Make sure each entrance is logically named and displayed on signage. Parking lots and structures should also be named and identified, communicating who can park there and, if applicable, which building or services it is associated with. Directional signage should clearly guide to accessible and valet parking where available.

4. Enter the Building: Patients must locate the right building entrance from the parking garage, parking lot, or street. When there are multiple building entrances, they must find the one closest to their destination.

Example Tools: Roadway and Pedestrian Directional Signs, Campus Orientation Plans, Building and Entrance Identification Signs.

Recommendations: If the facility has multiple buildings, clearly identify each from a distance and at street level. If a building has multiple entrances, they should be logically named and align with the master plan. Clearly identify accessible entrances or directions to the nearest entrance that is. Clearly post information regarding after-hours and emergency entry.

5. **Orientation:** Upon entering the building, patients should feel welcome and intuitively comprehend the environment, orient themselves, and see helpful resources. There should be highly conspicuous options to self-navigate to their destination, such as facility maps and directories, or the opportunity to ask for directions from staff at an information desk. If the facility has an online or app-based mobile indoor navigation system, the patient may choose to use it to plan their route.

Example Tools: Facility Maps/Directories, Printed Visitor Guide, Verbal or Written Directions, Welcoming Architectural Letters And Graphics.

Recommendations: Within building entrances and lobbies, utilize signage and graphics that welcome and reassure visitors of the building, floor, and zone they have entered. Locate facility maps and directories near entrances to allow visitors to understand where their destination is in relation to where they are. If no obvious information desk is nearby, provide directions to it. If core services such as the emergency department or pharmacy are located elsewhere, provide clear directions to them from the main entrances.



Patient Experience

The Patient's Journey (Continued)



Human Factors

7. Navigate and Return: Once the patient knows their route, they will attempt to follow it to their destination. Based on the size of the facility, the route may include using elevators or stairs to get to another level or walking to other buildings. If the patient uses a wheelchair, their route may need to be modified to take accessible ramps and elevators. Along the way, they will follow directional signs to their destination, which should be clearly visible from the path and identified with signage. After checking in and proceeding with their appointment, they will need to navigate back the way they came, exit the building, and head back to their parking space or transit stop. Or, in some cases, they will visit other services elsewhere on the campus.

Example Tools: Directional, Orientation and Identification Signs, Printed or Online Visitor Guide, Mobile App.

Recommendations: Develop a wayfinding master plan to help solve wayfinding problems and logically guide visitors. Progressively disclose information and destinations on signage, guiding from general to specific. Prominently identify departments, clinics, and amenities with signage.

For a wayfinding system to best serve patients and visitors along their journey, the full range of subpopulations must be considered rather than simply designing for the average person. Reasonably addressing these factors leads to solutions that service the widest possible audience. Below is a list of common factors to be aware of and examples of wayfinding solutions that address them. Note that this is not an exhaustive list. Each facility's unique conditions should be assessed prior to implementation. See <u>Section 1.1 Planning a Sign System</u> to learn more about project planning and assessment.

1. **Physical Condition**: A patient's physical condition may require them to use a wheelchair or have hunched posture, limiting their line of sight.

Solution: Mounting signage at accessible viewing heights. Planning and clearly marking accessible routes.

2. **Impaired Vision:** Patients with limited vision may still be capable of reading signs, while patients with full or partial blindness will likely require guidance through some combination of mobile voice navigation and caretaker or staff assistance.

Solution: Signs that have high-contrast text in relation to the background. Including tactile and braille text on room identification signs.

3. **Impaired Hearing:** Hearing impairment will not directly affect a patient's ability to read signs. However, it will impact how they interpret verbal directions.

Solution: Accurate and up-to-date information on all signs and printed materials.



Patient Experience

Human Factors (Continued)

Figure 1-24 Large, familiar icons are

used in this sign for easy comprehension.

4. **Cognitive Impairment:** Patients with dementia, brain injury, and other cognitive impairments will have an especially difficult experience finding their way without assistance.

Solution: Using large, familiar imagery and icons in signs and accompanying graphics to act as landmarks and improve memory recall. Reduce visual clutter, especially in close proximity to directional signs.

5. **Language:** Some facilities are located in communities with high populations of bilingual or non-English speaking patients.

Solution: Using simple wording and universally VHA approved iconography on signage. Multi-language messages may also make sense in certain conditions.

6. **Reading Level:** To account for the widest range of reading ability, use simple, non-technical wording where possible outside of VHA approved naming conventions.

Solution: Simplifying non departmental names, for example, referring to "Ophthalmology" as "Eye Clinic."

7. **Age:** Advanced age increases the likelihood of vision, hearing, cognitive, and physical impairment.

Solution: See human factors 1 through 4.





Keys to Success

1.2.5

KEYS TO SUCCESS



Figure 1-25 This directional sign lists a limited number of check-in destinations in alphanumeric order and graphically separates corridor and floor information to create a visual hierarchy.

- 1. **Focusing on Patient Experience:** Tell visitors what they need to know, when they need to know it, and in the medium they prefer. From planning through implementation, ensure that the wayfinding system addresses the specific needs of the facility and its visitors.
- 2. **Consistency of Information:** An overarching expectation of visitors is that all the wayfinding information they interact with, such as appointment letters, directions from staff members, or on signs, maps, and other tools, are accurate and up to date. Maintain consistent nomenclature the system of names and symbols used to direct visitors to destinations across all wayfinding tools. Refer to the VHA Standardized Nomenclature document for the full list of approved department names.
- 3. **wayfinding master plan:** A comprehensive master plan will establish a logical hierarchy of information and wayfinding solutions to guide visitors around your facility successfully.
- 4. **Progressive Disclosure:** As a general principle, too much information on signage and displays can overwhelm the viewer. Avoid long lists of departments on directional signs, and guide from general to specific destinations along the visitor's journey.
- 5. **Informed Staff:** Frontline staff members should be trained on the wayfinding system logic, giving directions, and introducing wayfinding tools to visitors.
- 6. Management Systems & Accountability: From the start, create a management plan that identifies the people, processes, and tools to keep wayfinding content accurate and technology operational. Assign and train "wayfinding managers" to update and maintain the wayfinding system. Create a centralized database to manage wayfinding content such as building, department, and destination names. Establish procedures for updating the wayfinding system elements when a change occurs, such as a department move, temporary construction re-routing, or a name change.
- 7. Effective Products & Solutions: A new signage system can remain in operation for 10-15 years. Setting a facility-wide sign standard and consistently using the same component-based signage system that is sustainable, easy to update, and well-supported by the manufacturer will extend the system's life cycle. Use cost-effective high-impact solutions, leveraging and extending assets and platforms as much as possible.



Keys to Success

Keys to Success (Continued)

Figure 1-26 This Community Living Center Sign contributes to a welcoming home-like environment for long-term care patients.

Fundamentals of Wayfinding

8. **Consideration for Patient Sub-Populations:** Each medical center will have a unique composition of patient sub-populations to consider. Therefore, the specialized needs of each should be taken into consideration when planning a wayfinding system. This includes but is not limited to Inpatient Units, Blind Rehabilitation, Spinal Cord Injury, Mental Health, and Community Living Centers.

Examples: Mental health facilities and secure inpatient units are now required to be completely free of hazardous removable accessories that could be used as weapons, and items that could provide hook or anchor points. This impacts the physical requirements for signage.

In Contrast: Community Living Centers (CLC) aim to create a welcoming, home-like atmosphere for their long-term patients. Signage in these facilities should feel less institutional and foster a community environment reminiscent of residential and civic areas in the greater community.









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Section 1.2.5



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SECTION 1.3 SIGNAGE & WAYFINDING TECHNOLOGY



1.3.1 OVERVIEW

OVERVIEW

Enhancing Wayfinding with Technology	
	When successfully implemented, technological solutions can significantly enhance the ease and convenience of navigation and improve the overall visitor experience at VA facilities. However, it is essential to note that solutions such as digital signage and mobile applications are most effective when adhering to the facility's wayfinding master plan and in conjunction with a traditional signage system. Without the foundation of the wayfinding master plan, poorly planned technology projects can negatively impact wayfinding and visitor experience. Adhering to the facility's wayfinding master plan and making practical improvements will increase the likelihood of success with technological enhancements.
Quick Projects	Defense environmente la une environte distituit constituit disconstante disconstructiones de la une environte disconstructure de la une environte de
	practical projects that can significantly improve the overall experience for visitors and patients.
	Include detailed pre-visitation information, such as maps and visitor guides on the facility's page on VA.gov.
	Add QR codes to wayfinding maps, printed visitor guides, and appointment letters that patients can scan to download maps, directions, and other vital information to reference along their journey. See <u>QR Codes</u> .
Technological Evolution	
	This section of the manual aims to provide awareness of technologies relevant to developing and implementing signage and wayfinding systems as of 2023, but the pace of innovation is rapidly increasing. While long-term trends may exist, it is nearly impossible to accurately predict what the market leaders and dominant technologies will be years from now. Therefore, additional research will always be required before taking on any project.
	Many of the technologies mentioned here have existed for decades, but only in recent years has their usage become widespread due to the improvement of individual technologies and through the convergence with other technologies. For example, Global Positioning System (GPS) technology, existing since the 1970s, reached widespread consumer adoption partly due to the growth of the cellphone and mobile device industries, fundamentally changing how people navigate the world. Currently, emerging technologies and trends such as 5G broadband cellular service, the Internet of Things (IoT), artificial intelligence (AI), and machine learning (ML) are all growing exponentially. As a result, their impact on the signage and wayfinding industry is just beginning to take shape and will likely lead to unforeseen changes in the coming years.



Overview	Signage & Wayfinding Technology
Human Factors	
	Each VA facility must evaluate the best solutions for its demographic makeup of visitors and patients. Not all VA visitors and patients feel comfortable navigating hallways using a mobile device rather than asking for directions. Interactive kiosks may be effective with one demographic group of users and not another. Technology is not intended to replace volunteers and traditional signage but may assist with an alternative method of delivering information and directions. More information about human factors can be found in <u>Section 1.2 Fundamentals of Wayfinding.</u>
A Cohesive Experience	
·	Due to the complexity of signage and wayfinding systems, projects may require coordination between multiple contractors, vendors, and internal departments. Amidst this complexity, it is crucial to maintain a cohesive experience across all patient communication channels, including appointment letters, signage, digital and printed visitor guides, websites, and mobile apps. In addition, the information and graphic standards presented in digital wayfinding experiences should be consistent with the facility's wayfinding master plan.



Signage & Wayfinding Technology

1.3.2 COMPONENTS

	The following outlines relevant technologies and recommendations for indoor wayfinding projects involving solutions beyond traditional signage. Since GPS-powered applications are ubiquitous among all contemporary smartphones, there is less often a need to develop additional infrastructure or platforms to help visitors navigate campus roadways.
	As discussed in <u>Section 1.2 Fundamentals of Wayfinding</u> , wayfinding systems can include various technological components such as digital displays, indoor positioning systems, online maps, and mobile applications. Note that if a wayfinding project requires any of these technologies, the complexity of planning and implementation can increase significantly. The wide range of existing digital wayfinding and navigation solutions requires an in-depth analysis of the individual facility to meet its needs successfully. Special consideration is needed for these projects as they potentially require additional infrastructure, including electrical and data connections and coordination with building operations and IT. They may also incur ongoing costs in software licensing, data management, cloud storage, IT infrastructure and support, and device repair and replacement. Training staff to use the system and keep its information consistent and up to date is also required. Ultimately, all digital signage and navigation technologies within a facility should utilize existing infrastructure and information systems, integrating with existing platforms when possible. This will minimize the duplication of information and efforts, improving the system's efficiency and performance.
Principle Components	
	The blend of technologies and services that each firm in this industry offers or recommends may vary. Still, one can become familiar with the principle components of a digital wayfinding system. A comprehensive solution will differ for each facility and may require a combination of technologies, services, and potential coordination between multiple consultants.
	Exterior campus areas have the benefits of already having mapping data from major tech companies and more accurate GPS. However, additional consideration will be necessary at more extensive medical facilities with multiple parking lots, parking structures, and buildings to help visitors navigate from parking to a specific building or transition between buildings.
Indoor Mapping Data	
σαρτάτο	Unlike outdoor areas, interior spaces initially have little or no publicly available mapping data, requiring all wayfinding maps to be adapted from existing floor plans and verified from an onsite survey of the environment. A meaningful indoor navigation experience involves digitizing the interior environment and converting it to an illustrated map using one or more processes. Additionally, a thorough survey of all public corridors and check-in locations will be needed due to the complexity of operations at VA facilities. The result should be digital 2D or 3D maps that designers, software developers, and facility professionals can use in signage, printed or web-based visitor guides, and other navigation platforms. Capturing the data can be achieved with one of two approaches:
	Manual Mapping - Designers can use architectural floor plans as a basis to

Manual Mapping - Designers can use architectural floor plans as a basis to illustrate 2D and 3D wayfinding maps. This is the standard method used by signage and design firms. In addition, a walkthrough survey of the site is



Components

Indoor Mapping Data Capture (Continued)

Signage & Wayfinding Technology

recommended to verify the current environmental conditions and locate check-ins and other points of interest.

Mobile Mapping Systems - Using various electronic devices and software applications, indoor environmental data can be captured and used to map the entire 2D or 3D indoor environment with high accuracy. The process requires a walkthrough of the entire space to achieve this level of accuracy. Many of the latest consumer mobile devices have built-in LiDAR sensors, which can be utilized with mobile mapping apps to map smaller rooms and environments. For larger environments like medical facilities, professional services that use advanced, commercial-grade equipment and robotics can be hired. Some of these firms also provide modeling services to build a virtual 3D model of the space and full-fledged navigation applications.



Figure 1-28 An advanced method of capturing three-dimensional indoor data is by scanning the interior with LiDAR enabled devices.

Indoor Positioning Systems (IPS)

An Indoor Positioning System is a network of devices that work together to locate people and objects where GPS is less effective. GPS accuracy can be limited indoors with a further reduction of accuracy for vertical travel between floors. Therefore, different technology is required inside buildings to produce accurate location data to provide navigation for visitors and equipment tracking.

An IPS typically consists of environmental sensors such as Bluetooth Low Energy (BLE) beacons placed throughout a facility that transmit a signal detectable by smartphones and other mobile devices. A dedicated mobile application interprets this data to illustrate the user's location and provide actionable navigation information.

An IPS can also integrate with other environmental systems, such as a Real-Time Locating System (RTLS), which locates and tracks RFID tags attached to objects and equipment. While an IPS and RTLS may serve different purposes, they may share data and be managed through a centralized database and software application.

The technologies used in digital wayfinding will likely vary from vendor to vendor. Some companies use widely available products, while others have proprietary technology and software. In addition, multiple positioning technologies are often used in conjunction to supplement their individual limitations and produce better results. Some technologies used to transmit indoor location data include Ultra-Wide Band (UWB), Wi-Fi, Wi-Fi RTT (Round Trip Time), Ultrasonic, and Angle of Arrival (AOA).



Components

Figure 1-29 Some Indoor Positioning Systems use Bluetooth beacons placed throughout the environment that are detectable by mobile devices

Signage & Wayfinding Technology



Digital Signage & Kiosks

Digital signage is the primary expression of a digital wayfinding system in the built environment. A familiar example is a directory and map displayed on a digital kiosk near entrances to a medical center. The use case, project requirements, and environmental conditions will determine the size, position, and placement of digital components. Like consumer smart TVs, digital signage can display static images and motion graphics or be interactive. The primary difference is that consumer TV displays are made for 3 to 6 hours of use a day, while commercial-grade digital signage displays have a life cycle rated for 8 to 24 hours of use a day. Interactivity can include touch, voice, or gestural activation, as well as QR code scanners allowing patients to scan appointment letters to receive wayfinding information.

In recent years, LED technology has replaced LCD as the primary type of consumer and commercial flat-panel digital display. LED technology advancements such as OLED and QLED aim to improve performance and image quality. However, the model of display and technology used will usually be specified by the vendor. As digital displays decrease in cost and energy consumption over time, it becomes easier to include them in wayfinding projects. At the same time, the ubiquity and power of mobile devices continue on an upward trend reducing the need for numerous digital displays.



Figure 1-30 (Left) Digital maps and directories can be freestanding or wall-mounted and portrait or landscape orientation.

Figure 1-31 (Right) Interactive displays and visitor guides can complement traditional signage.



Web/Browser-Based Applications

Signage & Wayfinding Technology

Web-based applications (web apps) are developed using the same tools and programming languages as websites and are only accessible through common internet browsers on mobile devices. Web apps can only be used with an internet connection. Typical examples at VA facilities are interactive maps and visitor guides that can be linked to on the facility's website. The benefits of web-based applications are ease of access and responsive design, which allows for use on various devices with different size screens, including mobile devices, interactive kiosks, and signage.



Figure 1-32 (Right) Web based interactive VA facilities map

Native Mobile Applications

Native mobile apps are developed specifically for a mobile operating system such as Apple's iOS and Google's Android and downloaded via their respective app stores. Native apps can offer more robust capabilities as they can access more of the smartphone's features and functionality than a browser-based app can. They can also have increased performance and the capability of offline use. However, many native apps still require an internet connection for some or all features.

The navigation strategy used by the mobile app will vary based on the requirements of the facility. Some apps use a map-based navigation strategy where a path is illustrated on a floor plan to guide the user, while others provide an "augmented reality" experience where the user points their device in the direction of travel and the app uses the device's camera to show the environment with superimposed navigation information.



Components

Native Mobile Applications (Continued)

Signage & Wayfinding Technology

Mobile applications should always be developed in conjunction with a wayfinding master plan to provide a cohesive visitor experience. Some useful features found in mobile apps for healthcare facilities:

- Turn-by-turn navigation with voice and text guidance
- Multi-language support
- Multi-building support for indoor/outdoor transitions
- Out-of-route rerouting
- Visual landmark-aided navigation
- Patient appointment info and alerts
- Parking reminders

QR Codes have grown in prevalence as a versatile digital communication device. Compared to standard UPC barcodes, they have a greater storage capacity for information due to their two-dimensional matrix configuration. As a result, QR codes are used to trigger various actions when scanned using a mobile device. Among the many uses, they can include a URL that opens a specific website, display text or images, send contact information to the user's device, and open applications. They can also be used similarly to UPCs to track and catalog objects and equipment with the added ability to store location data. Currently, the most relevant use cases in facility wayfinding are to display QR codes on wayfinding maps, kiosk displays, and visitor guides. When scanned by the user, the code can open a wayfinding map or application on their device, allowing them to utilize the information on their journey. Additionally, including QR codes on appointment letters can give patients easy access to wayfinding and appointment information.





U.S. Department of Veterans Affairs

QR Codes

Figure 1-33 QR Codes included on printed visitor guides and signage provide an easy way for visitors to quickly access the online guide via their mobile device. Sign Management

Signage & Wayfinding Technology

1.3.3 SIGN MANAGEMENT

Overview	Every s be effic about t manage location extend	ignage system, digital or traditional, has documents and datasets that must siently managed and maintained. See <u>Section 1.2.3 Master Plan</u> to read he components of a wayfinding master plan. Using technology to help e this information including the department listings, terminology, sign hs, and associated messages can help keep information consistent and the useful life of the signage system.
Approach 1: Consumer Software Tools	Popular used in For exa schedu Adobe and upo a PDF o	r applications within Microsoft Office and Adobe Creative Cloud can be conjunction to create, manage, and share wayfinding data and documents. ample, Microsoft Excel can be used to create and manage message les and directory lists. At the same time, location plans can be made in Illustrator or Corel Draw but may require a graphics professional to create date. The designer or manufacturer will typically provide sign drawings as document.
	Pros:	
	• Cons:	Relatively inexpensive software that most office professionals already know and use regularly.
	•	Must coordinate between multiple file types and applications.
	•	Files can be overwritten, and mistakes can be made.
Approach 2: Specialized	•	Difficult to keep track of changes made by multiple users over time.
Software Platforms	Subscri tools fo projects	iption-based web applications such as SignAgent and Wayfindit provide r managing sign details, message schedules, and location plans for multiple s.
	Pros:	
	•	These applications are cloud-based and can be used via all standard internet browsers.
	•	They have mobile-friendly versions for use in the field.
	•	Monthly per-user fees are relatively inexpensive
	• Cons:	They act as a centralized database for all related information.
	•	User interface and features are geared towards signage and EGD professionals and may not be intuitive to the average user.
	•	The initial process for data entry can be tedious.

• They have closed APIs, which require coordination with the vendor to custom-develop integrations with building management systems.



Sign Management

Approach 3: Custom Software Platforms

Signage & Wayfinding Technology

In some cases, a custom software solution is needed to manage signage and digital wayfinding tools such as interactive directories and maps. Numerous companies provide bespoke indoor mapping and wayfinding management solutions. In addition, some architectural signage companies have software to help both manage and update the signage system.

Pros:

- They are highly tailored to the needs of the individual facility.
- Wayfinding systems can be integrated with other facility management systems.

Cons:

- They are high-cost and time-consuming to develop.
- They incur ongoing maintenance and support fees.



Fabrication

Signage & Wayfinding Technology

1.3.4 FABRICATION

Overview	The following section provides an overview of contemporary processes used in signage production. The equipment and capabilities of signage firms will vary.
Digital Printing	Advances in Digital Printing have made it an efficient alternative to painting and screen printing of signage and graphics. Digital printing can be used in both indoor and outdoor applications. Ultimately, the type of printer and inks used will vary based on the signage firm.
	Benefits:
	Faster production runs for low-quantity items due to less setup.
	 Water-based inks have low or no Volatile Organic Compounds (VOCs), which help reduce indoor air pollutants.
	 Modern printers print at high enough resolutions to produce photographic quality images and large solid color fields without creating a noticeable moray pattern or streaking.
	Durable coatings can protect graphics against scratches and fading.
Wide Format Printers	Signage and graphics are typically printed using Large Format Printers. These commercial printers enable printing on a variety of large-format substrates.
	Roll-Fed: Roll-fed printers accept roll substrates, including paper, adhesive vinyl, and films. The print head remains fixed as the substrate moves through the feed. The print size is limited by the printer's width, which can range from 17in to 100in, but the length can extend up to 50 or 150 feet depending on the model. Printing at sizes wider than 100" is called Super-Wide or Grand format.
	Flatbed: Flatbed printers enable printing directly to a wide variety of sheet substrates such as acrylic, metal, and MDF. The dimensions of the flatbed limit the size of the printing.
	The substrate lays stationary on the flatbed while the print head moves along the print path.
	Hybrid: Hybrid printers are similar to roll-fed ones as the printer head is stationary but accepts sheet substrates to be fed through on rollers or a conveyor belt. This enables printing on rigid substrates like a flatbed while allowing longer print lengths like a roll-fed.
Figure 1-34 Wide-format digital printers allow for greater flexibility in design and low VOCs in comparison to silk-screening or painting. They also allow for	We are Women. We are Veto



- uantity items due to less setup.
- o Volatile Organic Compounds (VOCs), utants.
- ugh resolutions to produce photographic color fields without creating a noticeable
- phics against scratches and fading.

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Fabrication

Ink Categories

Signage & Wayfinding Technology

Aqueous inks use water as a solvent and either dye or pigment as a colorant.

- **Dye-Based** aqueous are typically used on paper or canvas as the ink stains the porous surface when applied and dries as the water evaporates. They can produce bright colors and high-quality images but are not water or UV-resistant without lamination.
- **Pigment-Based** aqueous inks combine a powdered substance with a water carrier. The pigment rests on the surface of the substrate once applied and requires an ink-receptive primer coating before printing. Pigment-based inks can result in more muted colors than dye-based inks but are water and UV-resistant.

Solvent-Based inks use pigment as well but use a solvent as the carrier. They adhere well to plastics, not requiring a primer, and are water and UV-resistant. The drawback is that solvents are Volatile Organic Compounds (VOC), requiring extra ventilation when printing and drying. ECO-solvent inks have been developed that do not produce harmful fumes and can be used in enclosed spaces.

Dye Sublimation is a pigment-based ink typically used on fabrics and banners. A reverse image is printed on coated heat-resistant transfer paper and then transferred to the substrate surface.

UV Curable (UVC) inks are aqueous-based and can have dye or pigment-based colorants, but they are cured using ultraviolet light. Their advantages are that they can adhere well to most substrates and are waterproof. The disadvantages are that they can be more expensive and have lower print quality.

Latex inks are similar to aqueous pigment-based inks but contain particles of latex that, when heat-cured, encapsulate and bind the pigments to the surface of the substrate. These inks are also waterproof and do not produce harmful fumes. Limitations to the process are that it requires heat which limits the range of media or substrates that can be used and consumes more energy.

Lamination

When printing on delicate substrates like paper and vinyl, various forms of lamination can be used to increase the durability and lifespan of signage applications.

Overlaminates are adhesive films that are applied to printed graphics as a protective barrier. They are manufactured in a variety of finishes, but matte or satin are typically used in signage applications to reduce glare. In addition, some overlaminates have unique properties such as graffiti, scratch, and UV resistance.

Hot Lamination is a process where a transparent film with a heat-activated adhesive is applied to a printed graphic by running it through a hot-roll laminator. This lamination is primarily intended for indoor use as it does not provide UV resistance.



Fabrication

Subtractive Manufacturing (Cutting, Routing & Milling)



Figure 1-35 Example of text routed from a sheet of brushed stainless steel using a CNC machine

Additive Manufacturing (3D Printing)

Signage & Wayfinding Technology

Most signage fabrication and manufacturing firms will utilize a wide variety of standard shop tools and machines. The category of machines most relevant to subtractive processes for signage fall under the umbrella term Computer Numerical Control (CNC), where the cutting path is determined by a CAD/CAM file. The three most common CNC categories are:

CNC Routing machines are composed of a flatbed capable of receiving a variety of sheet or block materials and a mechanized arm that can be equipped with different tool bits for routing and milling. Standard CNC routers operate on three axes (X, Y, and Z) where the cutting arm moves in all lateral directions and at varying heights above the flatbed.

Water Jet Cutting machines use a high-pressure water jet to cut various hard or soft materials. An abrasive is sometimes added to the mixture to cut harder materials like glass, stone, and metal. The benefits of the process are that it produces a precise, clean-cut edge without the heat generated by other methods.

Laser Cutting Is typically used for smaller, more intricate components where standard CNC tools are unsuitable. Safe materials include wood, paper, cork, and some specific plastics. Since the laser melts, burns, or vaporizes the material to create a cut edge, it produces heat and smoke, which can be hazardous without proper ventilation. Note that some plastics, such as PVC, cannot be used due to the production of toxic fumes.

5-Axis refers to the number of axes that the cutting tool can move along, X, Y, and Z, plus A and B rotational axes. The additional axes allow the cutting tool to approach the material from any direction and create fully three-dimensional shapes without turning or resetting the material. Due to high cost of these machines and the technical knowledge to operate them, not all signage firms will have them.

While not widely used in the manufacture of wayfinding components, there are potential applications for 3D printing in signage design. This industry is growing as 3D printers continue to increase in fidelity and decrease in cost. 3D printing is a computer-aided, additive process in which the material is built up to produce complex, three-dimensional forms.





U.S. Department of Veterans Affairs

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SECTION 2.1 INTERIOR SIGNAGE GUIDELINES



Interior Signage Guidelines

2.1.1 PLANNING

	An effective signage program for a facility has been holistically planned and coordinates all signage, including, but not limited to, room identification, department identification, informational / regulatory postings, directionals, directories, and orientation maps. For a large medical center, the basis of design for the interior signage system should be developed as part of a new or existing wayfinding master plan. For more information on developing a comprehensive wayfinding master plan, see <u>Section 1.2 Fundamentals of Wayfinding</u> . If your project includes mandatory policy or life safety signage, see <u>Section 2.2 Code & Life Safety Signage Guidelines</u> and <u>Section 2.3 Mandatory VA Policy & Directives</u> in addition to this section.	
	Developing a wayfinding master plan, and subsequently, planning and programming should be performed by a professional with significant experience developing interior signage systems for large healthcare facilities. The discussion of various topics in this Manual is not meant to convey that the facility and VA Staff should perform these tasks.	
Site Evaluation		
	A detailed site evaluation must be performed when planning an interior signage project. To begin the site evaluation, obtain and evaluate architectural floor plans for all the relevant buildings and spaces. Most facilities have building plans on file with the Engineering or Facilities Management Department. If the building has been remodeled or has additions, a combination of campus, building, and renovation plans may need to be referenced. Request the document format that matches your software capabilities. (Note: CAD and BIM files can be printed as PDF drawings and imported into Adobe Illustrator or other similar programs).	
During the Site Evaluation		
	Floor plans will be utilized for reference and documentation, but a thorough walk- through of the spaces will be required to verify conditions during the site evaluation. As you walk the spaces, look at the buildings from the perspective of a first-time patient or visitor and what they encounter. Below are general tasks and considerations. The site evaluation and information collected may vary depending on project scope (ex: Room ID vs. Directional / Wayfinding) and complexity (ex: Outpatient Clinic vs. Medical Center).	
	Identify Points of Entry and Destinations	
	 Primary and secondary entry and exit points of the building. 	
	Check-in locations of departments and services.	
	 Points of vertical transition within the building, such as elevators, stairs, and ramps. 	
	• Points of horizontal transition within the building leading to other buildings,	

Figure 2-1 Accurately identifying check-in locations and associated services is critical during a sitesurvey. In a large medical facility, signage should guide users to well identified check-in locations, not room numbers.





Planning

During the Site Evaluation (Continued)

Interior Signage Guidelines

Analyze Paths of Travel

- Primary paths of travel are from originating points, or main entries, to destinations.
- Secondary paths of travel are from a service or location to another service or location within the building, for example, from "Clinic B" to the "Pharmacy." Paths of travel are both horizontal, e.g., along a hallway, and vertical, e.g., traveling up and down on an elevator or stairs.
- For vertical travel, identify the floor range and destinations served by elevator bank.
- Are all paths accessible? If not, signage will need to direct to accessible paths.

Locate Intersections and Decision Points

- Intersections are locations where visitors must decide whether to turn or continue forward.
- Major high-traffic corridor intersections require more communication than minor, secondary intersections, and decision points.
- Tertiary decision points can be located within a department or service, guiding back out to reception or other areas within the department.

Conduct a Photo Essay

• Document all existing conditions, postings, and signs. A detailed photo essay is a valuable tool in developing a wayfinding master plan, presentation documents, programming the system, and discussing various signage needs in the future. Make sure to obtain VA approval before taking photos.

Annotate Architectural Conditions

- When points of entry, destinations, primary paths of travel, and intersections have been identified, review the locations to determine a variety of additional environmental considerations
- Sight lines, viewing distance, availability of wall space, ceiling height, corridor width, lighting, windows, wall type (glass, masonry, drywall, etc.), wall finish (paint, wallpaper, etc.), lighting, exit signs, firewalls, and sprinklers all play into the type of sign solution selected for each location.



Figure 2-2 On architectural plans, identify points of entry, destinations, paths of travel, intersections, and architectural conditions.



Planning

During the Site Evaluation (Continued)

Interior Signage Guidelines

Meet with VA Stakeholders

- Discuss future plans that may affect existing conditions or locations of various departments or services (construction, renovations, relocations, etc.).
- Review facility-wide policies, procedures, and regulations that may influence wayfinding (check-in processes, etc.).
- Meet with departments and services to understand specific signage needs.
- Solicit feedback from Staff and Veteran user groups.

The questions below provide a starting point to develop a wayfinding plan for building interiors.

• If there are multiple entrances to the building(s), do they serve different purposes or user groups (ex: valet, shuttle, staff, or a specific department such as SCI)? Are they accessible per ABA requirements?



- Is there an after-hours entrance that should be considered in the wayfinding plan?
- Are the locations of building entrances and elevators easily found?
- Have the elevator lobbies been clearly identified and provide proper guidance to users, including the elevator bank name, current level, levels served, directory, and orientation map?





During the Site Evaluation

Questions to Consider

Figure 2-3 Naming entrances simplifies wayfinding by enabling users to easily identify the correct entrance, establish a recognizable landmark, and navigate back to their starting point. To ensure effectiveness, entrance names should be kept simple and logical, such as using 'Main Entrance' as the primary entrance identifier.

Figure 2-4 Signs at elevator banks should identify the floor range and destinations served. Planning

Questions to Consider During the Site Evaluation (Continued)

Figure 2-5 When multiple departments or services check-in

at one location, develop an overarching name for the check-

in point. Appointment letters and

signage should then guide to the check-in. At the check-in

location, easy to update insertbased signs can list the departments / services served.

- What is the configuration of the corridor system?
- Are primary corridors easy to identify and follow?
- Are the hallways wide or narrow, and are they well-illuminated?
- Is there adequate lighting around intersections and elevator lobbies?
- Are existing paths of travel optimal and safe for the visitor?
- Do the employees access the building differently than the public? If so, what is the employees' desired path of travel within the building?
- Are department and service names accurate and consistent with the facility directory, appointment letters, and VHA-approved nomenclature?
- Are departments or services grouped by check-in location on maps and directories? Are check-in locations clearly identified on maps and signage?



- Does the existing building numbering system help or hinder wayfinding?
- Is the building or building group divided into logical areas so you can so you can guide from general to specific?
- Are there important departments located outside of the connected main building complex?
- Does signage clearly guide to the Emergency Department or Urgent Care?
- Which signs can have permanent messages, and which ones need to be changeable?
- Are placements of signs in locations where people are expecting them to be?
- Do existing signs adhere to ABA standards?
- Is there too much information on directional signs?
- Are restricted areas clearly marked?



Wayfinding Analysis

Interior Signage Guidelines

Reviewing the information gathered and answering the questions from the site survey will help establish the basis of a wayfinding plan that communicates and informs simply and directly. As part of the wayfinding master plan, develop a clear information hierarchy that establishes naming conventions (for buildings, building groups, building entrances, floors, elevators, and check-in locations) and how the buildings or building groups are logically divided into areas (if required) to simplify and improve wayfinding.

Keep in mind that the distinction between floors is typically less important in a large medical center than the clear identification of areas, primary paths, and destinations on the same floor. When patients and visitors are lost, they are typically on the right floor but confused in the maze of departments and halls.

Once a potential interior wayfinding plan is established, it should be tested and refined using draft sign locations on primary and secondary paths of travel and intersections. What seems logical in plan view may require further refinement to simplify the amount of information from the user's perspective at these decision points.

Refer to <u>Section 1.2 Fundamentals of Wayfinding</u> for additional guidance on developing a wayfinding master plan that works for your facility.



of Veterans Affairs
Planning

Develop a Signage System Standard

Using the guidelines outlined in the VA Signage Design Manual, develop a facilityspecific signage system standard that aligns with the wayfinding plan and complements facility architecture and interior design. The signage system standard should be developed for a large medical center as part of the overall wayfinding master plan.

Colors, imagery, graphics, and decorative finishes can be incorporated into the sign design to help visually communicate the wayfinding plan, differentiate areas of the facility, add visual interest, and complement the architectural environments. An ideal signage system design looks professional and polished, is based on an enduring style that will not quickly look outdated and can transcend the various architecture and interior design styles often found throughout a large medical center.

- The color palette used in a signage system can range in complexity per the unique conditions of each facility. For example, a large facility with several buildings and zones may benefit from a logical color-coding / branding system that distinguishes the different areas. Conversely, a smaller single-building clinic may use a relatively simple and consistent color palette and design.
- Images, icons, and patterns related to a common theme can also be used in the sign design. This can be useful when implementing a signage system in a facility where different areas have been assigned different color and material palettes.
- In <u>Section 4.1 Design Elements</u>, a standard palette of colors has been prepared for use in interior signage designs. These colors are intended to complement VA branding but are not required to be used in a signage program. Ultimately, the colors and finishes used in signage will be determined by the requirements and conditions of the individual facility. Any colors used as a background for text must meet the contrast requirements of ABA.
- Not all VA colors work well together. Consult your facility's Interior Designer and Signage Specialist to verify that the colors selected will work with your interior palette and that signage readability is maintained.
- The VA Logo and Seal cannot be superimposed, used as a background, or altered in any way, as per the VA Tier 1 Graphic Standards Guide.

For more information on developing the look of the signage system, including VA standard fonts and arrows, refer to <u>Section 4.1 Design Elements</u>.

Pacific District Blue	Shoreline District Purple	Historic District Green	Pier District Gold
PMS 7545 C	PMS 437 C	PMS 7498 C	PMS 7558 C

U.S

Master Plan.

Figure 2-7 Colors, symbols, and naming conventions can all be incorporated into the signage system standards to communicate the Wavfinding

Planning

Use a Component Signage System

Figure 2-8 Facilities benefit from using insert-based component signage systems due to ease of updatability, replacements, and ongoing maintenance. Interior Signage Guidelines

Interior signs for VA facilities should be based on a component signage system that allows for easy and inexpensive updates. Component signage systems can be updated with inserts printed on digital printers, allowing immediate message replacements to be created at the facility rather than being ordered from a sign manufacturer. They also should be able to mechanically fasten to the wall for easy replacement or reconfiguration without significant wall damage. This approach applies to both room and directional signs. See the <u>construction details</u> in this section for further information about component based interior sign systems.

Various types of component signage systems are available. Once a component signage system is selected, it should become the facility's standard and not be mixed with other systems, maintaining interchangeability and a cohesive look.



Interior Sign Categories

Interior Signs fall into various categories. This section covers room identification, department identification, informational / regulatory postings, directionals, directories, and orientation maps. Code and life safety signage, mandatory policy, and specialty signs are in other sections of this Manual.

• **Room Identification:** All permanent rooms in a facility should be labeled with a room number sign in tactile raised text and matching Braille to meet ABA specifications. Signs communicating the room activity to the patient and public, such as those identifying specific offices, exam rooms, and services, must accommodate an updatable text insert.

Security note: Signs identifying electrical, mechanical, telecommunication, data, and other rooms deemed sensitive for security reasons should consist of the room number only, which should follow the master building room numbering system. No descriptive name or title should be used, nor should they have a unique numbering system.



Planning

Interior Sign Categories (Continued)

Interior Signage Guidelines

- **Department / Check-In Identification:** Departments that occupy larger areas and include waiting rooms will require additional identification signage designed for high visibility. Multiple departments and services will often check-in at the same location, which should be clearly identified with signage.
- Informational and Regulatory Postings: Informational postings can communicate polices or procedures eliminating the use of paper signs which should NOT be used. Informational signs are often insert based so they can easily be updated. To avoid visual clutter, only post facility approved information that cannot effectively be communicated by staff. Regulatory signs can be door or wall mounted and communicate various restrictions such as authorized personnel only.
- **Directional:** Wall, soffit, and ceiling-mounted directional signs provide solutions for communicating wayfinding information in differing building conditions. Typically, ceiling or soffit-mounted directional signs display directional information for high-traffic destinations like Pharmacy or Outpatient Clinic Services. Wall-mounted directional signs can be used in hallways at intersections and decision points.
- **Maps and Directories:** Directories in lobbies and at elevator landings assist people in finding or confirming the location of services within a building or in other buildings. Information on directories, in most cases, should list destinations alphabetically, not by floors. Directories accompanied by an orientation map allow visitors to visualize the location of their destination and plan a route. For more information on Maps and Directories, see <u>Section 4</u> <u>Appendix</u>.



Figure 2-9 In key areas, custom environmental graphics can supplement the component signage system to highlight important information and create a memorable landmark.



Programming

Interior Signage Guidelines

2.1.2 PROGRAMMING

Location, Placement & Messaging

Further information and example Location Plans, Sign Schedules and Drawings related to this section can be found in <u>Section</u> <u>1.1.6 Submittals</u>. The location, placement, and messaging of signs occurs during the Programming Phase. For a large medical center, a wayfinding master plan should be developed before programming a signage system. See the planning part of this Section and <u>Section 1.1 Planning a Sign System</u> & <u>Section 1.2 Fundamentals of Wayfinding</u> to better understand how to approach a project.

The location plan establishes where a sign is located. The sign message schedule establishes what message is on each sign. Finally, the sign drawings show the type of sign and how the information is displayed. These three documents are the main components of signage programming.

To create the sign location plan, place a mark and a location number on the plan document as a placeholder for a sign type and sign message associated with that location. In the sign message schedule spreadsheet, enter the location plan number and corresponding sign type designation, and establish the text message of what that sign says. Sign type drawings are design documents that describe the sign size, text layouts, and fabrication information. The programming process can be done for all categories of interior signs concurrently or separately.

The programming of a signage system should take place shortly before implementation to avoid errors and duplication of work. Information and existing conditions can quickly change, rendering the programming data invalid.

General Guidelines

The following are best practice guidelines that should be followed when developing an interior signage program. It is not intended to be a training section of the Manual but to provide essential information, instructions, and suggestions that will help reduce common errors when programming an interior sign project. A signage system must serve not only Veterans of all ages and genders but family, friends, and staff that will need to locate patient rooms, departments, and services. In addition, consideration of mobility, eyesight, cognitive ability, stooped walking posture, and individuals using wheelchairs will all affect sign position, location, and text size.

- All tactile room number signs or other tactile room identification signs must meet ABA requirements for height and Braille text.
- Signs identifying electrical closets, mechanical rooms, and telecommunication rooms should only consist of the room number, which should follow the master building room numbering system. No descriptive name or title should be used, nor should they have a unique number system.
- Signs with updatable, digitally printed message inserts should be used, when possible, to allow for frequent changes.
- Overhead and protruding signs should have a minimum of 80 inches of clearance from the bottom of the sign to the floor.
- Overhead signs must not visually block EXIT signs and shall not block fire sprinkler spray patterns.



Message Content

Interior Signage Guidelines

- Keep messaging brief. Unnecessary information is confusing to the viewer.
- Use words that are familiar to the viewer and use the same words consistently throughout the signage program.
- When possible, sign messages should be worded positively to improve the viewer's experience.
- Reference the VHA Standardized Nomenclature document for a list of approved department names.
- For large medical centers, messages on directional signs should utilize a logical hierarchy of information established in the wayfinding master plan.
- Signs should progressively disclose information, guiding viewers from general to specific destinations. Do not anticipate decisions that can be made later. Unnecessary or premature information will confuse the reader. Instead, provide only information necessary to decide at that specific location.
- Typically, a person only reads 6 to 8 destinations on a directional sign. Any information greater than that is less likely to be read. Often secondary or minor information will need to be left off the signs to avoid a long list of information. Therefore, prioritization of communication, based on a hierarchy of information and progressive disclosure principles guiding from general to specific, is essential in large medical facilities.
- When developing the information for directional signs, keep in mind that high-traffic destinations should take top priority for being listed. Secondary destinations closest to the signs' location then become the next group of items to list.
- Overhead signs should only display a limited list of high-priority destinations and information.
- Room ID sign messages should identify the room based on its function or the role of the user (ex: Exam Room 1 or Nurse Manager). Using the names of individuals or providers is typically not recommended for security reasons and the level of future updates required.

Message Layout

- Use title-case (capitalization of the first letter of each word) text on directional and identification sign messages whenever possible. Title-case text is easier to read and is understood faster than text in all capital letters.
- Line spacing between two different messages should be greater than line spacing between lines of the same multi-line message group.
- Message areas should have margins on all four sides. Text should not be printed to the edge of the viewable message area.
- If a line of text needs to be reduced to fit on a sign, use only commonly understood abbreviations or decrease the text size for the entire message. It is typically not recommended to condense the typeface.
- On wall-mounted and overhead directional signs, destinations should be listed alphabetically and grouped by direction.
- On wall-mounted directional signs, avoid listing destinations located behind the viewer or on a different floor.



Programming

Interior Signage Guidelines



Choose text and field colors to achieve a high contrast level. In addition, the sign should contrast with its surroundings and in low light levels. Therefore, one should avoid combining mid-tone text colors with mid-tone field colors in low light levels.

Conciseness

Contrast



Simplify text and names to improve comprehension. Visitors and patients will not likely spend more than a few seconds looking at a sign. The information presented needs to be simple and relevant to the current location. The sign should also be located where a user expects to find information. It is imperative to use words and terminology that the average person understands. The words and terminology must be consistent throughout a signage program. Complex medical terms are generally NOT familiar to most people, so use terms easily understood by visitors and patients. Acronyms are even less understood by visitors, patients, and staff and should be avoided if possible.

Readability



Use "initial caps" (capitalizing the first letter of each word) or "title case" (capitalizing the first letter of most words except prepositions like "at" or "in" and conjunctions like "and" or "the.") as it is the most readable format for messages. Save the use of "all capital letters" for warnings and emphasis. Text layout and word choice are critical to the readability and effectiveness of a sign. Do not use redundant words when labeling a room. For example, use "Soiled Utility," not "Soiled Utility Room." Placing several signs with the same message creates visual clutter. State your message concisely and avoid filling empty space with extra words. This will increase the effectiveness and readability of a sign. Remember, visual clutter creates a visual overload similar to a loud, noisy environment.



Figure 2-10 Visual Character Height chart from Architectural Barriers Act

(ABA) Standards (2015)

Programming

Legibility & Copy Size

- In most conditions, sign text must be a minimum of 5/8" capital letter height. ABA has requirements for both tactile and visual copy. See <u>Section 4.1</u> <u>Design Elements</u> for more information on ABA requirements.
- The text size needs to be an appropriate height in relation to the viewing distance and the message being communicated. Directional signs need to have text larger than room identification signs. Overhead signs and low light conditions require larger text sizes.

Height to Finish Floor or Ground From Baseline of Character	Horizontal Viewing Distance	Minimum Character Height
40 inches (1015 mm) to less	less than 72 inches (1830 mm)	5/8 inch (16 mm)
than or equal to 70 inches (1780 mm)	72 inches (1830 mm) and greater	5/8 inch (16 mm), plus 1/8 inch (3.2 mm) per foot (305 mm) of viewing distance above 72 inches (1830 mm)
Greater than 70 inches (1780	less than 180 inches (4570 mm)	2 inches (51 mm)
mm) to less than or equal to 120 inches (3050 mm)	180 inches (4570 mm) and greater	2 inches (51 mm), plus 1/8 inch (3.2 mm) per foot (305 mm) of viewing distance above 180 inches (4570 mm)
greater than 120 inches	less than 21 feet (6400 mm)	3 inches (75 mm)
greater than 120 inches (3050 mm)	21 feet (6400 mm) and greater	3 inches (75 mm), plus 1/8 inch (3.2 mm) per foot (305 mm) of viewing distance above 21 feet (6400 mm)

Table 703.5.5 Visual Character Height

Arrows

- The correct use of arrows on directional signs ensures that the reader quickly understands directional information. See <u>Section 4.1 Design Elements</u> for the recommended arrow style and usage.
- Grouping information together that is in one direction and using one arrow is preferred. Using an arrow for each message can make the sign more difficult to read.
- Arrows should be placed to visually precede the message. This allows the reader to understand direction first and information second. It also allows the arrows to be visually separated from the text.
- Arrows should always be larger than the text they are affiliated with. It is recommended that the arrow size is at least one and one half (x1.5) times the capital letter height. For example, wall directional signs with a 1" capital letter size should have a 1 1/2" arrow size.
- The orientation of arrows is important to communicate direction effectively.



U.S. Department of Veterans Affairs May 16, 2023

Programming

Interior Signage Guidelines

Arrow Usage

Number Orientatio	Location Plar n Int	n erpretation	Number Orientati	Location P	an Interpretation
ں ا		Straight Ahead	⑦		Right
2 1		Up	8		Down on Right
3 K		Ahead on Left	®	<u>↓</u> ←-、– ~	Left
۹ ۲		Up on Left	® Ľ		Down on Left
<u>چ</u>		Ahead on Right	••		Down
6		Up on Right			



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Drog			

Visibility

- Signs should be located where a user expects to find information. Signs with . high contrast to the surrounding surface aids those who are vision impaired.
- Evaluate the sign color selections for effective contrast and readability in the . actual building condition or location where the sign will be installed.
- Limit other items mounted to walls and suspended from the ceiling near signage as they will compete for attention and create visual clutter.
- In addition to locating a sign at a wayfinding decision point, the legibility of the message at that location must be considered. Evaluate sign locations for visibility from afar. Each sign should be large enough to display its message with adequate text height for the viewing distance. Hallway ceilings have soffits and door openings which often restrict visibility. Existing equipment and architectural elements such as illuminated exit signs, pipes, ducts, and wall-mounted devices may also affect the sign's legibility.



Location of Signs

Figure 2-11

Line of Sight:

The total approximate field of vision is 135° (60° up and 75° down).

- Whenever possible, signs should face the intended viewer's position or path of travel.
- Position signs with a clear line of sight from the viewing point to the sign • face.
- All signs should be placed in a location that is clearly visible without temporary or permanent obstructions.
- Surfaces and areas for proper sign placement do not always exist. Either the ceiling is too low to install an overhead sign, or the wall space is unavailable in the normal line of sight. Evaluate the location and select the next best location.
- Keep signs to a minimum and consolidate them whenever possible. Signs in lobbies should consist of only those necessary for people to find their way within the building. Announcement banners, notices, and other promotional items should be discouraged in lobbies and throughout the corridor system.
- If an Emergency Department or Urgent Care is located within the facility, • ensure signs are located throughout the entry level(s) and entrances to guide to the department easily.
- A flag type sign can be used when a door or entrance to a restroom, stairwell, or other important room is recessed or not easily seen.



Programming

Placement on the Wall

Interior Signage Guidelines

- Room identification signs must be installed in specific locations and conform to specific dimension parameters. Refer to the discussion on ABA requirements in the Design Elements <u>Section 4.1 Design Elements</u> for more information.
- Refer to <u>Section 3.1 Interior Signage Drawings</u> for detailed drawings of each sign type showing the placement position required for its use.
- Correct placement of signs will result in the use of fewer signs. Too many signs in one location can create a cluttered appearance, cause confusion, and increase the difficulty for a viewer to find the information they are seeking.
- Interior lighting, wall colors, and material finishes need to be considered due to their effect on the visibility of signs.
- Signs may be installed on glass when there is no available wall surface. This includes rooms with glass sidelights on the latch side of the door. In these conditions, the preferred room identification sign placement is directly on the glass. A blank vinyl or acrylic back-up is necessary on the opposite side of the glass, exactly behind the sign being installed. This will cover the sign mounting adhesive, which typically includes double-sided tape.
- Items such as light switches, card readers, chart holders, bulletin boards, memory boxes, framed photos, and artwork must be coordinated with sign locations.
- Signs should be clearly visible and not obscured by furniture or equipment.



Figure 2-12 This preferred placement provides advance warning, perpendicular to the path of travel.



Programming	Interior Signage Guidelines
Historic VA Buildings	It is just as important in historical buildings to let people know where they are and where they need to go.
	In a historic building, if original signs exist, they should be used as a starting point for developing a new signage program that respects the original design style but meets the current requirements for interior signs.
	Sensitivity to colors, materials, finishes, building details, and the original architect's intent for the look of the building should be incorporated into the design of a new signage program. In addition, the sign product for a new signage program should be of the type that allows for updating and text changes to be conducted without complete sign removal and reinstallation.
	Care must be taken not to harm building materials when removing old signs and installing new ones. Placement of wayfinding signs in a historic building must consider circulation constraints that are sometimes a part of older corridor systems, as well as vertical movement within a building. Glass doors, special doors, high wainscot, special paneling, carvings, and trim detail may require compromise on sign placement, but locating signs should follow the interior sign installation guidelines as closely as possible.
	Additional assistance with signage programs for historic buildings is available from the Office of Construction & Facilities Management.
Existing Signage Program Removal	
	Before implementing a new interior signage program, perform a thorough evaluation of the demolition requirements of the current signage program and its impact on the facility's walls, doors, and ceilings.
	Request information from the facility on the location of fire walls and any known hazards that may affect sign removal including, but not limited to, asbestos and lead in ceilings, walls, or flooring. Determine what is required to patch, seal, and repair the building surfaces exposed because of the removal of old signs or letters. Repairs should match adjoining surfaces. Evaluate if tile or stone surfaces require repair or refurbishment. For example, will doors need to be refinished or painted?
	Make sure the sign removal scope of work requires the contractor to disconnect and remove any live electrical connections. In addition, make sure existing conductors and conduit are removed to the nearest junction box and are made safe.
	Be sure to clearly identify any signs that are to remain. It is especially important to save signs and plaques related to special dedications, donors, or displays that may be of historical importance. Cover or protect signs that are to remain or catalog, remove, safely store, and then reinstall as necessary.



2.1.3 SIGN OVERVIEW

The following overview illustrates the various types of interior signs for individual buildings, off-site clinics, or a complete medical center campus. Code and life safety signage, mandatory policy, and specialty signs are in other sections of this manual.

<u>Section 3.1 Interior Signage Drawings</u> of this manual provides detailed drawings of each of these signs.

The drawings should be used as a starting point to develop a facility-specific sign standard. The facility specific sign standard drawings should reflect the facility specific component-based signage system, sign types, colors, finishes, and graphics.

For more information on developing the look of the signage system, including VA standard fonts and arrows, refer to <u>Section 4.1 Design Elements</u>.

Sign Designations

Each sign in the program manual has been given a specific sign type number designation. This designation provides a common description that can be referenced when programming a site and ordering signs. The following explains how the sign type designations are derived.

IN - 03 .01 A

- **IN** Designates an interior sign.
- **03** Two-digit number identifies the sign type family.
- **.01** The two-digit number following the period identifies a specific sign within the sign family.
- A The letter designates a specific sign configuration, version and / or layout for graphics or symbols.



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Sign Overview

IN-09.09 Pictogram and Symbol

IN-09.10 **Privacy Notice**

IN-10.01-.06 Sign Frame Insert Holder

Interior Signage Guidelines



IN-10.01-.06



IN-13.02 Perpendicular Flag Mount Small



walt to

CR

ed before you each the desk

IN-12.01-.04

Unit

IN-13.01

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IN-13.02

Sign Overview

Interior Signage Guidelines

IN-14.01-.05 Wall Directional - Permanent Panel

↑ Receptionist PTSD Surgery Pharmacy Canteen

<u>IN-14.01-.05</u>

IN-14.06-.07

Wall Directional - Single Insert

IN-14.08-.11 Wall Directional - Dual Inserts

IN-14.12-.13 Wall Directional - Oversized Inserts

←
Main Entrance
Pharmacy
Primary Care
Tower Elevators

IN-14.06-.07

¢	•				
NC	ORTH	WIN	IG		
De	ntal	Serv	ice		
Ey	e Cli	nic			
Ρι	blic /	Affai	rs		
Pu	blic /	Affai WIN	rs	_	
Pu SC Ph	blic / OUTH arma	Affai WIN	rs IG		
Pu SC Ph Pr	DUTH arma	WIN ICY V Cal	rs IG re		

IN-14.08-.11

Main Entrance ParkIng Garage Pharmacy Primary Care Radiology Service Specialty Clinics

IN-14.12-.13

IN-14.14-.17 Floor Level Directional -Permanent Panel

IN-14.18 Floor Level Directional - Dual Inserts





IN-14.18



Sign Overview

Interior Signage Guidelines

Overhead Hanging Series IN-15

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	Panel/Strips Family
♥ Eye	tal Service
	-infic se



		Text		
Width	Height	Size	Mounting	Family
40"	6"	3" & 2"	Hanging	Panel/Strips
40"	6"	3" & 2"	Hanging	Insert
40"	12"	3" & 2"	Hanging	Panel/Strips
40"	12"	3" & 2"	Hanging	Insert
60"	6"	3" & 2"	Hanging	Panel/Strips
60"	6"	3" & 2"	Hanging	Insert
60"	12"	3" & 2"	Hanging	Panel/Strips
60"	12"	3" & 2"	Hanging	Insert
80"	6"	3" & 2"	Hanging	Panel/Strips
80"	6"	3" & 2"	Hanging	Insert
80"	12"	3" & 2"	Hanging	Panel/Strips
80"	12"	3" & 2"	Hanging	Insert
	Width 40" 40" 40" 60" 60" 60" 60" 80" 80" 80"	Width Height 40" 6" 40" 6" 40" 12" 40" 12" 40" 6" 60" 6" 60" 6" 60" 6" 60" 12" 80" 6" 80" 6" 80" 12" 80" 12" 80" 12"	WidthHeightText Size $40^{"}$ $6^{"}$ $3^{"} \& 2^{"}$ $40^{"}$ $6^{"}$ $3^{"} \& 2^{"}$ $40^{"}$ $12^{"}$ $3^{"} \& 2^{"}$ $40^{"}$ $12^{"}$ $3^{"} \& 2^{"}$ $40^{"}$ $12^{"}$ $3^{"} \& 2^{"}$ $40^{"}$ $12^{"}$ $3^{"} \& 2^{"}$ $60^{"}$ $6^{"}$ $3^{"} \& 2^{"}$ $60^{"}$ $12^{"}$ $3^{"} \& 2^{"}$ $60^{"}$ $12^{"}$ $3^{"} \& 2^{"}$ $80^{"}$ $6^{"}$ $3^{"} \& 2^{"}$ $80^{"}$ $6^{"}$ $3^{"} \& 2^{"}$ $80^{"}$ $12^{"}$ $3^{"} \& 2^{"}$ $80^{"}$ $12^{"}$ $3^{"} \& 2^{"}$	WidthHeightText SizeMounting $40^{"}$ $6^{"}$ $3" \& 2"$ Hanging $40"$ $6"$ $3" \& 2"$ Hanging $40"$ $6"$ $3" \& 2"$ Hanging $40"$ $12"$ $3" \& 2"$ Hanging $40"$ $12"$ $3" \& 2"$ Hanging $40"$ $12"$ $3" \& 2"$ Hanging $60"$ $6"$ $3" \& 2"$ Hanging $60"$ $6"$ $3" \& 2"$ Hanging $60"$ $12"$ $3" \& 2"$ Hanging $60"$ $6"$ $3" \& 2"$ Hanging $80"$ $6"$ $3" \& 2"$ Hanging $80"$ $6"$ $3" \& 2"$ Hanging $80"$ $12"$ $3" \& 2"$ Hanging $80"$ $12"$ $3" \& 2"$ Hanging $80"$ $12"$ $3" \& 2"$ Hanging



NOTE: Overhead sign IN15 series are hanging signs. To determine sign type and size required at a specific location, Verify project sign family, ceiling height, distance the sign is to be viewed and quantity of text. 2" high copy is NOT recommended for long hallways or for a sign that will be read at a great distance.





PG 18-10 Signage Design Manual			May 16, 2023
Sign Overview	Interior Signage Guide	lines	
IN-15.51/.55 Ceiling Mounted Directional and Department ID – 6" x 40"	EMERGENCY IN-15.51/.55		
IN-15.52/.56 Ceiling Mounted Directional and Department ID – 12" x 40"	 ★ West Eleva ★ Floors 1 - 4 	tors	
	<u>IN-15.61/.65</u>		
IN-15.61/.65 Ceiling Mounted Directional and Department ID – 6" x 60"	↑ Radiology	Vendin	g →
	<u>IN-1</u>	<u>5.52/.56</u>	
IN-15.62/.66 Ceiling Mounted Directional and Department ID – 12" x 60"	Main Hospital	Pharmacy Primary Care Radiology	→
	<u>IN-15.</u>	<u>62/.66</u>	
IN-15.71/.75 Ceiling Mounted Directional and Department ID – 6" x 80"	Podiatry Orthopedics Pulmonary Medicine	<u>IN-15.71/.75</u>	Specialty Clinic A Radiology
IN-15.72/.76 Ceiling Mounted Directional and Department ID – 12" x 80"	Spe	cialty Clinic	В
	Hematology	Nephrology	Urology
		IN-15.72/.76	



Sign Overview

Interior Signage Guidelines

Overhead Soffit Series IN-16

	Panel/Strips Family
P Dentæ	l Service
≮ Eve C	linic



			Text		
Sign Type	Width	Height	Size	Mounting	Family
IN-16.51	40"	6"	3" & 2"	Soffit	Panel/Strips
IN-16.55	40"	6"	3" & 2"	Soffit	Insert
IN_16 52	40"	10"	3 8 <u>0</u> 1	Soffit	Panol/String
IN-16.56	40"	12"	3" & 2"	Soffit	Insert
IN-16.61	60"	6"	3" & 2"	Soffit	Panel/Strips
IN-16.65	60"	6"	3" & 2"	Soffit	Insert
IN-16.62	60"	12"	3" & 2"	Soffit	Panel/Strips
IN-15.66	60"	12"	3" & 2"	Soffit	Insert
IN-16 71	80"	6"	3" & 2"	Soffit	Panel/Strins
IN-16.75	80"	6"	3" & 2"	Soffit	Insert
IN-16.72	80"	12"	3" & 2"	Soffit	Panel/Strips
IN-16.76	80"	12"	3" & 2"	Soffit	Insert



NOTE: Overhead sign IN16 series are soffit or wall-mounted signs. To determine sign type and size required at a specific location, Verify project sign family, ceiling height, distance the sign is to be viewed and quantity of text. 2" high copy is NOT recommended for long hallways or for a sign that will be read at a great distance.





PG 18-10 Signage Design Manual			May 16, 2023	
Sign Overview	Interior Signage Guideli	nes		
IN-16.51/.55 Soffit Mounted Directional and Department ID – 6" x 40"	EMERGENCY IN-16.51/.55	•		
IN-16.52/.56 Soffit Mounted Directional and Department ID – 12" x 40"	↑↓West ElevateImage: Floors 1 - 4	ors		
	IN-16.61/.65			
IN-16.61/.65 Soffit Mounted Directional and Department ID – 6" x 60"	↑ Radiology	Vendin	g →	
	<u>IN-16.52</u>	2/.56		
IN-16.62/.66 Soffit Mounted Directional and Department ID – 12" x 60"	Main Hospital	Pharmacy Primary Care Radiology	→	
	IN-16.62	2/.66		
IN-16.71/.75 Soffit Mounted Directional and Department ID – 6" x 80"	Podiatry Orthopedics Pulmonary Medicine		Specialty Clinic A	
		IN.16.71/.75	naulology	
IN-16.72/.76				
Soffit Mounted Directional and Department ID – 12" x 80"	Specialty Clinic B			
	Hematology	Nephrology	Urology	
		IN-16.72/.76		



Sign Overview

Interior Signage Guidelines

IN-17.01 Large Orientation Map

IN-17.02 Large Directory Listing



<u>IN-17.01</u>



IN-17.02

IN-17.03 Orientation Map

IN-17.04 Directory Listing

IN-17.05 Small Directory Listing



IN-17.03





IN-17.05

IN-18.01 Glass Door and Side Light Graphics

IN-19.01-.03 Dimensional Letters



<u>IN-18.01</u>



IN-19.01-.03



2.1.4 SPECIFICATIONS

The specifications for signs are available in the Master Construction Specifications (PG-18-1) area of the VA Technical Information Library, which is available on the VA web site under Office of Construction & Facilities Management.

Visit online: www.cfm.va.gov/til/spec.asp#10

Refer to Signage in the specifications, Division 10, Section 10 14 00.

For more information regarding specifications, contact the Office of Construction & Facilities Management, Facility Standards Service.

When preparing the specifications for a project, it will be necessary to adapt them to the individual facility and project. This may include information regarding the facility's specific component-based signage system, colors / finishes, and project requirements, such as specific sign types or installation requirements.

Depending on the project type, signage specifications can include the Sign Message Schedule, Sign Location Plans, and Sign Drawings. The Sign Message Schedule is a table that lists each sign's location number, sign type, and message, as well as other relevant details. The Sign Location Plans are a set of architectural plans showing numbered tags at the location of each sign. Sign Drawings illustrate the details and design intent for each sign type in the system. This information is required by the sign manufacturer and installer for production and implementation of the signs.

More information about signage system planning & programming and submittal examples can be found in <u>Section 1.1 Planning a Sign System</u> of the VA Signage Design Manual.



Construction

2.1.5 CONSTRUCTION

Overview

This section provides a sampling of component-based signage systems that meet the desired requirements for interior signage programs at VA facilities.

Component signage systems are made from standardized parts that can be configured to a wide range of sizes and use cases. They are well-suited for healthcare environments because they can be efficiently manufactured to meet performance requirements and be easily maintained, updated, and replaced over time. Systems with insert-based message components allow for updates to be made quickly and inexpensively by facility staff using a digital or laser printer. Insert-based signs are recommended for room identification, directionals, maps, directories, and any other sign types where message information periodically changes.

Component signage systems are available from several architectural sign companies and each company may offer multiple product lines and variations. Four generic system styles are described in this section, but other systems may be available that also meet the needed requirements.

The component system that has been selected should become the standard for the entire facility. Implementation of a component system requires commitment to a specific manufacturer's product. Carefully review the advantages and disadvantages of various component systems from different manufacturers. Contact other facilities that have installed the system that is being considered for feedback.

Component Signage System Styles:

The following pages illustrate four generic examples of signage system styles commonly used in VA facilities. The end-product and design customization will vary by provider and facility. See manufacturer drawings and documentation for more information.

- Flex-Fit System
- Sliding Rail System
- Snap-In Frame System
- Frame and Backplate System



Construction

Flex-Fit System

Interior Signage Guidelines

Flex-fit frame systems are composed of a frame with extruded aluminum parts that are mechanically fastened together. The frame receives interchangeable, frontloading sign face panels and insert-based components. The frame accepts components of variable thicknesses, securing them in place, flush with the sign face, using hidden spring clips or a similar mechanism.

Advantages to this system are that internal components are interchangeable and can integrate a wide variety of standard sheet materials and decorative finishes. Additionally, the extruded frame can be manufactured to any length allowing for a greater range of sign sizes. Each component within the frame system can be replaced, reconfigured, or updated so the sign can evolve with facility changes.

As with all component systems shown, this system can be insert-based for easy updates and mechanically fasten to the wall.





Sliding Rail System

Interior Signage Guidelines

A Sliding Rail System is composed of a backplate with evenly spaced rails that the sign face components attach to. The edges of the rail and sign components are concealed with extrusions that frame the entire sign. The dimensions of each sign type can vary in fixed increments limited by rail spacing on the backplate and standard component sizes. Components, of the same size and type, from one sign can be interchanged with similar components from another sign quickly and easily.

As with all component systems shown, this system can be insert-based for easy updates and mechanically fasten to the wall.







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Snap-In Frame System

Interior Signage Guidelines

The components of this signage system connect in a stacked configuration and the frame components snap into the sides to secure the components and conceal the edges. The dimensions of each sign type can vary in fixed increments limited on the standard component sizes. Components of the same size and type from one sign can be interchanged with similar components from another sign quickly and easily.

As with all component systems shown, this system can be insert-based for easy updates and mechanically fasten to the wall.



Construction

Frame and Backplate System

Interior Signage Guidelines

This type of signage systems has a simple construction comprised of a decorative extruded aluminum frame secured to a backplate that provides structural integrity. Sign face components are secured to the backplate either permanently or magnetically. The internal component edges are concealed by the aluminum frame.

As with all component systems shown, this system can be insert based for easy updates and mechanically fasten to the wall.





PG 18-10 Signage Design Mar	May 16, 2023
Installation	Interior Signage Guidelines
2.1.6 INSTALLATI	ON
	The required installation method depends on several factors, including the type of sign, weight, size, mounting location (ceiling or wall), surface material, and whether the sign needs to be removable in the future.
Wall Signs	Mechanical Fastening : Mechanical fastening is the preferred method for installing interior wall signs. Many interior signs are lightweight enough to not require this method, but it adds security and minimizes wall damage during removal. When using wall anchors the fasteners should penetrate a stud or backer behind the wall or use hollow wall anchors. Screws or tamper-proof fasteners can be used to prohibit vandalism.
	Masonry and Glass: Mechanical fastening should be avoided when installing on masonry, glass, or doors. On masonry surfaces, a combination of double-sided tape and silicone adhesive should be used. On glass, the sign should be mounted with VHB double-sided tape and silicone adhesive. A blank vinyl or acrylic back-up is necessary on the opposite side of the glass, exactly behind the sign being installed. This will cover the sign mounting adhesive.
	Door Mount: Since users may push or brush against doors, a low-profile acrylic panel sign with eased corners should be used in lieu of a thicker component-based sign. Mount signs to doors with VHB double-sided tape and silicone adhesive.
Flag-Mounted Projecting	
eigiio	Projecting signs must always be mechanically fastened to the wall surface with wall anchors penetrating a solid substrate, such as a stud or backing material behind the wall. In corridors, a flag-mounted sign should always be placed with the bottom of the sign height at 80" for clearance of pedestrians and equipment.
Ceiling Mounted Signs	Signs mounted above the pedestrian path of travel should always be mechanically fastened to a solid substrate with the bottom of the sign height at 80" for clearance of pedestrians and equipment. Typical placement of a ceiling mounted sign is in the center of a corridor or over the pedestrian path of travel.
	Illuminated exit signs should not be blocked by ceiling signs and fire sprinkler heads should not have their spray pattern impacted by a ceiling mounted sign. Sprinkler systems, exit signs, and other ceiling mounted items also must not block the clear viewing area of the sign. The sign should be relocated in any of these situations.
Vinyl Lettering and Graphics	
Graphico	Vinyl lettering can be installed on most hard clean surfaces. Plastic and glass should be cleaned and any dry matter, such as tape or glue, removed. Drywall should have a level 5 finish and, if freshly painted, should be allowed to dry for at least 72 hours prior to the application of vinyl graphics.



Dimensional Letters

Interior Signage Guidelines

Dimensional letters can be installed on most hard-to-clean surfaces. Letters can be mounted with double sided tape or an adhesive appropriate for the wall surface. Typically letters larger than 4 inches also have studs attached to the back. These studs are imbedded into the wall surface to support the weight of the letters. Studs must be used when a surface is rough and high textured.

Room Identification Signs

Height of room identification signs, with tactile characters and Braille, require specific placement to meet the requirements of the Architectural Barriers Act. Please refer to <u>Section 4.1 Design Elements</u> for relevant ABA requirements and refer to the installation drawings near the end of this Section.



Door Mount Signage Acrylic Plaque Construction & Installation:

A low-profile acrylic panel sign with eased corners should be used when mounting signs on doors.

Thicker component signage systems with multiple pieces are not recommended.

The acrylic signs should be of nonglare acrylic construction with second surface copy and graphics for durability.

Mount signs to doors with VHB double-sided tape and silicone adhesive.



Glass Mount Signage Construction & Installation:

For interior signs mounted to glass, an adhesive vinyl backing or 1/16" acrylic panel is required on the opposite side of the glass. The color should be neutral and align precisely with the sign to conceal its mounting.





Interior Signage Guidelines

Interior Wall Bracing for Heavy Signs and Cast Plaques:

Stud Backing Plate A

1. Maximum Weight: 25 lbs point load. If sign load exceeds this use Stud Backing Plate B. 2. Attach plates to 3 studs minimum.

3. Verify length, height, location, and number required. 4. Use #12 Self Tapping Screws

when attaching items to backing, U.O.N.

Stud Backing Plate B

1. Maximum Weight: 50 lbs point load. If sign load exceeds this use Stud Backing Plate C.

2. Attach plates to 3 studs minimum.

3. Verify length, height, location, and number required.

4. Use double stud when stud is supporting more than 2 backing plates

Stud Backing Plate C

1. Maximum Weight: 200 lbs/ft. 2. Attach plates to 3 studs minimum.

3. Verify length, height, location, and number required.

4. Use double stud when stud is supporting more than 2 backing plates.

Stud Backing Plate D

1. Maximum Weight: 300 lbs point load.

2. Attach plates to 3 studs minimum.

3. Verify length, height, location, and number required.



Stud Backing Plate A

1/16"/ 11/4

Stud Backing Plate C

Typ. Each



Notch Backing

Stud Flange.

Wall Stud Is

Continuous

Unpunched

Wall Studs

4 W.F. Stud **Backing Plate**



Stud Backing Plate B

Stud Backing Plate D





Ceiling Mounted Sign Detail:

Use for signs that weigh over 20 pounds and are mounted from a suspended ceiling system



Front View





Ceiling Mounted Sign

Use for signs that weigh over 20 pounds and are mounted from above a suspended ceiling system where attachment to ceiling is not possible. Sign support to be distributed to load bearing walls. Additional Unistrut beam may be required.

Interior Signage Guidelines







Installation

Interior Signage Guidelines

Detail 1

Installation detail: Sign Type IN-03.01

Detail 2

Installation detail: Sign Types IN-04.01, 04.02, 05.06, 05.07, 06.05, 06.06, 07.01, & 07.02.





Detail 3

Installation detail: Sign Types IN-08.01, 08.02, 09.01, 09.02, 09.03, 09.04, 09.05, & 09.06

Detail 4

Installation detail: Sign Types IN-09.09, 09.10, 10.01, 10.02, 10.03, 10.04, 10.05, 10.06, 10.07, 10.08, 11.01, 11.02, 11.03, 11.04, 14.01, 14.02, 14.03, 14.04, 14.05, 14.06, 14.07, 14.08, 14.09, 14.10, 14.11, 14.12, 14.13, 14.14, 14.15, 14.16, 14.17, 14.18, 17.01, 17.02, 17.03, 17.04, & 17.05









Installation

Interior Signage Guidelines

Detail 6

Installation detail: Sign Types IN-15.51, 15.52, 15.55, 15.56, 15.61, 15.62, 15.65, 15.66, 15.71, 15.72, 15.75, & 15.76



Detail 6

Detail 7

Installation detail: Sign Types IN-16.51, 16.52, 16.55, 16.56, 16.61, 16.62, 16.65, 16.66, 16.71, 16.72, 16.75, & 16.76





Detail 7



Installation

Detail 8

Interior Signage Guidelines









Detail 9


Installation

Interior Signage Guidelines

Detail 10

Tile wainscot wall installation guide for room identification signs.

Detail 11

Room identification sign installation guide for spinal rehabilitation and nursing home facilities.



Detail 12

Overhead sign installation over counter or registration desk. Minimum 6'-8" off the floor on a free handing header.





Detail 12: Side View

Detail 13

Overhead sign installation over opening with walk through and counter or registration desk. DO NOT place hanging header over opening.





Installation

Interior Signage Guidelines

Detail 14

Overhead lobby or waiting room hanging sign for high ceilings. DO NOT install handing sign in areas with ceilings higher than 12'-0". Use a wall-mounted flag sign.



Detail 14





U.S. Department of Veterans Affairs

SECTION 2.2 CODE & LIFE SAFETY SIGNAGE GUIDELINES



PG 18-10 Signage Design Manual		May 16, 2023		
	Planning	Code & Life Safety Signage Guidelines		
2.2.1 PLANNING This section of the Signage Design Manual provide Safety Signage. When planning a project, determin Code and Life Safety Signs or addressing a specif <u>1.1 Planning a Sign System</u> and coordinate with Interior Signage discussed in <u>Section 2.1 Interior S</u> <u>2.3 Mandatory VA Policy & Directives</u> .		This section of the Signage Design Manual provides guidelines for Code and Life Safety Signage. When planning a project, determine whether you are replacing all Code and Life Safety Signs or addressing a specific requirement. Review <u>Section 1.1 Planning a Sign System</u> and coordinate with other planned or implemented Interior Signage discussed in <u>Section 2.1 Interior Signage Guidelines</u> and <u>Section 2.3 Mandatory VA Policy & Directives</u> .		
		From the onset of the project, it is important to engage facility life safety personnel to:		
		• Discuss the project and establish them as a key member of the team.		
		Identify known needs and deficiencies.		
		• Determine whether the new signs will require any local or state codes be followed as the authority having jurisdiction (AHJ) in addition to national requirements.		
		 Obtain information on the locations of life safety equipment such as pull boxes, fire extinguishers, and AEDs. 		
		 Act as a subject matter expert to answer questions, review submittals, and provide facility specific information. 		
Site Eva	aluation	After the project scope has been determined, a detailed site evaluation needs to be performed. Obtain all applicable building floor plans. The plans need to be to be scaled with a notation of cardinal direction. Most facilities have building plans on file with the Engineering or Facilities Management Department. If applicable, obtain Life Safety Plans that show the location of life safety equipment to field verify.		
During	the Site Evaluation			
		• Meet with the VA project team to identify future plans that may affect existing conditions (construction, renovations, relocations, etc.).		
		Conduct a photo essay of existing life safety signage (if applicable).		
		 Identify building entrances, exits, stairwells, and elevators. 		
		Obtain egress route information (if applicable).		
		 Verify stairwell information including stair number, roof access, floor range, and exit discharge(s) (if applicable). 		
		• Survey for other Code and Life Safety signage needs within the project scope.		

Meet with other VA stakeholders, as needed, that may require specialized ٠ regulatory signage. This may include staff from Radiology and Nuclear Medicine, VA Police, or other departments that have specific regulatory signage requirements.



Signage System Standard

Using the guidelines set forth in this document, a standard family of Code and Life Safety components should be developed to meet the conditions of the facility.

- The facility's component-based signage system should be used to determine the Code and Life Safety signage specifications. The Code and Life Safety signage should maintain a consistent and cohesive signage system and standard.
- Background colors for signs not having a specific color requirement should match the facility standard or be complimentary to the building wall colors.



Programming	Code & Life Safety Signage Guidelines
2.2.2 PROGRAMMIN	G
	Determining the exact location, placement, and messaging for each sign occurs during the Programming Phase. The programming of a signage system should take place shortly before implementation to avoid errors and duplication of work. Information and existing conditions can quickly change, rendering the programming data invalid. Coordination with other signage and consideration of the following guidelines will assist in programming an effective Code and Life Safety signage system.
Adapt for Code Changes	
	This section covers the required Code and Life Safety signs at the time of publication. Regulations are constantly changing, and revised signs may be required for code compliance. Consult with facility life safety personnel and the latest applicable codes for the most current requirements.
Types of Signs	
	Code and Life Safety signs are identified in <u>Section 3.2 Code & Life Safety Signage</u> <u>Drawings</u> and include a description of use and application for each sign. These signs are in the color, size, and shape to conform with their respective function and requirement. Some colors, sizes, and shapes are determined by codes and regulations and cannot be altered. If a sign must be altered for a specific condition, verification of compliance is required.
Sign Placement Considerations	
	• Some Code and Life Safety signs have specific placement and location requirements that are not to be altered. Refer to the detailed drawings in <u>Section 3.2 Code & Life Safety Signage Drawings</u> and installation details at the end of this section for instructions and placement of each sign type.
	• The placement of Code and Life Safety signs takes priority over placement of all wall accessories such as bulletin boards, hand sanitizers, and artwork. These types of items will have to be relocated to meet the installation requirements of Code and Life Safety signs.
	 Coordinate ceiling mounted signs so they do not obstruct or block fire sprinkler systems, exit signs, or other signage.
Sign Size	• Code and Life Safety signs need to be mounted in locations that allow for clear viewing. Place signs so they are not obscured by furniture or equipment.
Sign Size	Code and Life Safety sign sizes that are illustrated in <u>Section 3.2 Code &</u> <u>Life Safety Signage Drawings</u> have been determined to work in most situations and conform to codes and regulations.
Message Content	Certain signs will require specific text developed for each sign location. Refer to the sign type drawings in <u>Section 3.2 Code & Life Safety Signage</u> <u>Drawings</u> .
Message Layout	
	Some Code and Life Safety signs have specific text layout and text size requirements that are not to be altered. The text and its size, as shown, have been determined to conform to codes and regulations.



Programming

Existing Signage Program Removal

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Code & Life Safety Signage Guidelines

Before implementing a new interior signage program, perform a thorough evaluation of the demolition requirements of the current signage program and its impact on the facility's walls, doors, and ceilings.

Request information from the facility on the location of fire walls and any known hazards that may affect sign removal including, but not limited to, asbestos and lead in ceilings, walls, or flooring. Determine what is required to patch, seal, and repair the building surfaces exposed due to the removal of old signs or letters. Repairs should match adjoining surfaces.

Do not remove any Code and Life Safety signs without having a temporary or replacement sign available to install at the same time the old signs are removed.



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2.2.3 SIGN OVERVIEW

The following overview illustrates the various types of Code and Life Safety Signs that are necessary for a medical center campus or single building.

Section 3.2 Code & Life Safety Signage Drawings of this manual provides detailed drawings of each of these signs.

These signs are shown in the color, size, and shape to conform with their respective function and requirement. Some colors, sizes, and shapes are determined by codes and regulations and cannot be altered. If a sign must be altered for a specific condition, verification of compliance is required.

Sign Designations

Each sign in the program manual has been given a specific sign type number designation. This designation provides a common description that can be referenced when programming a site and ordering signs. The following explains how the sign type designations are derived.

IN - 01 .28 .03 C

- **IN** Designates an interior sign.
- **01** Two-digit number identifies the Code & Life Safety sign family.
- **28** The two-digit number following the period identifies a specific sign type within the sign family.
- **.03** The two-digit number following the period identifies a specific sup-group of sign within the sign family.
- **C** The letter designates a specific sign configuration, version and / or layout for graphics or symbols.



Sign Overview

Code & Life Safety Signage Guidelines



IN-01.01.01 **Evacuation Plan Sign**

IN-01.01.03 **Guest Rooms Evacuation Plan** Sign



IN-01.01.01



IN-01.01.03 A



IN-01.01.03 B

rash

Cart

IN-01.02 Fire Extinguisher Identification Sign

IN-01.31		74	74	24
Fire Extinguisher Identification Flag Sign			· <u>AED</u>	•
IN-01.36 AED Identification Flag Sign	Fire Extinguisher	• Fire Extinguisher	Automated External Defibrillator	Cras . Ca
IN-01.37	5			
Crash Cart Identification Flag Sign	<u>IN-01.02</u>	<u>IN-01.31</u>	<u>IN-01.36</u>	<u>IN-01.37</u>
IN-01.03 Fire Procedure "R.A.C.E." Sign				
IN-01.04		In Case Of Fire Elevators Are Out Of Service	EIDE	

IN Elevator Call Button Sign

IN-01.05 Fire Door Sign

IN-01.06 No Exit Sign

IN-01.07.01-.04

Exit Sign

IN-01.08 Automatic Fire Door Sign - Hinged Door

IN-01.09 Automatic Fire Shutter Sign - Roll Up



IN-01.03





IN-01.04



IN-01.05





IN-01.07.01-04

Automatic Fire Door DO NOT BLOCK This fire door is arranged to swing closed automatically. Do not block the doorway of place any article in contact with the door.

IN-01.08

Automatic **Fire Shutter** DO NOT BLOCK This fire door is arranged to drop automatically. Do not block this area or place any article under the door

IN-01.09



Sign Overview

Code & Life Safety Signage Guidelines

IN-01.13 PUSH UNTIL ALARM SOUNDS DOOR CAN BE OPENED IN 15 SECONDS Push/Pull Alarm Identification Sign IN-01.14 THIS DOOR TO REMAIN UNLOCKED WHEN THE BUILDING IS OCCUPIED PULL UNTIL ALARM SOUNDS DOOR CAN BE OPENED IN 15 SECONDS Open Door Fire Safety Sign IN-01.13 A & B IN-01.14 IN-01.26 Push to Exit Sign Push to IN-01.27 IN EMERGENCY, IN EMERGENCY, Exit Emergency Push to Open Sign PUSH TO OPEN. SLIDE TO OPEN. IN-01.28 IN-01.26 IN-01.27 IN-01.28 Emergency Slide to Open Sign **NORTH STAIR NO ROOF ACCESS** IN-01.10 Stair Identification Sign LEVEL 14 STAIR 3 LEVEL 2 IN-01.11 EXIT **EXIT DISCHARGE** NFPA Stairwell Identification Sign AREA OF STAIR DOWN C. REFUGE **DOWN TO LEVEL 1** IN-01.12 ← **B2 THROUGH 14** an teantas Keep Door Closed Area of Refuge Sign IN-01.10 IN-01.11 IN-01.12 IN-01.25 No Re-Entry Floor Sign IN-01.29 NO RE-ENTRY FROM THIS EXIT Direction of Exit Sign DIRECTION NC LEVEL **Re-entry** ↑ UP IN-01.30 Nearest unlocked stair door above is Level X NOVE THE No Re-Entry Sign **Re-entry** Nearest unlocked stair door below is IN-01.33 **Re-Entry Sign** IN-01.25 IN-01.29 IN-01.30 IN-01.33



Sign Overview

Code & Life Safety Signage Guidelines

IN-01.15 Hazardous Material Information Sign	3 3		CAUTION OXYGEN IN USE	
IN-01.16.01 Oxygen in Use Warning Sign	ox		NO SMOKING NO OPEN FLAMES Any material that can burn In alr will burn more rapidly In the presence of oxygen. No electrical equipment is allowed within an oxygen enclosure or	MEDICAL GASES STORED WITHIN NO SMOKING
IN-01.16.02 Medical Gases Warning Sign	<u>IN-01.15</u>		within 5 ft. (1.5 m) of it.	OR OPEN FLAME
IN-01.16.03 Oxidizing Gases Warning Sign				
IN-01.16.04				
Positive Pressure Gases Warning Sign	CAUTION OXIDIZING	POSITIVE	The following gases in compressed	AWARNING RESTRICTED TO
IN-01.17 Compressed Gas Warning Sign	STORED WITHIN NO SMOKING OR OPEN FLAME	STORED WITHIN NO SMOKING OR OPEN FLAME	cylinders are present In this laboratory: Acetylene Hellum Ntrogen Nthric Oxide Argon Hydrogen	INHALATION ANESTHETIC AGENTS
IN-01.18 Nonflammable Anesthesia Restriction Sign	<u>IN-01.16.03</u>	<u>IN-01.16.04</u>	<u>IN-01.17</u>	<u>IN-01.18</u>
IN-01.19 Radioactive Material Warning Sign				
IN-01.20 Radioactive Area Warning Sign			4	<u>A</u>
IN-01.35 Radiation Warning Sign	CAUTION Radioactive Materials	CAUTION Radioactive Area	CAUTION Radiation	CAUTION High Voltage
IN-01.21 High Voltage Warning Sign	<u>IN-01.19</u>	<u>IN-01.20</u>	<u>IN-01.35</u>	<u>IN-01.21</u>
IN-01.22 Biohazard Warning Sign				
IN-01.23 Laser Warning Sign				NOTICE If you are pregnant or think you are
IN-01.24 Occupational Exposure Area Warning Sign	CAUTION BIOHAZARD	CAUTION Laser	EXPOSURE AREA	pregnant, notify the technologist.
IN-01.32 Pregnancy Notification Sign	<u>IN-01.22</u>	<u>IN-01.23</u>	<u>IN-01.24</u>	<u>IN-01.32</u>



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Sign Overview

Code & Life Safety Signage Guidelines

IN-01.34

Proper Attire Required Beyond this Point Sign

IN-01.38

Emergency Eye Wash Station Sign

IN-01.39 **Emergency Shower Sign**

IN-01.40 Emergency Shower / Emergency Eye Wash Station Sign



IN-01.34



IN-01.38





IN-01.39

IN-01.40



Code & Life Safety Signage Guidelines

2.2.4 SPECIFICATIONS

The specifications for signs are available in the Master Construction Specifications (PG-18-1) area of the VA Technical Information Library, which is available on the VA web site under Office of Construction & Facilities Management.

Visit online: www.cfm.va.gov/til/spec.asp#10

Refer to Signage in the specifications, Division 10, Section 10 14 00.

For more information regarding specifications, contact the Office of Construction & Facilities Management, Facility Standards Service.

When preparing the specifications for a project, it will be necessary to adapt the specifications to the individual facility and project. This may include information regarding the facility's specific component-based signage system, colors and finishes, and project requirements such as specific sign types or installation requirements.

Depending on the project type, signage specifications can include the Sign Message Schedule, Sign Location Plans, and Sign Drawings. The Sign Message Schedule is a table that lists each sign's location number, sign type, and message, as well as other relevant details. The Sign Location Plans are a set of architectural plans showing numbered tags at the location of each sign. Sign Drawings illustrate the details and design intent for each sign type in the system. This information is required by the sign manufacturer and installer for production and implementation of the signs.

More information about signage system planning and programming, and submittal examples, can be found in <u>Section 1.1 Planning a Sign System</u> of the VA Signage Design Manual.



Code & Life Safety Signage Guidelines

2.2.5 INSTALLATION

Code & Life Safety signs have specific location and placement requirements based upon their use, function, and code requirements.

Each sign type should be installed as illustrated in <u>Section 3.2 Code & Life Safety</u> <u>Signage Drawings</u> without deviation. This may require that furniture be moved, bulletin boards be relocated, etc. to ensure Code & Life Safety signage is installed in its correct location.

Wall Mount Signage:

Wall-mounted Code & Life Safety signage should adhere to the construction and specifications of the facility's component-based signage system to maintain consistency and cohesion. Concealed mechanical fasteners are the preferred installation method, consistent with all other interior signage.

Detail 1 - Glass & Door Sign Back-Up:





align precisely with the sign to conceal it's mounting.

Installation

Code & Life Safety Signage Guidelines

Door Mount Signage Construction & Installation:

A low-profile acrylic panel sign with eased corners should be used when mounting signs on doors.

Thicker component signage systems with multiple pieces are not recommended.

The acrylic signs should be of nonglare acrylic construction with second surface copy and graphics for durability.

Mount signs to doors with VHB double-sided tape and silicone adhesive.



Glass Mount Signage Construction & Installation:

For interior signs mounted to glass, an adhesive vinyl backing or 1/16" acrylic panel is required on the opposite side of the glass. The color should be neutral and align precisely with the sign to conceal its mounting.





Installation

Stairwell Guide

Certain signs relating to stairs require that they be installed at specific locations as defined by what floor they are located on.

Illustration 1 - Exit Level with Exterior Exit:



Illustration 2 - Exit Level with Interior Exit:





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Code & Life Safety Signage Guidelines





Installation

Discharge:

Code & Life Safety Signage Guidelines



Illustration 6 – Stair Entry for Floor Levels Above **Ground Level and Below Roof Level:**





Installation

Code & Life Safety Signage Guidelines

Illustration 7 – Roof Level:







SECTION 2.3 MANDATORY VA POLICY & DIRECTIVE SIGNAGE GUIDELINES



Mandatory VA Policy & Directive Signage Guidelines

2.3.1 INTRODUCTION

Introduction

This section of the VA Signage Design Manual is comprised of **policy and regulations** that are REQUIRED to be posted by applicable codes, laws, and VA Policy Directive. Only mandatory postings are included in this section.

Other types of signs required by code, regulatory bodies, or VA Policy Directive are found in each respective section of this Manual (<u>Section 2.1 Interior Signage Guidelines</u>, <u>Section 2.2 Code & Life Safety Signage Guidelines</u>, and <u>Section 2.5 Exterior Signage Guidelines</u>).

For each mandatory posting in this section, when it is used, where it is located, and what it says is specifically directed and not open to modification or revisions. See the detailed sign drawings in <u>Section 3.3 Mandatory VA Policy & Directive Signage Drawings</u> for more information.

Check for Policy Changes

This section covers the mandatory postings at the time of publication. VA Policy Directives constantly evolve and change, so check for any VA Policy Directives issued after the date of this publication that require signage to be posted.

Avoid Visual Clutter

While the content of the mandatory postings is not open to modification, the signage system used and configuration of the signage components should match the facility's sign standard and complement the architectural design whenever possible. When placing signs near each other, it is important to consider how all components will work together as a cohesive whole. Refer to the <u>Layout Examples</u> in <u>Section 3.3 Mandatory VA Policy & Directive Signage Drawings</u> for how these signs and others may be configured on a wall.





Mandatory VA Policy & Directive Signage Guidelines

2.3.2 SIGN OVERVIEW

The following Overview illustrates mandatory postings that are REQUIRED by applicable codes, laws, and VA Policy Directive.

<u>Section 3.3 Mandatory VA Policy & Directive Signage Drawings</u> of this manual provides detailed drawings of each of these signs and associated posting requirements.

Sign Designations

Each sign in the program manual has been given a specific sign type number designation. This designation provides a common description that can be referenced when programming a site and ordering signs. The following explains how the sign type designations are derived.

Note: This Section includes both interior and exterior Mandatory VA Policy & Directive signs despite being attributed with the prefix "IN".

For the sake of consistency amongst all VA official documentation, no sign designation shall change within this manual without the express written consent of the VA, followed by a VA Design Alert that is distributed on a monthly basis.

IN - 02 .06 A

- Designates an interior sign.
- **N** Identifies that the sign is non-illuminated.
- **02** Two-digit numbers identify a particular sign type family.
- **.01** The two-digit number following the period identifies a specific sign within the sign family.
- A The letter designates a specific sign configuration, version, or layout for graphics.



Sign Overview

Mandatory VA Policy & Directive Signage Guidelines





Sign Overview

Mandatory VA Policy & Directive Signage Guidelines

Grouped Signs

Signs may be combined as follows:

-IN-02.01 - Consent to Inspection -IN-02.10 - No Weapons Notice -IN-02.03 - No Weapons Policy

-IN-02.14 – Video Surveillance -IN-02.15 – Service Dogs -IN-02.02 – No Smoking, No Vaping

The signs can be grouped together in one display or broken into two displays of 3 signs each, following the same sequence.

Refer to the <u>Layout Examples</u> in <u>Section 3.3 Mandatory VA Policy &</u> <u>Directive Signage Drawings</u> for how these signs and others may be configured on a wall.



Grouped Signs: Multiple Panels



Grouped Signs: Single Panel



IN-02.04.01

IN-02.04.02



Sign Overview

Mandatory VA Policy & Directive Signage Guidelines

IN-02.04.03 Business Hours Sign - Interior

IN-02.05 Notice of Weapons Search Sign





IN-02.04.03

<u>IN-02.05</u>

IN-02.06 Parking Restrictions Sign

NOTICE

Parking restrictions are enforced daily by VA Police. Violators are subject to citation and tow at owner's expense. (38 CFR Section 1.218)



are enforced daily by VA Police. Violators are subject to citation and tow at owner's expense. (38 CFR Section 1.218)

IN-02.06



Sign Overview

Mandatory VA Policy & Directive Signage Guidelines

IN-02.07.01

Rights and Responsibilities of VA Patients

IN-02.07.02 Rights and Responsibilities of Family Members of VA Patients





IN-02.07.01

IN-02.07.02

<section-header><section-header><section-header>



Sign Overview

IN-02.08

Sexual Assault

Mandatory VA Policy & Directive Signage Guidelines





IN-02.08

IN-02.11 No Weapons Sign Large - Exterior

IN-02.12 No Weapons Sign Small - Exterior





Sign Overview

Mandatory VA Policy & Directive Signage Guidelines



IN-02.13





Mandatory VA Policy & Directive Signage Guidelines

2.3.3 CONSTRUCTION

All Mandatory Policy & Directive Signage should adhere to the construction and specifications of the facility's component-based sign system to maintain consistency. See <u>Section 2.1 Interior Signage Guidelines</u> and <u>Section 2.5</u> <u>Exterior Signage Guidelines</u> for additional information.

Three construction details are shown below for poster holders required by IN-02.07 sign types

Detail 1: Hinged Swing Frame

Standard hinged poster case with swinging glass door.



Detail 2: Snap / Clip Frame

Snap frame option where the frame bezel clamps onto the poster and lens, securing it to a backplate.



Detail 3: Flex-Fit Frame

A frame style with internal spring clips that secure the backplate, poster and lens layers against the front of the frame with pressure.







SECTION 2.4 SPECIALTY SIGNAGE GUIDELINES



2.4.1 INTRODUCTION

Overview

This section of the VA Signage Design Manual contains a variety of signage and related items that serve special purposes relevant to VA facilities. These items include manufactured products for:

- Freestanding Interior Signs
- Infection Control Stations
- Paper & Chart Holders
- Specialty Signs for Inpatient Mental Health and Community Living Centers
- Patient & Resident Dry Erase Boards
- Outdoor Banners
- Exterior Construction Signs

This is not an exhaustive catalog of items, only a sampling of those most commonly used. Many of these items are standard products that can be easily ordered and vary slightly based on manufacturer.

Specialty items may be included in larger interior or exterior sign projects, as well as smaller standalone projects. See <u>Section 1.1 Planning a Sign System</u> to learn more about the planning process. It may also be helpful to review <u>Section 2.1</u> <u>Interior Signage Guidelines</u> and <u>Section 2.5 Exterior Signage Guidelines</u>.

Avoid Visual Clutter

While all the items in this section are approved for use in VA facilities, it is important to make sure the products and systems used match the facility's sign standard and complement the architectural design whenever possible. Consider how all components will work together as a cohesive whole and avoid creating crowded and cluttered walls and environments.





Sign Overview

Specialty Signage Guidelines

2.4.2 SIGN OVERVIEW

The following overview illustrates specialty signs and products approved for use in VA facilities. <u>Section 3.4 Specialty Signage Drawings</u> of this manual provides detailed drawings of each of these items and their associated requirements.

Sign Designations

Each sign in the program manual has been given a specific sign type number designation. This designation provides a common description that can be referenced when programming a site and ordering signs. The following explains how the sign type designations are derived.

SP - 21 .03 A

- **SP** Designates a specialty sign.
- **03** Two-digit number identifies the sign type family.
- **.01** The two-digit number following the period identifies a specific sign within the sign family.
- **A** The letter designates a specific sign configuration, version and / or layout for graphics or symbols.



Sign Overview

Specialty Signage Guidelines



SP-22.01



File or Binder Holder

Sign Overview

Specialty Signage Guidelines

Sign Type SP-22 Specialty Room Signs	D516-01	D514-01
SP-22.05 Mental Health Room Number	<u>SP-22.05</u>	BED A
SP-22.06 Mental Health Room Identification		BED B
		<u>SP-22.06</u>
SP-22.07 Patient & Resident Room Dry Erase Boards SP-22.08 Resident Memory Case SP-22.09 Digital Memory Monitor	Mathematical Date ROOM Date Partier transmi Date Opartier transmi Date Partier transmi Date	EXAMPLE DESTE
	<u>SP-22.07</u>	<u>SP-22.08</u> <u>SP-22.09</u>
Sign Type SP-23 Pole Mounted Banner Signs		• •• US Department
SP-23.01 Banners: Pole Mounted	VA U.S. Depar of Veterans Your Town VA Medical Co	tment s Affairs enter
Sign Type SP-24 Temporary Construction Signs	A Construction of Construction	amo Vacut Town VA Medical Center temperature tass Managment VA Medical Center temperature tass Managment VA Medical Center temperature tem
SP-24.01 Construction Sign – Text Only 1		VA Office of Construction and Facilities Managament
SP-24.02 Construction Sign – Text with Rendering	<u>SP-23.01</u> <u>SP-24.01</u>	<u>SP-24.02</u>
SP-24.03 Construction Sign - Rendering	VA U.S. Department of Veterans Affairs	
SP-24.04 Construction Sign – Safety		The Poperties Work Call One
Sign Type SP-25 Dedication Plaque		
	<u>SP-24.03</u>	<u>SP-24.04</u> <u>SP-25</u>





SECTION 2.5 EXTERIOR SIGNAGE GUIDELINES



Planning

2.5.1 PLANNING

	An effective signage program for a campus is one that has been holistically planned and coordinates all signage, including, but not limited to, the main site identification sign, directional signs, building and entrance identification signs, and parking signage. The objective of all exterior signage is to clearly direct users to their destination and provide traffic control. For a large medical center, the basis of the exterior signage system should be developed as part of a new or existing wayfinding master plan. For more information on developing a comprehensive wayfinding master plan, see <u>Section 1.2 Fundamentals of Wayfinding</u> . For Mandatory VA Policy and Directive exterior signage, see <u>Section 2.3 Mandatory VA Policy & Directive Signage Guidelines</u> .	
	Developing a wayfinding master plan and, subsequently, planning and programming should be performed by a professional with significant experience developing exterior signage systems for large healthcare facilities. The discussion of various topics in the Manual is not meant to convey that the facility and VA Staff should perform these tasks.	
Site Evaluation		
	A detailed site evaluation needs to be performed when planning an exterior signage project. To begin the site evaluation, obtain a site plan of the campus. The plan should be to scale with a notation of cardinal direction, such as North. The plan needs to identify all major and minor roadways, driveways, alleys, access roads, parking lots, and parking structure locations. The plan should also indicate sidewalks, pathways, crosswalks, ramps, and stairways. Request the document format that matches your software capabilities. (Note: CAD and BIM files can be printed as PDF drawings and imported into Adobe Illustrator or other similar programs).	
During the Site Evaluation		
	Visit the site and drive and walk all major roads and pathways. Keep in mind that approaching the site by private vehicle or public transportation may be significantly different when there are multiple entrances. Below are general tasks and considerations. The site evaluation and information collected may vary depending on the project's scope and complexity (ex: Outpatient Clinic vs. Medical Center).	
	Identify Points of Entry and Destinations	
	 Primary and secondary entry and exit points of the campus. 	
	• The location and function of buildings and associated building entrances.	
	 The Emergency Department or Urgent Care, including patient and ambulance access points. 	
	 Parking locations (lots and garages) and associated restrictions or designations. 	

- Drop-off points, including valet parking if available.
- Public transportation access points, bus stops, shuttle stops, connections to partner facilities, and other points of interest.


Planning

During the Site Evaluation (Continued)

Exterior Signage Guidelines

Analyze Paths of Travel

- The campus exterior includes vehicular and pedestrian paths of travel. A vehicular path may include the roadway system from the main entry into the campus to a specific visitor parking lot. In contrast, a pedestrian path may consist of traveling from the parking lot to a building entrance.
- Observe and map out all circulation routes (vehicular and pedestrian), including primary and secondary roadways (with the direction of traffic flow), pedestrian paths (ex: sidewalks, crosswalks, tunnels, skywalks), and shuttle routes.

Locate Intersections and Decision Points

- Vehicular and pedestrian intersections and decision points should be identified and prioritized by how much traffic they receive and by their destinations.
- For vehicular intersections, note traffic restrictions and flow (ex: right turn only, 2 or 4 way stop, yield, and turning lanes).
- Major high-traffic intersections require larger scale and more concise communication than minor secondary intersections and decision points.
- Tertiary decision points can be located within parking areas, guiding to roadways, entrances, or drop-off points.

Conduct a Photo Essay

• Document all existing conditions, postings, and signs. A detailed photo essay is a valuable tool when developing a wayfinding master plan, creating presentation documents, programming the system, and discussing various signage needs in the future.

Annotate Environmental Conditions

- When points of entry, destinations, primary paths of travel, and intersections have been identified, review the locations to determine additional environmental considerations.
- Sight lines, viewing distance, landscaping, lighting, climate conditions, utilities, obstructions, retaining walls, grading, existing structures, and ground conditions all play into determining the type of sign solution selected for each location.

Meet with VA Stakeholders

- Discuss future plans that may affect existing conditions or locations of various departments or services (construction, renovations, relocations, etc.).
- Review facility-wide policies, procedures, and regulations that may influence signage or wayfinding.
- Meet with VA police to review traffic, policy, or parking procedures currently in place or that may be planned.
- Solicit feedback from Staff and Veteran user groups.



Planning

Questions to Consider During the Site Evaluation

The questions below provide a starting point to develop a wayfinding plan for the exterior campus. Consider the campus from the perspective of first-time patients and visitors and what they encounter along their journey.

- If there are multiple entrances to the campus, do they serve different purposes or user groups?
- What is the desired path of travel on the roadway system for visitors?
- What is the desired path of travel on the roadway system for employees and delivery personnel?
- How do visitors and ambulances reach the Emergency Department or Urgent Care (if applicable)?
- Where is patient/visitor parking located?
- Should patients/visitors park in different locations based on their desired destination?
- Where is staff parking located?
- Where is accessible parking located?
- Is there valet parking?
- How do visitors currently navigate the site and parking lots?
- How do the campus buildings' locations relate to roads, parking lots, and walkways?
- Where are building entrances located, and how do they relate to parking locations?
- What is the desired path of pedestrian travel from parking locations to building entrances? Are those paths accessible?
- Are there specific vehicular and building entrances for after-hours access?
- Which building entrances can visitors enter?
- Are building entrances accessible? If not, where is the closest accessible entrance?
- Will signs be located on federal property? If not, local sign codes and permitting may apply as they are the authority having jurisdiction.



Wayfinding Analysis

Example Exterior Information

Hierarchy

Exterior Signage Guidelines

Reviewing the information gathered and answering the questions from the site survey will help establish the basis of a wayfinding plan that communicates and informs simply and directly. As part of the wayfinding master plan, develop a clear information hierarchy that establishes naming conventions (for campus entrances, parking areas, buildings, building groups, and building entrances) and how the buildings or building groups are logically divided into areas (if required) to simplify and improve wayfinding.

Once a potential exterior wayfinding plan is established, it should be tested and refined using draft sign locations on vehicular and pedestrian paths of travel and intersections. What seems logical in plan view may require further refinement to simplify the amount of information from the user's perspective at these decision points.

Refer to <u>Section 1.2 Fundamentals of Wayfinding</u> for additional guidance on developing a wayfinding master plan that works for your facility.

Campus Entrances Gate 1 Gate 4 Parking Garages Garage 210 Annex Garage Building Entrances Building 54 Entrance Building 204 Entrance Building 54 Entrance Building 54 Entrance Building 204 Entrance

OLD – Naming Conventions from Site Survey

NEW - Naming Conventions with Logical Information Hierarchy





Planning

Develop a Signage System Standard

Exterior Signage Guidelines

Using the guidelines outlined in this Manual, develop a facility-specific signage system standard that aligns with the wayfinding plan and complements facility architecture and surroundings. The signage system standard should be developed for a large medical center or facility as part of the overall wayfinding master plan.

- By incorporating various design elements such as paint colors, sign cabinet shape, reveals, post style, decorative caps/finials, and masonry bases, a custom design theme can be created that ties into the wayfinding plan, geographic region, neighborhood, and architecture.
- Climate conditions must also be considered when developing a facilityspecific sign standard. For example, wind load on signs affects footing and sign construction requirements. Snowfall and frost line will also impact post length and footing.

For more information on developing the look of the signage system, including VA standard fonts and arrows, refer to <u>Section 4.1 Design Elements</u> and the construction details in this section.

Use a Component Signage System

Exterior monument, post-and-panel, and wall-mounted signs for VA facilities should be based on an aluminum extrusion component signage system that allows for updates and interchangeable components. The sign and extrusion drawings shown in this Manual have not been engineered or configured for extruding and do not represent a finish form or manufacturer. However, many manufacturers' extrusion systems will accomplish the illustrated objectives while differing slightly in dimensions or configuration.

Various types of component signage systems are available. Once a component signage system is selected, it should become the facility's standard and not be mixed with other systems to maintain a cohesive look and interchangeable system. See the <u>construction details</u> in this section for further information about component based exterior sign systems.





Exterior Sign Categories

Exterior signs fall into various categories and can be illuminated or non-illuminated. An overview of the five most common exterior sign categories is provided below. For information on signage for Parking Structures, see <u>Section 2.6 Parking</u> <u>Structure Signage Guidelines.</u>

- **Monument:** Monument signs can be illuminated or non-illuminated. They are often used as the main identification sign for a medical center or large clinic and may incorporate a digital LED message display. In addition, they may be used for directional and building identification along primary routes and at primary structures. As part of the design, masonry bases can be specified to increase height, protect the sign, and enhance the appearance.
- **Post & Panel:** Post & Panel signs are often non-illuminated but can be illuminated when a larger cabinet depth is specified. They are a versatile sign category and typically can be used to identify smaller VA facility locations and secondary entrances and serve as directionals, building/parking lot identification, and informational postings. An above-ground concrete pad can be specified to help protect the sign when installed in grass locations.
- **Single Post & Panel:** Single Post signs are non-illuminated. Typical use cases include traffic control, parking designations, mandatory postings, and pedestrian directionals.
- **Wall Mount:** Wall Mount signs can be illuminated or non-illuminated. They are mounted to a building or structure. The scale of these sign can vary significantly from large, illuminated cabinets to small aluminum panels. They are often used to identify buildings, entrances, and display informational postings.
- **Dimensional Letters:** Dimensional Letters can be illuminated or nonilluminated. They are mounted to a building or structure and can vary in scale and depth. Typical use cases include building identification, entrance identification, or a skyline logo mounted on the top of a hospital or VA facility. They can also be used as the main site identification sign for a medical center or large VA facility when attached to a structure such as a masonry entry wall.
- **Illuminated:** Internally illuminated signs should be considered for those locations where important information and directions must be communicated at night and during the day. The locations where internally illuminated signage should be used include, but are not limited to, primary entrances, along the primary path of vehicular travel, and buildings and entrances that have public activity in the early morning, late afternoon, and evening. A sign that is illuminated with floodlights can also be effective at night. Typically, this is a less expensive way to obtain an illuminated sign, but the ongoing maintenance will be considerably higher as ground-based lights get damaged frequently.
- **Non-Illuminated:** Non-illuminated signs can be specified with or without reflective copy. Reflective characters can typically function well for secondary signs at night and should be specified for most non-illuminated vehicular directional signs. Note: When using reflective copy, use a dark background color to ensure the sign is not "washed out" when illuminated with a vehicle's headlights.



Programming

Exterior Signage Guidelines

2.5.2 PROGRAMMING

Location,	Placement &
Messagin	g

Determining the specific location, placement, and messaging for each sign occurs during the Programming Phase. For a large medical facility, a wayfinding master plan should be developed before programming a signage system. See the planning part of this section and <u>Section 1.1 Planning a Sign System</u> & <u>Section 1.2</u> <u>Fundamentals of Wayfinding</u> to better understand how to approach a project.

There are three main components of signage programming. The location plan establishes where a sign is located. The sign message schedule establishes what text message on the sign is to say. Finally, the sign drawings show the type of sign, fabrication information, and how the information is displayed.

To create the sign location plan, place a mark and a location number on the plan document as a placeholder for a sign type and sign message associated with that location. In the sign message schedule spreadsheet, enter the location plan number and corresponding sign type designation, and establish the text message of what that sign says.

The programming of a signage system should take place shortly before implementation to avoid errors and duplication of work. Information and existing conditions can quickly change, rendering the programming data invalid.

General Guidelines

The following are best practice guidelines that should be referred to when developing an exterior signage program. This is not intended to be a training section of the Manual but to provide key information, instructions, and suggestions that hopefully reduce common errors when programming an exterior signage program.

- Never use text smaller than 3" capital letter height when a sign is intended to be read from a moving vehicle. Reference the <u>Viewing Distance Chart</u> for additional information.
- Text intended to be read by pedestrians should be a minimum of 1" capital letter height.
- All sign messages should be a minimum of 24" above grade.
- Signs require maintenance. Cleaning and waxing will extend the life of exterior signs.
- If overhead signs are suspended over vehicular paths of travel, ensure they have adequate clearance for trucks and other large vehicles. Adequate clearance can be interpreted to be 15'-0".
- Stacking bar signs should always have a blank bar between two different sets of directional information.
- Consideration should be given to the hours of operation of a facility (i.e., whether a department or building offers nighttime services) when determining if a sign should be illuminated.



Programming

General Guidelines (Continued)

• Signs not located on federal property may be required to comply with local sign codes and permitting. This often applies to outpatient clinic locations. In these instances, researching local sign codes and requirements must be performed before programming and sign manufacturing. Local codes can be highly prescriptive regarding the type, size, location, and quantity of signs allowed.

Message Content

- Keep sign messages brief.
- Use messages that the viewer can read and understand quickly.
- With the exclusion of directional signs, all other signs should convey no more than one concept or idea.
- Consider the vehicle's speed for signs to be read from a moving vehicle. At slow speeds, the driver may be able to read 7 or 8 words. At faster speeds, they will only be able to read 4 or 5.
- Use the same wording throughout the signage program consistent with the terminology developed in the wayfinding master plan.
- Signs should progressively disclose information, guiding viewers from general to specific destinations. Do not anticipate decisions that can be made later. Unnecessary or premature information will confuse the reader. Instead, provide only information necessary to decide at that specific location.
- When possible, sign messages should be worded positively to improve the viewer's experience.

Message Layout

- Use title-case (capitalization of the first letter of each word) text on directional and identification sign messages whenever possible. Title-case text is easier to read and is understood faster than text in all capital letters.
- Line spacing between two different messages should be greater than line spacing between lines of the same multi-line message group.
- Message areas should have margins on all four sides. Text should not go to the edge of the viewable message area.
- If a line of text needs to be reduced to fit on a sign, use only commonly understood abbreviations or decrease the text size for the entire message. It is typically not recommended to condense the typeface.
- The most important message or directional information should appear as the first line of text.



Programming	Exterior Signage Guidelines
Sign Size	

- The surrounding landscape will impact what size sign should be specified for that area. It is also important that shrubs and other plants do not hide or obscure the sign.
- Lettering and sign panel size should be appropriate for the distance and speed at which a sign is viewed.
- Signs intended to be seen from a moving vehicle need to be larger and require larger text than signs intended for pedestrians.

Viewing Distance

Figure 2-13 Viewing Distance

Chart

The following charts aid in determining the size of text in relation to the distance a sign is to be read. These charts are general, and some situations may require larger text than what is indicated.

Text				
Viewing Distance Up To:		Letter	Applicatior	
7.5 M	25'	25 mm	1"	ţ
12 M	40'	40 mm	1 1/2"	ţ
15 M	50'	50 mm	2"	ţ
24 M	80'	75 mm	3"	
33 M	110'	100 mm	4"	
48 M	160'	150 mm	6"	
75 M	250'	225 mm	9"	
97.5 M	325'	300 mm	12"	
150 M	500'	450 mm	18"	
195 M	650'	600 mm	24"	

Viewing Distance Up To:		Letter Height		
7.5 M	25'	75 mm	3"	
10.5 M	35'	100 mm	4"	
15 M	50'	125 mm	5"	
18 M	60'	150 mm	6"	
30 M	100'	200 mm	8"	
34.5 M	115'	225 mm	9"	
39 M	130'	250 mm	10"	
45 M	150'	300 mm	12"	



PG 18-10 Signage Design Manual

Programming

Figure 2-14 Sign Face Layout

Arrows

Illustration

Exterior Signage Guidelines

Using arrows correctly on directional signs ensures the reader quickly understands the information. Avoid adding arrows to every line of text. Instead, all messages relating to a single direction should be grouped to improve readability.

↑ Outpatient Entrance	↑ Outpatient Entrance	
Main Entrance	↑ Main Entrance	
North Campus	↑ North Campus	
Freight Entrance	← Freight Entrance	
West Campus	← West Campus	

Preferred



Arrows should precede the message, visually separated from the text, allowing the reader to understand direction first and information second. Arrows should be roughly 1.5 times as large as the adjacent text. For example, 3" capital letter size text would require an arrow of 4-1/2".





Sign Location Guidelines

The following are general guidelines for locating signs for appropriate vehicular and pedestrian viewing. Guidelines for specific sign types are shown in their respective sections.

Straight Ahead: Sign placement must be within the approaching driver's immediate cone-of-vision. Drivers cannot be expected to turn their heads to read a sign. Signs mounted more than 40 feet off the roadway because of special circumstances may require a larger panel to increase readability because the sign is outside the normal cone-of-vision.

Perpendicular: The face of the sign should be perpendicular to approaching viewers so that it is easily noticeable without them having to turn their heads. Sign faces should never be parallel to the viewer as they could be easily missed.

Right Side: Place signs on the right side of the roadway whenever possible. Drivers are not conditioned to look to the left side of the road for driving information. An exception to this rule is when a double-face standard identification sign is used and mounted perpendicular to a facility entrance roadway. This sign should be sized and placed with clear visibility and readability from both directions.

Distance Legibility: All signs must be clearly legible from the distance they are to be read. The <u>Viewing Distance Chart</u> illustrates the appropriate text size.

Advance Warning: Signs on roadways that communicate the desired reaction should be placed in advance of the intersection to afford a safe distance for reaction to and execution of the maneuver.

Viewing Angle: Mount signs at eye level. The height of the average viewer's eye level is 5'-6" (1650 mm) standing and 4'-6" (1350 mm) while driving a car. Signs placed for viewing from long distances will be mounted higher than those in the immediate foreground. Mounting height is measured from the ground level to the bottom edge of the sign panel.

For signs mounted along roadways, the grade of the road is considered ground level. When ground-mounted signs on two posts are placed on sloping or inclined grades, adjustments must be made to the post lengths and mounting heights. Extreme differences between post lengths should be minimized whenever possible.

Spacing: Signs must be located with consideration to other signs in the area. The location of signs should be carefully selected so that groups of signs are placed without creating a cluttered appearance. Also, drivers must be given time to read and react to one sign before another is presented.

Site Preparation: Placement must be carefully considered to ensure that the sign fits the location without major modification. It may be necessary to clear some shrubs or bushes or relocate an obstruction.

Field Test: If needed, an effective way to determine a sign placement location is to place the actual sign in the proposed location for verification. This is relatively simple for pedestrian signs as they are viewed from relatively short distances. For signs viewed from a moving vehicle, testing should include driving the approach from which it is viewed to verify the proposed location. A temporary mockup, such as a paper banner (the same size as the proposed sign), can be used to check placement against the criteria listed above.



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Sign Location Guidelines (Continued)

Figure 2-16 Sign Location

Illustration

Exterior Signage Guidelines

Correctly locating signage usually means fewer signs are required. Too many signs can create a cluttered appearance and increase the difficulty for viewers to find the information they seek. The colors and material finish of buildings need to be considered as this impacts the visibility of signs.





Programming

Sign Placement Considerations

Figure 2-17 Placement / Roadway Illustration

- Always evaluate a sign's placement at night and in the daylight. Lighting conditions and visibility may change at night or sunset, making a particular placement unsuitable.
- For illuminated signs, consider where suitable electrical utilities are located.
- All signs should be placed in a manner that will be clearly visible to a driver at all times of the year. For example, ensure that snow or removal piles do not bury signs.
- Signs that receive spray from irrigation sprinklers will show a buildup of residue from the minerals in the water, resulting in a poor appearance. The sign's life could be shortened depending on the materials used in its construction.
- Do not place signs in locations where people may walk into them or where they will constrict accessible paths of travel. Do not place signs any closer than 12" from a walkway.
- Do not place signs too close to curbs. Car overhangs and door swings should be considered.
- Signs placed at the head of a parking stall need to be set far enough away that the bumper of a car does not strike the sign (reference the installation portion of this section).





Programming

Existing Signage Program Removal

Exterior Signage Guidelines

Before implementing a new signage program, perform a thorough evaluation of the demolition requirements of the current signage program and the effects and impact on the facility's landscaping and irrigation system.

Old sign footings do not typically have to be removed completely. They should, however, be demolished to at least 1 foot below grade. Check to see what is required to patch, seal and repair building penetrations and surfaces exposed after the removal of signs or letters. Repairs should be planned to match adjoining surfaces.

Make sure the sign demolition scope of work requires the contractor to close off any live electrical connections. Remove existing conductors and conduit to the nearest junction box and make it safe.

Be sure to clearly identify signs that are supposed to remain. It is especially important to identify markers and signs related to special objects or displays on the medical center campus or a building.

DO NOT remove any traffic signs without having the replacement signs available and installed at the time the old signs are removed.



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2.5.3 FACILITY NAMES

The following layouts depict the various ways that facility names are to be shown on the main identification sign. In all cases, note that there is a hierarchy in the presentation. The "VA Logo" and "U.S. Department of Veterans Affairs" is always on the top of the sign and in larger letters than the rest of the name. VISN identification is always at the bottom of the sign and has the smallest letters.

Facility Name Message Layouts





Exterior Signage Guidelines

2.5.4 SIGN OVERVIEW

The following overview illustrates exterior signs for VA leased or owned facilities. For exterior Mandatory VA Policy & Directive signage refer to <u>Section 2.3</u> <u>Mandatory VA Policy & Directive Signage Guidelines</u>.

<u>Section 3.5 Exterior Signage Drawings</u> of this manual provides detailed drawings of each of these signs.

The drawings can be used as a starting point to develop a facility specific sign standard using colors, cabinet shapes, post styles, decorative caps / finials, and sign bases that tie into the wayfinding plan, geographic region, neighborhood, and architecture.

For more information on developing the look of the signage system, including VA standard fonts and arrows, refer to <u>Section 4.1 Design Elements</u> and the construction details in this section.

Sign Designations

Each sign in the program manual has been given a specific sign type number designation. This designation provides a common description that can be referenced when programming a site and ordering signs. The following explains how the sign type designations are derived.

EI - 03 .01 A

- **E** Designates an exterior sign.
- I Identifies that the sign is internally illuminated.
- **03** Two-digit numbers identify a particular sign type family.
- **.01** The two-digit number following the period identifies a specific sign within the sign family.
- A The letter designates a specific sign configuration, version, or layout for graphics.

This Section includes Exterior Illuminated (EI), Exterior Non-Illuminated (EN), and Parking Lot (PL) signage, all of which are illustrated in the following Overview pages.



PG 18-10 Signage Design Manual May 16, 2023 **Exterior Signage Guidelines** Sign Overview **U.S.** Department VA EI-01.01 of Veterans Affairs VA | U.S. Department of Veterans Affairs Site Monument Large -Lee County Health Care Center Lee County Health Care Center Bay Pines Health Care System 5' x 12' Bay Pines Health Care System VA Sunshine Health Care Network VA Su ne Health Care Net EI-01.02 Site Monument Medium -4' x 10' EI-01.01 EI-01.02 VA U.S. Department of Veterans Affair EI-01.03 Site Monument Small -Lee County Health Care Cente 4' x 8' Bay Pines Health Care System EI-01.04 VA Sunshine Health Care Network ee County Vertical Site Monument Large -VA U.S. Department of Veterans Affairs 12' x 5' Bay Pines Healthcare Sy Lee County Health Care Center Bay Pines Health Care System VA Sunshine Heelthcare Network EI-01.05 VA Su dealth Care Net Vertical Site Monument Small -8' x 4' EI-01.03 EI-01.04 EI-01.05

EI-02.01 Directional Monument Large – 6' x 6'

EI-02.02 Directional Monument Small – 6' x 4'

Post & Panel Site Identification -

Post & Panel Directional -



EI-02.01

EI-03.01

VA U.S. Department of Veterans Affairs

Tomah VA Medical Center

VA Great Lakes Health Care Network



<u>EI-02.02</u>



<u>EI-03.02</u>



EI-03.01

EI-03.02

4' x 8'

4' x 6'

PG 18-10 Signage Design Manual			May 16, 2023	
Sign Overview	Exterior Signage Gui	idelines		
EI-04.01 Post & Panel Stacking Bar Directional – 4' x 8' EI-04.02 Post & Panel Stacking Bar Directional – 4' x 6'			utpatient Entrance buth Campus Buildings 137, 332, 323, & 325 eight Entrance orth Campus	
	<u>EI-04.01</u>		<u>EI-04.02</u>	
EI-06.01 Wall Mounted Overhead EI-06.02 Wall Mounted Building Identification	VA Outpatient Clinic	c	VA U.S. Department of Veterans A ffairs	
			Community Based Outpatient Clinic	
	EI-06.01		<u>EI-06.02</u>	
EI-08.01 Wall Mounted Ambulance / Emergency Overhead EI-08.02 Wall Mounted Ambulance / Emergency Identification EI-08.03 Post & Panel Ambulance /	EMERGENCY	EMERGENCY Patient Drop Off	EMERGENCY Patient Drop Off	
Emergency Entrance Identification	EI-08.01	<u>EI-08.02</u>	<u>EI-08.03</u>	
EI-09 Illuminated Letters & Logo	VA Health Care VA Medical Center VA	e Center		
	<u>EI-09</u>			



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Sign Overview

Exterior Signage Guidelines

EI-14

4-Sided Site Monument

EI-15.01 4-Sided Directional Site Monument

EI-15.02 4-Sided Directional Site Monument with Address



EI-16.01

Vertical Site Monument with Electronic Message Unit

EI-16.02

Horizontal Site Monument with Electronic Message Unit



El-16.01

El-16.02

EI-17 Information Center Monument



<u>EI-17</u>





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Sign Overview

Exterior Signage Guidelines

EN-05.01 Single Post & Panel Large – 2'-6" x 2' EN-05.02 Single Post & Panel Medium – 2' x 1'-6" EN-05.03 Single Post & Panel Small – 1'-6" x 1'	Freight Loading Zone	EN-05.02	EN-05.03
EN-06.01 Wall Mounted Overhead EN-06.02 Wall Mounted Building Identification Large EN-06.03 Wall Mounted Building Identification Large with Message Panel	CA Outpatient Clinic	US Department of Veteratas Affairs Oortpatient Clinic	Bullding 2300 Admissions Dental Offici
EN-06.04 Wall Mounted Building Identification Medium EN-06.05 Wall Mounted Building Identification Medium with Message Panel EN-06.06 Wall Mounted Building Identification Small	230 EN-06.04	Building Beind reaction Beind reacti	Building 230
EN-06.07 Wall Mounted Informational Medium EN-06.08 Wall Mounted Informational Small	EN-06.07	EN-06.08	



U.S. Department of Veterans Affairs

Section 2.5.4

PG 18-10 Signage Design Manual Sign Overview	Exterior Signage	Guidelines		May 16, 2023
PL-12.01 Post & Panel Parking Identification PL-12.02 Single Post & Panel Informational PL-12.03 Single Post & Panel Parking Stall Designation	EMERGENCY	EMERGENCY Patient Drop Off T	EMEF Patent	RGENCY Drop Off
PL-12.04 Single Post & Panel Accessible Parking Stall Designation PL-12.05 Single Post & Panel Accessible	VA Health Car VA Medical Center VA	re Center		
Parking Area PL-12.06 Pole Mounted Parking Lot or Area Identification	<u>EN-09</u>	STOP	DO NOT ENTER	YED
PL-12.07 Wall Mounted Informational PL-12.08 Single Post & Panel Permit Parking Stall Designation PL-12.09 Single Post & Panel Permit Parking Stall Designation		EN-10.01 SPEED LIMIT 15 EN-10.04	EN-10.02 KEEP RIGHT EN-10.05	EN-10.03 ONE WAY EN-10.06
PL-13 Electronic Stall Availability Sign PL-15 Painted Stall Identification Number	EN-10	EN-10.07	<u>EN-10.08</u>	EN-10.09



EN-11.02

EN-11.03

EN-11.01

<u>EN-14</u>

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Sign Overview

PL-12.01

Exterior Signage Guidelines

Post & Panel Parking Identification PL-12.02 Single Post & Panel Informational PL-12.03 Single Post & Panel Parking Stall Designation PL-12.01 PL-12.02 PL-12.03 **M8** PL-12.04 Single Post & Panel Accessible Parking Stall Designation PL-12.05 Single Post & Panel Accessible Parking Area PL-12.06 Pole Mounted Parking Lot or Area Identification PL-12.04 PL-12.05 PL-12.06 PL-12.07 Wall Mounted Informational PL-12.08 Single Post & Panel Permit Parking Stall Designation PL-12.09 Single Post & Panel Permit Parking Stall Designation PL-12.07 PL-12.08 PL-12.09 PL-13 Electronic Stall Availability Sign paces Available BBBB PL-15 Painted Stall Identification Number 3114 3116 3118

<u>PL-13</u>

<u>PL-15</u>



U.S. Department of Veterans Affairs 3120

2.5.5 SPECIFICATIONS

The specifications for signs are available in the Master Construction Specifications (PG-18-1) area of the VA Technical Information Library, which is available on the VA web site under Office of Construction & Facilities Management.

Visit online: www.cfm.va.gov/til/spec.asp#10

Refer to Signage in the specifications, Division 10, Section 10 14 00.

For more information regarding specifications, contact the Office of Construction & Facilities Management, Facility Standards Service.

When preparing the specifications for a project, it will be necessary to adapt the specifications to the specific facility and project. This may include information regarding the facility's specific component-based signage system, colors / finishes, and project requirements such as specific sign types or installation requirements.

Depending on the project type, signage specifications can include the Sign Message Schedule, Sign Location Plans, and Sign Drawings. The Sign Message Schedule is a table that lists each sign's location number, sign type, and message, as well as other relevant details. The Sign Location Plans are a set of architectural plans showing numbered tags at the location of each sign. Sign Drawings illustrate the details and design intent for each sign type in the system. This information is required by the sign manufacturer and installer for production and implementation of the signs.

More information about signage system planning and programming, and submittal examples can be found in <u>Section 1.1 Planning a Sign System</u>.



2.5.6 CONSTRUCTION

This section provides example design options and construction details relevant to exterior signs that meet the VA's requirements.

Details showing the construction of monument signs, post-and-panel signs, wallmounted signs, and stacking bar signs, are based on a concept of an aluminum extrusion component system. Many sign manufacturers currently market extrusions and component systems that will accomplish the illustrated objectives of an exterior signage system. These extruded, molded, and fabricated components are acceptable so long as the illustrated and stated specifications are adhered to. Once a manufacturer's system is selected for a signage program, ongoing maintenance and replacement signs will need to come from that same manufacturer's component system.

The illustrations are intended to show the desired configuration and intent of the various sign types. Sections of the extrusions are for illustration purposes and have not been engineered or configured for extruding and do not represent a finished form or a particular manufacturer. Many manufacturers' extrusion systems will accomplish the illustrated objectives of the desired exterior signage system.

In the following pages, further discussion of shape and sign design is discussed along with examples.

Internally illuminated signs should have the electrical supply coordinated, and voltage confirmed, before a sign is ordered and fabricated. Illuminated signs should contain a "UL" sticker that their construction conforms to UL Standard 48. Text for illuminated signs should also be confirmed and finalized before the sign is ordered and fabricated because revisions after fabrication, are expensive and time consuming.

Community reaction should be considered before large "skyline letters" are installed on top of a medical center. Various communities have standards that may not permit these types of signs and installing them could create a local controversy. Also, when large letters are planned for a building, coordination should take place to ensure issues of building skin integrity, structural loads, installation, electrical service, and maintenance access are evaluated.

Monument signs larger than those shown in the Manual or include electronic message units may also create local community reaction. Check with the Planning Department of the local City or County to see if they have a sign ordinance with guidelines for the proposed sign type. Federal facilities are not required to obtain local sign permits but respecting the local ordinances will prevent possible controversy.

Care should be taken to ensure that sign footings and foundations are correctly matched to the type of sign being installed.



Detail 1 - Posts:

Exterior Signage Guidelines

Post-and-panel signage systems often come in a variety of profile shapes that can alter the design motif. The post style should complement the facility's architectural design and be used consistently throughout the exterior signage system. Additional post shapes maybe available. It is recommended to only use post styles within the manufacturer's standard extrusions.



Detail 2 - Post Caps:

Post caps, also known as finials, can be used to enhance the style of post and the design of the sign as a whole. The caps can come in a wide variety of designs but will need to be compatible with the post as well as complement the architectural design of the facility. Sign manufacturers will likely have a standard set of options compatible with their extrusion systems.





Detail 3 - Reveals:

Exterior Signage Guidelines

Component based exterior signage systems allow for a reveal or gap between the post and sign panel that can enhance the design. In some cases, a color accent can be applied to the reveal. Sign manufacturers may have a variety of options available.



Detail 4 - Facility Specific Sign Standard:

By incorporating various simple enhancements to a sign, a style can be created specific to a building or campus. Changing the post shape, incorporating a reveal, having the posts and cabinet in two different colors, or having an accent color in the reveal are all things that will give a sign a distinct style. Using dimensional letters can also provide a more upscale appearance for signs that identify buildings. Adding shape to the sign cabinet and a distinct treatment to the top of the posts, adds cost to the sign, but these details can "de-institutionalize" a signage program and allow it to have a "personality" that aligns with a hospital's architecture and wayfinding plan.





Basic Post & Panel

Modified Post & Panel Sign



Modified Post & Panel Sign



Detail 5 - Sign Cabinet Shapes and Forms:

This illustrates several examples of expanding the design of the exterior sign to incorporate different posts, caps, reveals, and cabinet styles. May 16, 2023



Detail 6 - Internally Illuminated Sign Cabinet:

This sign is constructed with an illuminated double-faced sign cabinet mounted to a masonry base with a reveal between the base and the cabinet.

Sign face is aluminum with routed text and graphics backed with a translucent diffuser.

Illumination is by a grid of LED's attached to a white aluminum panel.

Sign face to slide out for sign maintenance or replacement of sign face without abandonment of entire sign.

Sign shall be constructed to conform to UL requirements.

LEDs attached to white aluminum panel





Exterior Signage Guidelines

2

Detail 7- Internally Illuminated Post and Panel Sign:

This sign is constructed with an illuminated double-faced sign cabinet mounted to extruded aluminum posts with an adjustable reveal between the posts and the cabinet.

Sign face is aluminum with routed text and graphics backed with a translucent diffuser.

Illumination is by a grid of LEDs attached to a white aluminum panel.

Sign face to slide out for sign maintenance or replacement of sign face without abandonment of entire sign.

Sign shall be constructed to comply with UL requirements.



Detail 8 – Internally Illuminated Wall Mounted Sign:

This sign is constructed with a single faced illuminated sign cabinet that can be mounted to a wall. A complete enclosed back is required.

Sign face is aluminum with routed text and graphics backed with a translucent diffuser.

Illumination is by a grid of LED's attached to a white aluminum panel.

Sign face to slide out for sign maintenance or replacement of sign face without abandonment of entire sign.

Sign shall be constructed to comply with UL requirements.

LEDs attached to white aluminum panel





Exterior Signage Guidelines

Detail 9 - Internally Illuminated Sign Electrical:

Electrical connections to illuminated signs are to be made in a junction box that is located adjacent to the sign.

Exposed conduit is not to be mounted to the exterior of sign cabinets or posts.

Sign shall be constructed to comply with UL requirements.



Detail 10- Internally Illuminated Routed Text & Graphics:

Illuminated signs with cut out aluminum sign faces require white translucent diffusers.

The translucent acrylic or polycarbonate diffusers are to be mechanically fastened to the sign face.

Letter voids of all upper-case letters "A B D O P Q R" and all lower-case letters "a b d o p q r a b d e g o p q" and number voids "4 6 8 9 0" are to be mechanically fastened to the diffuser.

Diffusers are not to be installed on a sign face using any type of tape or adhesive system.





Detail 11 - Internally Illuminated 4-Sided Monument Sign:

This sign is constructed with an illuminated 4 faced sign cabinet mounted to a masonry base with a reveal between the base and the cabinet.

Sign face is aluminum with routed text & graphics backed with a translucent diffuser.

Illumination is by a grid of LED's attached to a white aluminum panel for each side. Sign face to slide out for sign maintenance or replacement of sign face without abandonment of entire sign.

Sign is to be constructed to conform to UL requirements.





Exterior Signage Guidelines

Detail 12 - Non-Illuminated Post & Panel Sign:

This sign is constructed with a nonilluminated sign cabinet mounted to extruded aluminum posts with an adjustable reveal between the posts and the cabinet.

The sign cabinet extrusion should have the capability to hold the sign faces and allow for the removal and replacement of faces without total sign disassembly or abandonment of the sign.



Detail 13 - Non-Illuminated Post & Stacking Bar Sign:

This sign is constructed with a series of aluminum tubes mounted to extruded aluminum posts with an adjustable reveal between the posts and the stacking tubes.

Tubes are to be flush and touching with no gaps between them.

Sign is constructed in a manner that will allow the removal or addition of faces at a future time.





Detail 14 - Internally Illuminated Strip Sign:

A stacking strip illuminated sign incorporates individual extruded aluminum strips that enable the panels to be removed and rearranged as necessary.

The sign is constructed similar to the internally illuminated monument or post and panel sign.

The graphics on the strips are constructed in the same manner as an internally illuminated sign face.



Detail 15 - Internally Illuminated Changeable Strips:

Modular illuminated sign strip extrusions are to be interlocking in such a manner as to prevent light leaks and also provide flexibility for replacement and rearrangement.





Detail 16 - Exterior Sign Utilizing Component Assembly:

The illustration shows how a sign is assembled which is constructed using an aluminum extrusion system of component parts. Several manufacturers build signs in this manner and this approach allows for simplified manufacturing and a consistent appearing product.



Exterior Signage Guidelines

Detail 17 - Exterior Sign Assembly Modifications:

The exploded view illustration shows how an exterior componentbased sign can be installed to allow for simple future modifications or updating.





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Detail 18 - Basic Aluminum Post & Panel Sign:



Exterior Signage Guidelines

Detail 19 – Non-Illuminated Wall Mounted Sign:

This sign is constructed with an aluminum panel mounted into an extruded aluminum frame configured for wall mounting.

Sign face is held within a frame which will allow for replacement of the sign face without disassembly or abandonment of the entire sign.





PG 18-10 Signage Design Manual

Construction

Detail 20 - Single Post & Panel Recommended Mounting:

Extruded aluminum signpost with sliding dove tail groove. Aluminum sign panel with integrated dove tail tongue slides into pole extrusion with post filler and tension screw.

Sign panels have the corners eased with a 1/4" (6 mm) radius. The post shall have a permanent top cap.



Coverail groover Sign panel with dovetail tongue

Detail 21 - Single Post & Panel Street Signs & Alternate Conditions:

Aluminum sign panel mounted to a square aluminum post with tamper proof mechanical fasteners.

Sign panels have the corners eased with a 1/4" (6 mm) radius. The post shall have a permanent top cap.





Detail 22 – Street Identification:

Cast or fabricated aluminum post cap configured to hold aluminum name panel.

For double bladed signs there is a cast or fabricated aluminum connector that is mounted to the lower blade and holds the upper blade.



Detail 23 – Face Illuminated Letters:

Face Illumination with LED's

Installation of these letters should be done only by a licensed electrical sign company.

Consult with a local electrical sign company regarding the wall surface, accessibility, and method of installation.

LED Guidelines:

LED's to be UL recognized and carry the UL label

Rated life of LED's to exceed 40,000 hours

Color temp to match 5000k to 6500k

Low voltage 12v system




Construction

Letters:

with LED's.

sign company.

of installation.

LED Guidelines:

carry the UL label

40,000 hours

6500k

company regarding the wall

LED's to be UL recognized and

Rated life of LED's to exceed

Color temp to match 5000k to

Low voltage 12v system

Detail 24 - Halo Illuminated

Exterior Signage Guidelines



Detail 25 - Fabricated Metal Letter & Logo:

Fabricated metal letters and logo are intended for use on exterior building applications.

These letters are custom fabricated to meet the size, illumination, and mounting requirements for the intended location on a building. Clear access is required to backs of the letters to allow installation of electrical connections and for maintenance.

Consult with a local exterior electrical sign company regarding these letters, their construction and installation requirements before ordering illuminated letters.





Exterior Signage Guidelines

2.5.7 INSTALLATION

	This section describes the conditions to consider prior to the installation of exterior signs, ensuring successful implementation. It also includes figures that detail typical installation standards for exterior sign placement, footings and mounting.
Planning	
	Sign placement in an exterior signage system is determined as part of a campus wayfinding master plan. Programming of the message schedule should be done just prior to manufacturing to ensure accuracy of information.
Visibility	
	Exterior signs communicate to both drivers and pedestrians, and placement should be planned for optimal visibility in relation to the intended viewer. Signs should be installed at optimal viewing height for the speed and distance of the viewer. Avoid installing where conditions obstruct the viewing of the sign.
Readability	
-	Sign messages should have the correct letter height to be read at the speed and distance of the viewer. Additionally, consider the potential effects the sign's design and content have on drivers. Signs with too much information can create confusion and slow traffic.
Coordination	
	It is necessary to coordinate with irrigation systems, electrical service, and other underground utilities. Ideally this is done during the Planning and Programming phases.
Climate	
Uninate	Every site has different climate conditions that effect an exterior signage program. Wind load, snowfall, and frost line impact the post length and footing depth required for sign installation.
Footing	
	Within this installation section of the manual there is a table to aid in determining the size of a footing for various signs. This is a general guide and structural engineering maybe required to confirm that footing is adequate for the conditions at a sign's location.
Engineering	
	Structural engineering should be consulted to ensure building walls can adequately support large "skyline letters and logo" before having them fabricated. Monument signs should also have their bases designed by a structural engineer to ensure the signs can withstand wind loads at their location.
Mounting	
Mounting	Sign mounting methods have been standardized to create visual uniformity for all signs placed around a facility. Mounting heights and placement have been determined for ease of planning and are illustrated in the following diagrams.
	The two principal methods of mounting signs are:
	 Ground-Mounted: Placing a sign panel on one or more posts fixed in the ground or sign cabinets mounted to masonry or concrete bases.
	 Wall-Mounted: Placing a sign on a vertical surface such as the wall or door of a building or fence.



Exterior Signage Guidelines

Placement: Ground Mounted Signs

All signs should be located a minimum of 2'-0" (609.6 mm) from the curb. The exact location of a sign will vary depending on the type of sign and site conditions.

Sign placement must be carefully considered to ensure that the sign fits the location without major regrading. It may be necessary to clear some shrubs or bushes or relocate an obstruction.

When ground mounted signs on two posts are placed on sloping or inclined grades, adjustments must be made to the post lengths. Extreme differences between post lengths should be minimized.









Signs are placed to alert and inform

in sufficient time to avoid a hazard

from the viewing distance required.

A sign that is too small will be lost.

Signs should be placed where they

will not create distractions. Care

should be taken to avoid grouping too many signs together in one

Small sign panels placed for close viewing should be appropriately placed at eye level. Larger signs posted in big spaces or for viewing at greater distances should be

Signs should not be placed where objects may obscure them. Before ordering a sign, you can place a cardboard panel in the proposed location to verify the size

placed proportionally higher.

and placement location.

Conversely, an overly large sign

can overwhelm an area.

location.

or take appropriate action. They should be sized for easy reading

Placement:

Wall Mounted Signs

Exterior Signage Guidelines

10'-0" (3048 mm) 9'-0" (2743.2 mm) 8'-0" (2438.4 mm) 7'-0" (2133.6 mm) 6'-0" (1828.8 mm) 5'-0" (1524 mm) 4'-0" (1219.2 mm) VIEWING DISTANCES TO 30'-0" (9.14 m) VIEWING DISTANCES TO 60'-0" (18.29 m)





Parking Stall Identification

handicapped and standard parking

Signs should be visually centered to the driver/vehicle at the head of

Make sure that the signpost cannot be struck by the bumper of a

If an area of parking stalls are being signed with the same message, the number of signs can

be reduced. A single sign can be

used to label multiple stalls. A good guide is 1 sign for every 2 or 3 stalls. One sign for 4 stalls will not work because the sign will be too far from a driver's vision.

For handicapped parking stalls it is best to provide a sign for each individual stall and then there is no opportunity for confusion.

This illustration indicates the

location of single post & panel signs in relationship to both

Placement:

stalls.

the stall.

vehicle.

Exterior Signage Guidelines

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Center Sign on Curb & Walk 1'-0" (304.8 mm) Parking Stall 7: ., ., ., 4 .



G.





Installation

Placement: Sight Triangle at Intersections and Driveways

For safety reasons, signs should not be placed in the sight triangle (shaded area) where they could obscure a driver's vision. Also, make sure that a sign's location is not blocking a drivers vision of pedestrians.

Ensuring that there are no signs in the sight triangle applies to roadway intersections as well as driveways.

Traffic regulatory signs are an exception to this rule. Traffic regulatory signs such as STOP and YIELD signs should be placed at the point at which compliance is to be made.



Footing: Size Configurations

Footing depth requirements vary from location to location and size of sign.

A large sign requires a larger diameter and deeper footing or base to withstand higher wind loads. Poor soil compaction will also require larger footings.

The depth of winter frost penetration also effects the size of footing required.

Locate your area of the country on the map and then refer to the chart to determine the size of footings required for the various sizes of signs.

It is recommended that the base for all large monument signs be designed by a licensed structural engineer providing "signed and sealed" drawings. This is to ensure that the base will structurally support the sign taking into account wind loads, the type of soil, and winter frost penetration.





Exterior Signage Guidelines

Footing Configuration Chart (Imperial)

					0"-30" Frost Depth		30"-36" Frost Depth		36"-48" Frost Depth	
Number Of Posts	Sign Panel Height	Sign Panel Width	Sign Panel Sq. Ft.	Overall Sign Height	Footing Cross Section	Footing Depth	Footing Cross Section	Footing Depth	Footing Cross Section	Footing Depth
1	1'-6"	1'-0"	1.5 sq ft	6'-0"	1'-6"	2'-6"	1'-6"	3'-0"	1'-6"	4'-0"
1	2'-0"	1'-6"	3 sq ft	6'-0"	1'-6"	2'-6"	1'-6"	3'-0"	1'-6"	4'-0"
1	2'-6"	2'-0"	5 sq ft	6'-0"	1'-6"	2'-6"	1'-6"	3'-0"	1'-6"	4'-0"
2	2'-0"	2'-0"	4 sq ft	5'-0"	1'-6"	2'-6"	1'-6"	3'-0"	1'-6"	4'-0"
2	2'-0"	3'-0"	6 sq ft	5'-0"	1'-6"	2'-6"	1'-6"	3'-0"	1'-6"	4'-0"
2	3'-0"	3'-0"	9 sq ft	5'-6"	1'-6"	2'-6"	1'-6"	3'-0"	1'-6"	4'-0"
2	3'-0"	4'-0"	12 sq ft	5'-6"	1'-6"	2'-6"	1'-6"	3'-0"	1'-6"	4'-0"
2	4'-0"	3'-0"	12 sq ft	6'-6"	1'-6"	2'-6"	1'-6"	3'-0"	1'-6"	4'-0"
2	4'-0"	6'-0"	24 sq ft	6'-0"	1'-6"	4'-0"	1'-6"	3'-0"	1'-6"	4'-0"
2	4'-0"	6'-0"	24 sq ft	6'-6"	1'-6"	4'-0"	1'-6"	3'-0"	1'-6"	4'-0"
2	4'-0"	8'-0"	32 sq ft	6'-6"	1'-6"	4'-0"	1'-6"	4'-0"	1'-6"	4'-0"
2	6'-0"	5'-0"	30 sq ft	8'-6"	1'-6"	4'-0"	1'-6"	4'-0"	1'-6"	4'-0"

Footing Configuration Chart (Metric)

					U-762 Frost Depth		762-915 Frost Depth		915-1220 Frost Depth	
Number Of Posts	Sign Panel Height	Sign Panel Width	Sign Panel Sq. M	Overall Sign Height	Footing Cross Section	Footing Depth	Footing Cross Section	Footing Depth	Footing Cross Section	Footing Depth
1	450 mm	300 mm	.1 sq M	1800 mm	450 mm	750 mm	450 mm	900 mm	450 mm	1200 mm
1	600 mm	450 mm	.2 sq M	1800 mm	450 mm	750 mm	450 mm	900 mm	450 mm	1200 mm
1	750 mm	600 mm	.5 sq M	1800 mm	450 mm	750 mm	450 mm	900 mm	450 mm	1200 mm
2	600 mm	600 mm	.4 sq M	1500 mm	450 mm	750 mm	450 mm	900 mm	450 mm	1200 mm
2	600 mm	900 mm	.5 sq M	1500 mm	450 mm	750 mm	450 mm	900 mm	450 mm	1200 mm
2	900 mm	900 mm	.8 sq M	1650 mm	450 mm	750 mm	450 mm	900 mm	450 mm	1200 mm
2	900 mm	1200 mm	1.1 sq M	1650 mm	450 mm	750 mm	450 mm	900 mm	450 mm	1200 mm
2	1200 mm	900 mm	1.1 sq M	1950 mm	450 mm	750 mm	450 mm	900 mm	450 mm	1200 mm
2	1200 mm	1800 mm	2.2 sq M	1800 mm	450 mm	1200 mm	450 mm	900 mm	450 mm	1200 mm
2	1200 mm	1800 mm	2.2 sq M	1950 mm	450 mm	1200 mm	450 mm	900 mm	450 mm	1200 mm
2	1200 mm	2400 mm	2.9 sq M	1950 mm	450 mm	1200 mm	450 mm	1200 mm	450 mm	1200 mm
2	1800 mm	1500 mm	2.7 sq M	2550 mm	450 mm	1200 mm	450 mm	1200 mm	450 mm	1200 mm
			-					-		



Installation

Detail 1 - Footing: Post & Panel Signs

All footings must meet width and depth requirements to accommodate height and size of sign, soil conditions, wind loads and winter ground freezing.

Style 1:

Permanent installation in landscaped areas.

Signs installed in grass can have the raised concrete collars extended to cover the area between posts.

Style 2:

Permanent installation in paved areas. Either core drill or surface mount.

Exterior Signage Guidelines

Style 1









Exterior Signage Guidelines

Detail 1 - Footing: Post & Panel Signs (Continued)

All footings must meet width and depth requirements to accommodate height and size of sign, soil conditions, wind loads and winter ground freezing.

Style 3:

Semi-permanent installation in landscaped areas.

Use this type of installation when it is known that a sign will need to be removed or replaced in the near future.

Signs installed in grass can have the raised concrete colors extended to cover the area between the posts.

Style 4:

Semi-permanent installation. Use this type of installation when a sign will need to be removed or replaced in the near future.







Detail 1 - Footing: Post &

Panel Signs (Continued)

Exterior Signage Guidelines

Style 5: Flexible Sign Post

Style 5:

Flexible sign posts may be useful for signage located in front of a parking stall. There are occasions when a driver may accidentally hit / bump these types of signs with their vehicle. Having a flexible sign will prevent damage to the sign as well as reduce damage to the vehicle.

There are different methods for installing these types of signs. The method of installation may be dependent on the type of flexible sign utilized as well as the conditions of the pavement where the sign is to be installed. A flexible sign post vendor should be able to provide installation instructions.



Flexible component at bottom of post allows sign to be pushed in a single direction if sufficient force is applied.

Sign returns to upright position after pushing force is removed.



Installation

Detail 2 - Mounting: Non-Illuminated Letters

Metal letters that are installed on the exterior of the building should be done with spacers behind the letters. This will allow for rain to run down the building surface without creating streaking under the letters.

The size and length of the studs are to correlate to the size of the letter and the depth that is required for installation on a particular building surface.

Plaster and stucco building surfaces should have complete adhesive sealant application around the stud, where it penetrates the building, to prevent water intrusion into the building.

Letters that are installed on wall surfaces below 8 feet (2438 mm) should be installed flush to the wall with no spacers and additional adhesive applied to the back of the letters. This will increase the security of the letters against vandalism or theft.







Exterior Signage Guidelines

Detail 3 - Mounting: Non-Illuminated Fabricated Metal Letters

Fabricated metal letters that are installed on the exterior of the building should be done with a slight space between the letter and the wall. This will allow for rain to run down the building surface without creating streaking under the letters.

Plaster and stucco building surfaces should have a complete adhesive sealant application around the mounting clip where its fastener penetrates the building. This is to prevent water intrusion into the building.

Letters that are installed on wall surfaces below 8 feet (2438 mm) should be installed with tamperproof fasteners. This will increase the security of the letters against vandalism or theft.



Detail 4 - Mounting: Illuminated Letters

Installation of these letters should be done only by a licensed electrical sign company.

Consult with a local electrical sign company regarding the wall surface, accessibility, and method of installation.





Detail 5 - Wall Mounting: Non-Illuminated Signs

Aluminum wall panel signs shall be fastened with a minimum of 2 mechanical fasteners.

Anchors should be provided in the wall that are suitable for the particular type of wall surface where the sign is being installed.







U.S. Department of Veterans Affairs

SECTION 2.6 PARKING STRUCTURE SIGNAGE GUIDELINES



PLANNING

Parking Structure Signage Guidelines

Whether the need for parking structure signage arises as part of new construction, a facility wide signage upgrade, or as a standalone project, it must be coordinated with the campus wayfinding master plan. For more information on developing a comprehensive wayfinding master plan, see <u>Section 1.2 Fundamentals of Wayfinding</u>.

Site Evaluation

2.6.1

A detailed site evaluation must be performed when planning a parking structure signage project. To begin the site evaluation, obtain plans of the site and parking garage. Plans need to be to scale with a notation of cardinal direction, usually North, and should indicate all entrances, exits, and direction of traffic, as well as all stairs and elevators. If the plans do not illustrate how the structure is oriented within the campus plan or how it relates to other buildings, you may need to obtain additional campus and building plans. Request the document format that matches your software capabilities. (Note: CAD and BIM files can be printed as PDF drawings and imported into Adobe Illustrator or other similar programs).

During the Site Evaluation

Drive and walk all vehicular and pedestrian pathways of the parking structure. Below are general tasks and considerations. The site evaluation and information collected may vary depending on the size and configuration of the structure. (ex: 2 levels below ground vs 8 levels detached from the medical center).

Perform the following tasks during the evaluation:

- Document all existing conditions, postings, and signs. A detailed photo essay is a valuable tool when developing a wayfinding master plan, creating presentation documents, programming the system, and discussing various signage needs in the future. Make sure to obtain VA approval before taking photos.
- Study the visibility of the parking structure from highways, main roads, campus entrances, and campus roadways. Consider the value of placing skyline signage to identify the facility, parking structure, or both.
- Identify vehicular and pedestrian points of entry and exits.
- Analyze vehicular and pedestrian paths of travel.
- Analyze the vehicular circulation pattern on and between levels of the structure.
- Locate intersections and decision points.
- Locate all elevator lobbies and stairs.
- Analyze the parking structure's connections to other buildings, and whether the conditions cause confusion as to which level a visitor is entering or exiting.
- Annotate environmental conditions: Ceiling structure, clearance height, sight lines, viewing distance, lighting, utilities, obstructions, grading, all play into the type of sign solution selected for each location.



During the Site Evaluation

(Continued)

Parking Structure Signage Guidelines

Meet with VA Stakeholders:

- Discuss future plans that may affect existing conditions or locations of various departments or services (construction, renovations, relocations, etc.).
- Review facility-wide policies, procedures, and regulations that may influence signage or wayfinding.
- Meet with VA police to review traffic, policy, or parking procedures currently in place or that may be planned.
- Solicit feedback from Staff and Veteran user groups.
- o Consider the impact of skyline signage on the surrounding community.

Questions to Consider During the Site Evaluation

The questions below provide a starting point to develop a wayfinding plan for parking structures. Consider the perspective of first-time patients and visitors and what they encounter along their journey.

- Is the parking structure easily seen and identified from major roadways and campus entrances?
- Is the structure attached to other buildings, above or below ground?
- How is the vehicular circulation system configured?
- Are visitors currently getting confused by signage and regulations when approaching and within the parking structure?
- Is this structure for patients and visitors, staff only, or both?
- Where are building entrances located in relation to parking?
- If the facility has multiple parking lots or garages, should patients/visitors park in different lots or garages based on their desired destination?
- Should patients/visitors park in different locations/levels within the garage based on their desired destination?
- Where are designated staff parking spaces located?
- Where are accessible parking spaces located?
- Where are building entrances located, and how do they relate to parking locations?
- What is the desired path of pedestrian travel from parked vehicles to building entrances? Are those paths accessible?
- How do visitors currently navigate from parking spaces to building entrances?
- What are the hours of operation for the parking structure? Do they align with the hours of operation of the facility and entrances?
- Where is electricity available, and what is the voltage?
- What are lighting conditions on and around directional signs?



Planning

Wayfinding Analysis

Parking Structure Signage Guidelines

Reviewing the information gathered and answering the questions from the site survey will help establish the basis of a wayfinding plan that communicates and informs simply and directly.

First, the wayfinding plan should address how the parking garage logically fits within the context and information hierarchy of the entire campus exterior.

Second, the plan should analyze how the parking garage is color-coded or themed by level, and the connections to other buildings and structures (if applicable).

Once a potential wayfinding plan is established, it should be tested and refined using draft sign locations on vehicular and pedestrian paths of travel and intersections. What seems logical in plan view may require further refinement to simplify the amount of information from the user's perspective at these decision points.

Refer to Section 1.2 Fundamentals of Wayfinding for additional guidance on developing a wayfinding master plan that works for your facility.





U.S. Department of Veterans Affairs May 16, 2023

Level Colors & Theming

themed imagery.

layout.

Parking Structure Signage Guidelines

It is recommended that any parking structure with three or more levels should have a color-coding system. The system should include a distinct color for each level of the structure to help visitors remember the level they parked on. Additionally, thematic imagery or icons can be paired with each color to further distinguish levels and aid in memory recall. Visitors with color blindness may be unable to distinguish between some of the level colors and may rely more heavily on the number and theme to remember where they parked.

Imagery should be bold and easily interpreted such as icons or silhouetted shapes. However, the imagery should be visually distinct and separate from the information on the sign so that the message can be easily read from a distance. Local landmarks, flora, and fauna are a great place to start when choosing a theme.





Planning

Painted & Applied Vinyl Graphics

Parking Structure Signage Guidelines

Applied vinyl or painted graphics can be used in combination with the sign panels detailed in this section and <u>Section 3.6 Parking Structure Signage Drawings</u>.

While paint or adhesive vinyl can be used interchangeably for many graphic applications within parking structures, they each have limitations and advantages. Paint can be an economical option to use on large color areas and simple wayfinding graphics. Vinyl, on the other hand, can be digitally printed on to display high-resolution imagery and CAD-cut to create complex forms and text. Although vinyl has these advantages, it can become economically unfeasible for large areas of application. It is important to weigh these factors when designing and planning parking structure graphics.

Column level markers and elevator core graphics are the primary opportunities for paint and vinyl applications. While the color and theme (e.g. mountain, forest) will vary per level, the style and placement of art, graphics, and information should remain consistent across all levels.



Elevator Core Graphics: Partially covering the wall height



Elevator Core Graphics: Covering the wall height from floor to ceiling



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Planning

Parking Structure Signage Guidelines

Column graphics may consist of a light color on a dark painted background or a dark color on a light painted background. Background color may extend the entire length of the column or may be limited to a designated area behind the painted number. Level numbers (painted, vinyl or dimensional) need to be large enough to read from a distance.







Entire Column Painted



Programming

Parking Structure Signage Guidelines

2.6.2 **PROGRAMMING**

Location, Placement & Messaging

The location, placement, and messaging of signs occurs during the Programming Phase. For a large medical center, a wayfinding master plan should be developed before programming a signage system. See the planning part of this section and <u>Section 1.1 Planning a Sign System</u> & <u>Section 1.2 Fundamentals of Wayfinding</u> to approach a project.

The location plan establishes where a sign is located. The sign message schedule establishes what the message on the sign is to say. Finally, the sign drawings show the type of sign and how the information is displayed. These three documents are the main components of signage programming.

To create the sign location plan, place a mark and a location number on the plan document as a placeholder for a sign type and sign message associated with that location. In the sign message schedule spreadsheet, enter the location plan number and corresponding sign type designation, and establish the text message of what that sign says. Sign type drawings are design documents that describe the sign size, text layouts, and fabrication information.

The programming of a signage system should take place shortly before implementation to avoid errors and duplication of work. Information and existing conditions can quickly change, rendering the programming data invalid.

General Guidelines

The following are best practice guidelines that should be referred to when developing a signage program for parking structures. This is not intended to be a training section of the Manual but to provide key information, instructions, and suggestions that hopefully reduce common errors when programming a parking structure signage program.

- Never use text smaller than 3" capital letter height when a sign is intended to be read from a moving vehicle. Reference the "Viewing Distance" part of this section for more information.
- Text intended to be read by pedestrians from a distance should be a minimum of 1" capital letter height. Some informational signs intended to be read at close distance may require smaller text height.
- All sign messages intended for pedestrians should be a minimum of 24" above the floor. Vehicular sign messages should be above the minimum clearance height of the individual parking structure.
- Ensure overhead signs suspended over vehicular paths of travel have adequate clearance for trucks and other large vehicles.
- It is good practice to use reflective copy on non-illuminated vehicular directional signs.
- Consider the hours of operation of the facility and parking structure.
- Signs not located on federal property may be required to comply with local sign codes and permitting. This often applies to outpatient clinic locations. In these instances, researching local sign codes and requirements must be performed before programming and sign manufacturing. Local codes can be highly prescriptive regarding the type, size, and quantity of signs allowed.



Message Content

Message Layout

Sign Size

Viewing Distance

Parking Structure Signage Guidelines

- Keep sign messages brief.
- Use messages that the viewer can quickly read.
- With the exclusion of directional signs, all other signs should convey no more than one concept or idea.
- Consider the vehicle's speed for signs to be read from a moving vehicle. At slow speeds, the driver may be able to read 7 or 8 words. At faster speeds, they will only be able to read 4 or 5.
- Use the same wording throughout the signage program consistent with the terminology developed in the wayfinding plan.
- Signs should progressively disclose information, guiding viewers from general to specific destinations. Do not anticipate decisions that can be made later. Unnecessary or premature information will confuse the reader. Instead, provide only information necessary to decide at that specific location.
- When possible, sign messages should be worded in a positive tone to improve the viewer's experience.
- Use title case (capitalization of the first letter of each word) text on directional and identification sign messages whenever possible. Title case text is easier to read and is understood faster than text in all capital letters.
- Line spacing between two different messages should be greater than line spacing between lines of the same multi-line message group.
- Message areas should have margins on all four sides. Text should not go to the edge of the viewable message area.
- If a line of text needs to be reduced to fit on a sign, use only commonly understood abbreviations or decrease the text size for the entire message. It is typically not recommended to condense the typeface.
- Lighting conditions within parking structures are often dim during the day with minimal lighting at night. Sign messages should be large enough and with sufficient color contrast to be read in low light conditions.
- Lettering and sign panel size should be appropriate for the distance and speed at which a sign is viewed.
- Signs intended to be seen from a moving vehicle need to be larger and require larger text than signs intended for pedestrians.

The following charts aid in determining the size of text in relation to the distance a sign is to be read. These charts are general, and some situations may require larger text than what is indicated.



Programming

Parking Structure Signage Guidelines

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Viewing Distance Chart

TOX							
Viewing Up	Viewing Distance Up To:		Letter Height				
7.5 M	25'	25 mm	1"	ţ			
12 M	40'	40 mm	1 1/2"	ţ			
15 M	50'	50 mm	2"	ţ			
24 M	80'	75 mm	3"				
33 M	110'	100 mm	4"				
48 M	160'	150 mm	6"				
75 M	250'	225 mm	9"				
97.5 M	325'	300 mm	12"				
150 M	500'	450 mm	18"				
195 M	650'	600 mm	24"				

Symbols						
Viewing Up	Distance To:	Letter Height				
7.5 M	25'	75 mm	3"			
10.5 M	35'	100 mm	4"			
15 M	50'	125 mm	5"			
18 M	60'	150 mm	6"			
30 M	100'	200 mm	8"			
34.5 M	115'	225 mm	9"			
39 M	130'	250 mm	10"			
45 M	150'	300 mm	12"			

Sign Placement Considerations

- Always evaluate a sign's placement at night and in the daylight. Lighting conditions and visibility may change at night or sunset, making a specific placement unsuitable.
- For illuminated signs, consider where suitable electrical utilities are located.
- Signs placed at the head of a parking stall need to be set far enough away that the bumper of a car does not strike the sign.
- Ensure ceilings and bulkheads do not obstruct the view of overhead signage from an adequate viewing distance.

Existing Signage program

Before implementing a new signage program, perform a thorough evaluation of the demolition requirements of the current signage program and the effects and impact on the parking structure.

Check to see what is required to patch, seal, and repair building penetrations and surfaces exposed as a result of the removal of signs or letters. Repairs should be planned to match adjoining surfaces.

Make sure the sign demolition scope of work requires the contractor to close off any live electrical connections. Remove existing conductors and conduit to the nearest junction box and make it safe.

Be sure to clearly identify signs that are supposed to remain. DO NOT remove any traffic signs without having the replacement signs available and installed at the time the old signs are removed.



Sign Overview

Parking Structure Signage Guidelines

2.6.3 SIGN OVERVIEW

The following overview illustrates parking structure signs for VA leased or owned facilities. For exterior Mandatory VA Policy & Directive signage refer to <u>Section</u> 2.3 Mandatory VA Policy & Directive Signage Guidelines.

<u>Section 3.6 Parking Structure Signage Drawings</u> of this manual provides detailed drawings of each of these signs.

The drawings can be used as a starting point to develop a facility specific parking garage sign standard using colors, graphics and icons that tie into the wayfinding plan.

For more information on developing the look of the signage system, including VA standard fonts and arrows, refer to <u>Section 4.1 Design Elements</u>.

Sign Designation

Each sign in the program manual has been given a specific sign type number designation. This designation provides a common description that can be referenced when programming a site and ordering signs. The following explains how the sign type designations are derived.

PS - 01 .01 A

- **PS** Designates a parking structure sign.
- **01** Two digit number identifies the sign type family.
- **.01** The two digit number following the period identifies a specific sign within the sign family.
- **A** The letter designates a specific sign configuration, version and / or layout for graphics or symbols.



PG 18-10 Signage Design Manual		May 16, 2023
Sign Overview	Parking Structure Signage Guid	delines
Sime Turne DC 04		Elevator
Sign i ype PS-01 Ceiling-hung non-illuminated	▲ Elevator Exit →	↑ Stair
directional sign with vinyl lettering		
PS-01.01 22" – Long Ceiling-Hung Directional		
PS-01.02		
	BC 01 01	BE 01 02
	<u>P3-01.01</u>	<u>P3-01.02</u>
		↑ Exit
PS-01.03 15" – Long Ceiling-Hung Directional		
	1	1
PS-01.04		
Directional		
	<u>PS-01.03</u>	PS-01.04
	PS-01.03	PS-01.04
Sign Type PS-02	PS-01.03 ↑ Elevator Exit →	PS-01.04 ►levator ↑ Stair
Sign Type PS-02 Beam-mounted non-illuminated directional sign with vinyl lettering	PS-01.03 ↑ Elevator Exit →	PS-01.04 ↑ Elevator ↑ Stair
Sign Type PS-02 Beam-mounted non-illuminated directional sign with vinyl lettering	PS-01.03 ↑ Elevator Exit →	PS-01.04 Elevator Stair
Sign Type PS-02 Beam-mounted non-illuminated directional sign with vinyl lettering PS-02.01	PS-01.03 ↑ Elevator Exit →	PS-01.04 ►levator Stair
Sign Type PS-02 Beam-mounted non-illuminated directional sign with vinyl lettering PS-02.01 22" – Long Beam-Mounted	PS-01.03	PS-01.04
Sign Type PS-02 Beam-mounted non-illuminated directional sign with vinyl lettering PS-02.01 22" – Long Beam-Mounted Directional	PS-01.03	PS-01.04
Sign Type PS-02 Beam-mounted non-illuminated directional sign with vinyl lettering PS-02.01 22" – Long Beam-Mounted Directional PS-02.02	PS-01.03	PS-01.04
Sign Type PS-02 Beam-mounted non-illuminated directional sign with vinyl lettering PS-02.01 22" – Long Beam-Mounted Directional PS-02.02 22" – Short Beam-Mounted Directional	PS-01.03	PS-01.04
Sign Type PS-02 Beam-mounted non-illuminated directional sign with vinyl lettering PS-02.01 22" – Long Beam-Mounted Directional PS-02.02 22" – Short Beam-Mounted Directional	PS-01.03	PS-01.04
Sign Type PS-02 Beam-mounted non-illuminated directional sign with vinyl lettering PS-02.01 22" – Long Beam-Mounted Directional PS-02.02 22" – Short Beam-Mounted Directional	PS-01.03	PS-01.04
Sign Type PS-02 Beam-mounted non-illuminated directional sign with vinyl lettering PS-02.01 22" – Long Beam-Mounted Directional PS-02.02 22" – Short Beam-Mounted Directional	PS-01.03	PS-01.04
Sign Type PS-02 Beam-mounted non-illuminated directional sign with vinyl lettering 22" – Long Beam-Mounted Directional PS-02.02 22" – Short Beam-Mounted Directional	PS-01.03	PS-01.04 Elevator Stair PS-02.02 PS-02.02
Sign Type PS-02 Beam-mounted non-illuminated directional sign with vinyl lettering 22" – Long Beam-Mounted Directional PS-02.02 22" – Short Beam-Mounted Directional	PS-01.03	PS-01.04
Sign Type PS-02 Beam-mounted non-illuminated directional sign with vinyl lettering 22" – Long Beam-Mounted Directional 22" – Short Beam-Mounted Directional PS-02.03 15" – Long Beam-Mounted Directional	PS-01.03	PS-01.04
Sign Type PS-02 Beam-mounted non-illuminated directional sign with vinyl lettering 22" – Long Beam-Mounted Directional 22" – Short Beam-Mounted Directional PS-02.03 15" – Long Beam-Mounted Directional	PS-01.03	PS-01.04
Sign Type PS-02 Beam-mounted non-illuminated directional sign with vinyl lettering PS-02.01 22" – Long Beam-Mounted Directional 22" – Short Beam-Mounted Directional PS-02.03 15" – Long Beam-Mounted Directional	PS-01.03	PS-01.04
 Sign Type PS-02 Beam-mounted non-illuminated directional sign with vinyl lettering PS-02.01 22" - Long Beam-Mounted Directional PS-02.02 22" - Short Beam-Mounted Directional PS-02.03 15" - Long Beam-Mounted Directional PS-02.04 15" - Short Beam-Mounted Directional 	PS-01.03	



Sign Overview

Parking Structure Signage Guidelines





Sign Overview

Parking Structure Signage Guidelines



PS-05.05



Sign Overview

Parking Structure Signage Guidelines



PS-06

<u>PS-07</u>

 \mathbf{v}

Sign Type PS-08,	Exit	Entrance	V PARKING
PS-09, & PS-10			
Entrance / Occupancy signs		Clearance 7×0°	
PS-08			
Dimensional Letters			

PS-09 Clearance Height Bar

PS-10 Electronic Lane Use Sign





Sign Type PS-11 Entrance and Exit Identification

PS-11



Sign Overview

Parking Structure Signage Guidelines





Sign Overview

Parking Structure Signage Guidelines



<u>PS-13</u>

<u>PS-14</u>



<u>PS-15</u>



Sign Overview

Parking Structure Signage Guidelines

Informational Signs

Coordinate with signs from other Sections as required.

See <u>Section 3.1 Interior Signage</u> <u>Drawings</u> and <u>Section 3.2 Code &</u> <u>Life Safety Signage Drawings</u> for more information.



Informational Signs





Regulatory Signs

Refer to Sign Type EN-10 in Section 3.5 Exterior Signage Drawings for more information.





STOP

4IT 5











Regulatory Signs



Parking Structure Signage Guidelines

2.6.4 SPECIFICATIONS

The specifications for signs are available in the Master Construction Specifications (PG-18-1) area of the VA Technical Information Library, which is available on the VA web site under Office of Construction & Facilities Management.

Visit online: www.cfm.va.gov/til/spec.asp#10

Refer to Signage in the specifications, Division 10, Section 10 14 00.

For more information regarding specifications, contact the Office of Construction & Facilities Management, Facility Standards Service.

When preparing the specifications for a project, it will be necessary to adapt them to the individual facility and project. This may include information regarding the facility specific signage system standards, colors / finishes, and project requirements such as specific sign types or installation requirements.

Depending on the project type, signage specifications can include the Sign Message Schedule, Sign Location Plans, and Sign Drawings. The Sign Message Schedule is a table that lists each sign's location number, sign type, and message, as well as other relevant details. The Sign Location Plans are a set of architectural plans showing numbered tags at the location of each sign. Sign Drawings illustrate the details and design intent for each sign type in the system. This information is required by the sign manufacturer and installer for production and implementation of the signs.

More information about signage system planning and programming, and submittal examples can be found in <u>Section 1.1 Planning a Sign System</u> of the VA Signage Design Manual.



Construction

Parking Structure Signage Guidelines

2.6.5 CONSTRUCTION

Detail 1 – Cable Suspension:

Sign Types: PS-01.01, PS-01.02, PS-01.03, & PS-01.04



Detail 2 – Beam Mounting:

Sign Types: PS-02.01, PS-02.02, PS-02.03, & PS-02.04



All hardware used shall be corrosion resistant.



U.S. Department of Veterans Affairs

Section 2.6.5

Construction

Detail 3 – Square Column Mounting:

Sign Types: PS-05.01, PS-05.02, PS-03, & PS-04



Detail 4 – Round Column Mounting

Sign Type: PS-05.03





Parking Structure Signage Guidelines

Detail 5 – Entrance / Exit Sign with Clearance Height Bar Mounting:

Sign Type: PS-09 & PS-11





Parking Structure Signage Guidelines

2.6.6 INSTALLATION

Detail 1 – Cable Suspension:






Installation

Detail 2 – Cable Suspension Cross Bracing:

Sign Types: PS-01.01, PS-01.02, PS-01.03, & PS-01.04

Note: Hanging signs subjected to windy conditions should be mounted with 3 wires

Parking Structure Signage Guidelines

Cross bracing cable hanging method to be used on all hanging signs where the ceiling to sign hang distance is 2'-0" or greater, or in areas of excessive wind.

Shallow hole expansion anchor rated to support sign weight. — Depth of anchor not to exceed 3/4" into concrete.

Stainless steel cable cross bracing with mechanical compression sleeve or swage as needed to support weight of sign



Detail 3 – Beam Mounting:

Sign Types: PS-02.01, PS-02.02, PS-02.03, & PS-02.04





Installation

Parking Structure Signage Guidelines

Detail 4 – Square Column Mounting:

Sign Types: PS-05.01 & PS-05.02



Detail 5 – Round Column Mounting:

Sign Types: PS-05.03





Installation

Detail 6 - Wall Mounting: Non-Illuminated Signs

Aluminum wall panel signs shall be fastened with a minimum of 2 mechanical fasteners.

Anchors should be provided in the wall that are suitable for the particular type of wall surface where the sign is being installed.









U.S. Department of Veterans Affairs

SECTION 2.7 NATIONAL CEMETERY ADMINISTRATION SIGNAGE GUIDELINES



2.7.1 PLANNING

The National Cemetery Administration follows different signage design standards (font, sign types, construction, etc.) than VHA facilities due to the differing conditions, aesthetics, and purpose.

A successful signage program should be planned as an integrated whole. The design, placement, and messaging of all components of the signage system, including the site identification, informational, directional, street and building identification signs, as well as burial section markers must be considered.

Site Evaluation

When developing a new signage program or performing updates to it, a detailed site evaluation needs to be performed. To begin the site evaluation, obtain a site plan of the campus. This plan needs to be to-scale with a notation of cardinal direction, such as North, and to identify all major and minor roadways, driveways, alleys, access roads, and parking lots and structures. It should also indicate sidewalks, pathways, cross walks, ramps, and stairways. Request the document format that matches your software capabilities. (Note: CAD and BIM files can be printed as PDF drawings and imported into Adobe Illustrator or other similar programs).

During the Site Evaluation

- Conduct a photo essay of all existing signage, campus entrances, intersections, parking lots, pedestrian paths, buildings and building entrances.
- Observe and map out all circulation routes, and desired paths of travel (vehicular and pedestrian).
- Identify cemetery entrances, roadways, parking lots, pedestrian paths, section markers, and buildings / structures. Ensure there are logical and appropriate names.
- Locate existing signage (if applicable).

Reviewing the information gathered from the site survey will help establish the basis of a clear signage plan that communicates and informs in a direct and simple manner.

Develop a Signage System Standard

The first step in selecting signs for a site is choosing the sign post family and style. The sign type illustrations included in this section show the different post families and styles which include precast concrete or metal post configurations. Once a post family and style has been selected, that style and product line should become the standard for all signs in the cemetery.

- When selecting a sign post one should consider choosing an option that is reflective of the regional aesthetic of the individual cemetery. Refer to the Design Elements section for colors, fonts, and other design details specific to National Cemetery Administration Signs.
- Once the Family and Style have been established, specific sign types can be selected. Sign type drawing numbers specify use such as Directional, Informational, Identification or Traffic signs.



2.7.2 **PROGRAMMING**

The location, placement, and messaging of a signage system takes place during the Programming phase. These guidelines will help to establish a clear and consistent signage program:

General Guidelines

- Never use text smaller than 3" capital letter height when a sign is intended to be read from a moving vehicle.
- Text intended to be read by pedestrians should be a minimum of 1" capital letter height.
- Use text that is familiar, easy to understand, and comfortable to the viewer.
- Always use the same words, names, or titles throughout the signage program.
- All sign messages need to be a minimum of 24" above grade.
- All signs should be placed in a manner that will be clearly visible to a driver at all times of the year. For example, make sure that snow or removal piles do not bury signs.
- Do not place signs in locations where people may walk into them, or where they will constrict accessible paths of travel. Do not place signs any closer than 12" from a walkway.
- Do not place signs too close to curbs. Car overhangs and door swings should be considered.
- Signs placed at the head of a parking stall need to be set far enough away that the bumper of a car does not strike the sign.
- Signs that receive spray from irrigation sprinklers will show a buildup of residue from the minerals in the water, resulting in a poor appearance. The sign's life could be shortened depending on the materials used in its construction.
- Signs require maintenance. Cleaning and waxing will extend the life of exterior signs.
- Be aware that landscaping around signs will need to be regularly trimmed to prevent plants from obscuring the signs.

Visibility

Exterior signs communicate to both drivers and pedestrians, and placement should be planned for optimal visibility in relation to the intended viewer. Signs should be installed at optimal viewing height for the speed and distance of the viewer. Avoid installing where conditions obstruct the viewing of the sign.

Always evaluate a sign's placement at night as well as in the daylight. Lighting conditions and visibility may change at night, or at sunset, making a specific location unsuitable. Additional placement guidelines found in the installation portion of this section will help to improve visibility.



Programming	National Cemetery Administration Signage Guidelines
Readability	
	Sign messages should have the correct letter height to be read at the speed and distance of the viewer. Additionally, consider the potential effects the sign's design and content have on drivers. Signs with too much information can create confusion and slow traffic.
Coordination	
	It is necessary to coordinate with irrigation systems, electrical service, and other underground utilities. Ideally this is done during the Planning and Programming phases.
Climate	
	Every site has different climate conditions that effect an exterior signage program. Wind load, snowfall, and frost line impact the post length and footing depth required for sign installation. See the map of Footing Size Configurations in the Installation portion of this section for more information.



Specifications

National Cemetery Administration Signage Guidelines

2.7.3 SPECIFICATIONS

The specifications for signs are available in the Master Construction Specifications (PG-18-1) area of the VA Technical Information Library, which is available on the VA website under Office of Construction & Facilities Management.

Visit online: www.cfm.va.gov/til/spec.asp#10

Refer to Signage in the specifications, Division 10, Section 10 14 00.

For more information regarding specifications, contact the Office of Construction & Facilities Management, Facility Standards Service.



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2.7.4 SIGNPOST FAMILIES

Sign Post Family

The standard sign post family and style options are illustrated here. The cast concrete family has two style options for the recessed area of the post: C1 has square recess areas and C2 has rounded recessed areas. The metal post family has two options for the profile of the post: M1 has a squared post profile and M2 has a rectangular post profile.





2.7.5 DESIGN ELEMENTS

Typeface

The preferred typefaces for the National Cemetery System are Optima Bold and Times Roman Bold. Helvetica Bold is the standard typeface for the VA signage program and can be used throughout the signage program.

Signs identifying permanent rooms shall be ABA compliant, to accommodate the visually impaired. ABA compliant signs must have tactile letters in all caps with accompanying Grade 2 Braille.

All non-ABA compliant signs are to maintain an upper and lower case (title case) format.

National Cemetery projects may use Optima Bold or Times Roman Bold for dimensional letters on entry and columbarium walls.

Arrows

Illustrations show the recommended arrow for use in the VA signage program. The arrow is always centered within a square field. Electronic files for arrow illustrations are available for download from the Technical Information Library.

Arrow Alignment with Text

The arrow is always positioned in such a manner that it is centered in relationship to the capital letter that it precedes. The standard position for arrows, in relationship to text, is either on the left of the first line of text or immediately above the first line of text.

On signs with numerous destinations, a single arrow will be placed adjacent to the first line of text to identify the direction for all destinations grouped together.

It is recommended on typical directional signs that the arrow size is at least one and one half (1 1/2) times the capital letter height.

National Cemetery Preferred Typeface - Optima Bold ABCDEFGHIJKLMNOPQRSTUVWXYZ abcdefghijklmnopqrstuvwxyz 1234567890

National Cemetery Preferred Typeface – Times Roman Bold ABCDEFGHIJKLMNOPQRSTUVWXYZ abcdefghijklmnopqrstuvwxyz 1234567890

VA Primary Typeface – Helvetica Bold

ABCDEFGHIJKLMNOPQRSTUVWXYZ abcdefghijklmnopqrstuvwxyz 1234567890

VA Secondary & ABA Compliant Typeface – Helvetica Regular ABCDEFGHIJKLMNOPQRSTUVWXYZ abcdefghijklmnopqrstuvwxyz 1234567890

Special Conditions (Not ABA Compliant) – Helvetica Bold Condensed **ABCDEFGHIJKLMNOPQRSTUVWXYZ abcdefghijklmnopqrstuvwxyz 1234567890**





Design Elements

National Cemetery Administration Signage Guidelines

Seal

The Seal is for use on the main entry wall. The seal shall be basrelief in cast bronze only.

Refer to <u>VA Technical Information</u> <u>Library</u> on the VA web site for more information on the seal. All seals must conform to the master artwork which is available from the Department of Veterans Affairs.





Color

Background color of sign panels: bronze/dark brown, dark green or black unless noted otherwise.

Concrete color: Natural or other integrally colored concrete as selected on a case-by-case basis.

Traffic sign colors will comply with U.S. Department of Transportation (DOT) Standard Highway Signs

Copy Color: Reflective white, equal to engineering grade 3M Scotchlite

NOTE: Color samples are for representational purposes only. The actual paint colors may vary drastically from the corresponding swatches shown in this document. Colors will appear differently when viewed on different computer monitors and/or printed from different printers. For a true color sample, it is best to obtain a paint sample of the desired color from a vendor.

Color Ref #	Color Description	Text Color	Matthews #
	Cast Bronze	White	MP07458
	Wells Fargo Black	White	MP26309
	Gaeta Olive	White	MP15718
	Ship Yard Grey	White	MP07458
	Trendy Grey Mettalic	White	MP12416
B1	Dark Brown Anodized	White	MP30896
B2	Accessible Blue	White	MP26511
B3	Red (OSHA)	White	MP09251
B4	New VA Blue	White	MP09144
B7	White	Black, Red, Purple	MP32071
B 8	Yellow (OSHA)	Black	MP09829



2.7.6 SIGN OVERVIEW

Sign Designations

The following overview illustrates the various types of National Cemetery Administration signage. <u>Section 3.7 National Cemetery Administration Signage</u> <u>Drawings</u> of this manual provides detailed drawings of each of these signs.

Each sign in the program manual has been given a specific sign type number designation. This designation provides a common description that can be referenced when programming a site and ordering signs. The following explains how the sign type designations are derived.

NC - 07.01 A - m1

- **NC** Designates a National Cemetery sign.
- **07** Two-digit numbers identify a particular sign type.
- **.01** The two-digit number following the period identifies a specific sign size within the sign type.
- A The letter designates a specific sign configuration, version and/or layout for graphics.
- m1 The letter and number designates the post family and style. c1 denotes concrete family with square recess style c2 denotes concrete family with round recess style m1 denotes metal family with square style m2 denotes metal family with rectangle style



National Cemetery Administration Signage Guidelines

NC-01.01 Visitor Information/Floral Regulations Sign - Medium

NC-01.02

Visitor Information/Floral Regulations Sign - Large



NC-01.02





Sign Overview

National Cemetery Administration Signage Guidelines

NC-02.01

Horizontal "You Are Here" Map



NC-02.01

NC-02.02 Vertical "You Are Here" Map







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<u>NC-04.03</u>



Sign Overview

NC-06.01

Pylon Street Sign

National Cemetery Administration Signage Guidelines









Sign Overview

National Cemetery Administration Signage Guidelines

NC-07.03 Standard Granite Section Marker

NC-08.01 Wall Mounted Informational Sign



NC-09.01-.03 Incised Lettering

ABC <u>NC-09.01</u> (8" High x 1/2" Deep)

ABC <u>NC-09.02</u> (10" High x 3/4" Deep)



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NC-10.01-.03 Dimensional Lettering

ABC <u>NC-10.01</u> (8" High x 1 1/2" Deep)

ABC <u>NC-10.02</u> (10" High x 2" Deep)



NC-11.01 Dimensional Seal



NC-11.01



Sign Overview

National Cemetery Administration Signage Guidelines

NC-14.01 Primary Room Identification Sign



NC-15.01-.06 Restroom Identification Signs







25286

WOMEN

NC-15.05



25286

RESTROOM

NC-15.06

25286



NC-15.04

NC-16.01-.06 Pictogram and Symbol Signs



















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Construction

National Cemetery Administration Signage Guidelines

2.7.7 CONSTRUCTION

Detail 1

Precast Concrete Double Post and Panel

Size

Post size: 5 1/2" (139.7 mm) square double post. Height to vary as needed

Post support for sign

Description and Use

Sign Components Use with 1" (25.4 mm) square framed sign panels.

Colors

Precast concrete

Installation

In-ground installation in accordance with local jurisdiction guidelines



PLAN – Sign Panel Finish both sides









Detail 2

Precast Concrete Single Post and Panel

Size

Post size: 7 1/2" (190.5 mm) square double post. Height to vary as needed

Description and Use

Post support for sign

Colors

Precast concrete

Installation

In-ground installation in accordance with local jurisdiction guidelines







Construction

National Cemetery Administration Signage Guidelines

Detail 3

Precast Concrete Sign Tall Post

Size

Post size: 5 1/2" (139.7 mm) square 6'-0" (1828.8 mm) height

Description and Use

Post support for street sign

Colors

Precast concrete

Installation

In-ground installation in accordance with local jurisdiction guidelines







Construction

Detail 4 Bronze VA Seal

Size

Size 2'-0" (609.6 mm) diameter

Description and Use

Identifies National Cemetery as a **US Government Facility**

Sign Components

Used with dimensional or incised letters

Material

The plaque shall be cast of a lead free tin bronze, such as C90300 (Navy "G" Bronze) or similar alloy approved by VA.

Bas-relief casting based on VA Drawing, shall be of uniform quality and condition, free from injurious blow holes and porosity, cracks and other defects and not warped or distorted, well finished, free from burrs, sharp edges, scratches and defects that may affect appearance or service ability. Casting shall not be repaired, plugged, welded or burned. Finish to be detailed, hand chased for true alignment, filed, belt polished, sides ground smooth, raised surfaces and borders to be polished and buffed to a bright satin finish, background textures to be reverse medium pebble background, fine pebble background, moss as cast. Bronze to be chemically oxidized to a statuary medium color and finish with one coat of clear protective exterior metal lacquer. Fasteners to be corrosion resistant metal compatible with material or casting.



Drill three 1 1/2 (38.1 mm) round holes. Mount seal on solid masonry or concrete. Anchor with non-shrink mortar.



Back Elevation



General Notes:

Section at Fastener

National Cemetery Administration Signage Guidelines

- Seals' location should be taken from contract 1.
- drawings. 2 2'-0" (609.6 mm) dia. unless otherwise determined
- 3. Material is cast bronze
- 4. Detail of anchorage must be provided by A/E for anchorage in any material other than solid masonry or concrete.





Front Elevation

Construction

Detail 5

Precast Post and Panel

Sign is precast concrete post of required height and width either 5-1/2" (139.7 mm) square or 7 1/2" (190.5 mm) square. 1" (25.4 mm) sq. framed panel either double sided or single sided depending on the sign type. Precast collar is used to create mow base.



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Detail 6

Metal Post and Panel sign

Sign is constructed with a nonilluminated sign cabinet mounted to extruded aluminum posts with an adjustable reveal between the posts and the cabinet.

The sign cabinet extrusion should have the capability to hold the sign faces and allow for the removal and replacement of faces without total sign disassembly or abandonment of the sign.





2.7.8 INSTALLATION

Detail 7

Precast Street sign

Aluminum sign panel mounted to a square aluminum post with tamper proof mechanical fasteners. Set in to precast concrete post.

Sign panels have the corners eased with a 1/4" (6.35 mm) radius. The post shall have a permanent top cap.



Detail 8

Single Post and Panel sign

Extruded aluminum signpost with sliding dove tail groove. Aluminum sign panel with integrated dove tail tongue slides into pole extrusion with post filler and tension screw.





PG 18-10 Signage Design Manual Installation

National Cemetery Administration Signage Guidelines

Detail 9 Placement:

Ground Mounted Signs

All signs should be located a minimum of 2'-0" (609.6 mm) from a curb. The exact location of a sign will differ depending on the type of sign and site conditions.

Sign placement must be carefully considered to ensure the sign fits the location without major regrading. It may be necessary to clear some landscaping or remove an obstruction.

When ground mounted signs on two posts are placed on sloping or inclined grades, adjustments must be made to the post lengths. Extreme differences between post lengths should be minimized.









Installation

Detail 10

Placement: Sight Triangle at Intersections and Driveways

For safety reasons, signs should not be placed in the sight triangle (shaded area) where they could obscure a driver's vision. Also, ensure the location of a sign does not block a driver's vision of pedestrians.

Ensuring that there are no signs in the sight triangle applies to roadway intersections as well as driveways.

Traffic regulatory signs such as Stop, Yield, Street, and Pedestrian Crossing are an exception to this rule.

When installing signs adjust locations for utilities, irrigation lines and street trees.

National Cemetery Administration Signage Guidelines





Installation

Detail 11 Metal Post Footings:

All footings must meet width and depth requirements to accommodate height and size of sign, soil conditions, wind loads and winter ground freezing.

Style 1

Permanent installation in landscaped areas: Signs installed in turf should have the raised concrete collar extended to cover the area between posts.

Style 2

Walkway installation. Location which requires post base to be flush with paving material.

NOTE: Foundation and footings must extend to the frost line. See the Footing Size Configurations map in Section 2.5.8 Installation for more information.

National Cemetery Administration Signage Guidelines

Style 1







Installation

Detail 12

Concrete Post Footing:

All footings must meet width and depth requirements to accommodate height and size of sign, soil conditions, wind loads, and winter ground freezing.

Style 3

Permanent collar cast in place installation in landscaped areas. Signs installed in turf to have the raised concrete collars extended to cover the area between the posts.

Style 4

Permanent installation for precast concrete post and collars.

NOTE: Foundation and footings must extend to the frost line. See the Footing Size Configurations map in Section 2.5.8 Installation for more information.

National Cemetery Administration Signage Guidelines







PG 18-10 Signage Design Manual Installation

National Cemetery Administration Signage Guidelines

Detail 13

Mounting: Dimensional Letters

Metal letters that are installed on an exterior wall: Letters that are installed on all wall surfaces should be installed tight to the wall with no spacers and additional adhesive applied to the back of the letters. This will increase the security of the letters against vandalism or theft.

The size and length of the studs are to correlate to the size of the letter and the depth required for installation on the specific building surface.

Plaster and stucco building surfaces should have complete adhesive sealant applied around the stud, where it penetrates the building, to prevent water intrusion into the building.

Detail 14

Wall Mounting: Non-Illuminated Signs

Aluminum wall panel signs shall be fastened with a minimum of 4 tamper resistant mechanical fasteners.

Anchors should be suitable for the specific type of wall surface where the sign is being installed.











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SECTION 3.1 INTERIOR SIGNAGE DRAWINGS



PG 18-10 Signage Design Manual	May 16, 2023
Sign Overview	Interior Signage Drawings
Introduction	This section contains detailed drawings of all typical interior sign types for VA facilities. Individual facilities may have unique conditions that require modifications or additional sign types not shown in the Manual. The following drawings provide general design intent and do not function as fabrication-ready shop drawings.
	Code and life safety signage, mandatory policy, and specialty signs are in other sections of this Manual.
Guidelines	
	 The drawings should be used as a starting point to develop a sign standard with a component-based sign system, sign types, colors, finishes, and graphics specific to the individual facility.
	• For more information on developing the look of the sign system, including VA standard fonts, arrows, and color suggestions, refer to <u>Section 4.1</u> <u>Appendix</u> . Color palettes are intended as suggestions and usage is not required. Colors, materials, and finishes used in interior signage should complement and enhance the appearance of interior environments whenever possible.
Requirements	 Please review <u>Section 2.1 Interior Signage Guidelines</u> which contains information regarding Planning, Programming, Construction, and Installation prior to starting signage projects.

- The use of component-based sign systems is required at VA facilities except • for door-mounted signs which consist of a low-profile acrylic plaque mounted with VHB tape and silicone adhesive (see Sections 2.1.5 & 2.1.6). The exact materials, parts, finishes, and dimensions of a component sign system will vary by manufacturer.
- Helvetica Lt Std is the standard font required for use in signage at all VA • facilities with the exclusion of NCA locations.
- Design and placement of all signs should meet ABA requirements where • applicable. Refer to Section 4.1 Appendix for a summary of applicable requirements.
- Insert-based sign messages should follow an approved template established • as part of the facility's sign standard and wayfinding plan.
- To increase durability and moisture resistance, updatable inserts should be . printed on synthetic paper or clear acetate sheets. Standard printer paper can absorb moisture causing wrinkles and yellowing over time.
- For more information regarding message insert standards, see 4.5 . Frequently Asked Questions.



Message Inserts

Sign Overview

Interior Signage Drawings

Sign Designations

Each sign in the program manual has been given a specific sign type number designation. This designation provides a common description that can be referenced when programming a site and ordering signs. The following explains how the sign type designations are derived.

IN - 03 .01 A

- **IN** Designates an interior sign.
- **03** Two-digit number identifies the sign type family.
- **.01** The two-digit number following the period identifies a specific sign within the sign family.
- **A** The letter designates a specific sign configuration, version and / or layout for graphics or symbols.



Sign Overview

Interior Signage Drawings



IN-03.01 25286 25286 25286 **Room Number Identification** IN-04.01 Retail Primary Room Identification with Blood IN-03.01 Insert Store Draw IN-04.02 IN-04.02 Secondary Room Identification with Insert IN-04.01 25286 IN-05.06 25286 Patient Room Identification with Write-On Panel J. Smith PM Quiet Hours SEE VURSE IN-05.07 Patient Room Identification with STOP **Room Alert & Contact Precautions** କ୍ରି ଭ G. IN-05.06 IN-05.07

BED 2

J. Smith

NPO NOTHING

 \otimes

IN-06.06



IN-06.05

IN-06.05-.06 Patient Bed Signs

IN-06.07 Patient Information Tabs

IN-06.08 Patient Contact Precaution Cards



IN-06.07



IN-06.08





Sign Overview

Interior Signage Drawings

IN-07.01-.02 Room Identification with Insert & Indicator



IN-07.01

IN-08.01 No Smoking / No Vaping

IN-08.02 Restricted Area Identification



IN-08.01



IN-08.02

IN-09.01-.06 Restroom Identification

IN-09.07-.08 Required Restroom Postings



Changing Station

IN-09.07



IN-09.08



Sign Overview

Interior Signage Drawings



IN-10.01-.06

IN-10.07 (i)**Blue Clinic** Push Informational Posting Large Insert Check-in **Button to** IN-10.08 Acupuncture Chapel ñ **Open Door** Informational Posting Standard Pavilion C - Floor 1 Chiropractic Insert **Healing Garden** \$ Dermatology Pavilion B - Floor 1 Liver Clinic S Patriot Brew IN-11.01-.04 Pavilion A - Floor 1 Permanent Message Panel Patriot Café \odot Pavilion B - Floor 1 IN-11.01-.04 Patriot Store Æ Pavilion C - Floor 1 Pharmacy Pavilion A - Floor 1 IN-10.08 **VA Police** Pavilion A - Floor 1 IN-10.07 IN-12.01-.03 TO INSURE PATIENT PRIVACY ۰. Desk or Counter Sign IN-13.01 Cardiac Perpendicular Flag Mount Intervention Please wait to be IN-13.02 called before you Perpendicular Flag Mount Small Unit approach the desk. IN-12.01-.03 IN-13.01 IN-13.02 **U.S.** Department

IN-09.09 Pictogram and Symbol

IN-09.10 **Privacy Notice**

IN-10.01-.06 Sign Frame Insert Holder



of Veterans Affairs
Sign Overview

Interior Signage Drawings

IN-14.01-.05 Wall Directional - Permanent Panel

↑ Receptionist PTSD ↓ Surgery Pharmacy Canteen

IN-14.01-.05

IN-14.06-.07 Wall Directional - Single Insert

IN-14.08-.11 Wall Directional - Dual Inserts

IN-14.12-.13 Wall Directional - Oversized Inserts

<
Main Entrance
Pharmacy
Primary Care
Tower Elevators

IN-14.06-.07

÷	
NOR	TH WING
Dent	al Service
Eye	Clinic
Publ	c Affairs
SOU	TH WING
Phar	macy
Phar Prim	macy ary Care

IN-14.08-.11

Specialty Clinics

4

Main Entrance

Parking Garage

Radiology Service

Pharmacy Primary Care

IN-14.12-.13

IN-14.14-.17 Floor Level Directional -Permanent Panel

IN-14.18 Floor Level Directional - Dual Inserts



IN-14.14-.17



IN-14.18



Sign Overview

Interior Signage Drawings

Overhead Hanging Series IN-15

	Panel/Strips Family	SI IN IN
€ Eve C	Service linic	
	Flat Insert Family	
Urgent (Clinic	are	

			Text		
SIgn Type	Wldth	Helght	Slze	MountIng	Family
IN-15.51	40"	6"	3" & 2"	Hanging	Panel/Strips
IN-15.55	40"	6"	3" & 2"	Hanging	Insert
IN-15.52	40"	12"	3" & 2"	Hanging	Panel/Strips
IN-15.56	40"	12"	3" & 2"	Hanging	Insert
IN-15.61	60"	6"	3" & 2"	Hanging	Panel/Strips
IN-15.65	60"	6"	3" & 2"	Hanging	Insert
IN-15.62	60"	12"	3" & 2"	Hanging	Panel/Strips
IN-15.66	60"	12"	3" & 2"	Hanging	Insert
IN-15.71	80"	6"	3" & 2"	Hanging	Panel/Strips
IN-15.75	80"	6"	3" & 2"	Hanging	Insert
IN-15.72	80"	12"	3" & 2"	Hanging	Panel/Strips
IN-15.76	80"	12"	3" & 2"	Hanging	Insert



NOTE: Overhead sign IN15 series are hanging signs. To determine sign type and size required at a specific location, Verify project sign family, ceiling height, distance the sign is to be viewed and quantity of text. 2" high copy is NOT recommended for long hallways or for a sign that will be read at a great distance.





			May 16, 2023
Sign Overview	Interior Signage Drawi	ngs	
IN 46 64/66			
Ceiling Mounted Directional and	EMERGENCY	F	
Department ID – 6" x 40"			
	<u>IN-15.51/.55</u>		
IN-15.52/.56			
Ceiling Mounted Directional and	★ West Elevat	tors	
Department ID – 12° x 40°	🛗 Floors 1 - 4		
	IN-15.52/.56		
IN-15.61/.65			
Ceiling Mounted Directional and Department ID – 6" x 60"	↑ Radiology	Vending	\rightarrow
		<u> </u>	
	<u>IN-15.</u>	<u>01/.65</u>	
IN-15.62/.66			
Ceiling Mounted Directional and Department ID – 12" x 60"	Main Hospital	Pharmacy Primary Care	
1			
		Radiology	
		Radiology	
	 IN-15.	Radiology	
	<u>IN-15.</u>	Radiology 62/.66	
IN-15.71/.75 Ceiling Mounted Directional and	<u>IN-15.</u>	Radiology	Crossialty Olipia A
IN-15.71/.75 Ceiling Mounted Directional and Department ID – 6" x 80"	IN-15. ↑ Podiatry Orthopedics Pulmonary Medicine	Radiology	Specialty Clinic A Radlology
IN-15.71/.75 Ceiling Mounted Directional and Department ID – 6" x 80"	IN-15. Podiatry Orthopedics Pulmonary Medicine	Radiology 62/.66	Specialty Clinic A Radlology
IN-15.71/.75 Ceiling Mounted Directional and Department ID – 6" x 80"	IN-15. Podiatry Orthopedics Pulmonary Medicine	Radiology 62/.66 IN-15.71/.75	Specialty Clinic A Radlology
IN-15.71/.75 Ceiling Mounted Directional and Department ID – 6" x 80"	Podiatry Orthopedics Pulmonary Medicine	Radiology 62/.66	Specialty Clinic A Radlology
IN-15.71/.75 Ceiling Mounted Directional and Department ID – 6" x 80" IN-15.72/.76 Ceiling Mounted Directional and	Podiatry Orthopedics Pulmonary Medicine	Radiology 62/.66 IN-15.71/.75	Specialty Clinic A Radlology
IN-15.71/.75 Ceiling Mounted Directional and Department ID – 6" x 80" IN-15.72/.76 Ceiling Mounted Directional and Department ID – 12" x 80"	Podiatry Orthopedics Pulmonary Medicine Spec	Radiology 62/.66 IN-15.71/.75	Specialty Clinic A Radiology
IN-15.71/.75 Ceiling Mounted Directional and Department ID – 6" x 80" IN-15.72/.76 Ceiling Mounted Directional and Department ID – 12" x 80"	Podiatry Orthopedics Pulmonary Medicine Spec Hematology	Radiology 62/.66 IN-15.71/.75	Specialty Clinic A Radlology
IN-15.71/.75 Ceiling Mounted Directional and Department ID – 6" x 80" IN-15.72/.76 Ceiling Mounted Directional and Department ID – 12" x 80"	Podiatry Orthopedics Pulmonary Medicine Spec Hematology	Radiology 62/.66 IN-15.71/.75	Specialty Clinic A Radlology



Sign Overview

Interior Signage Drawings

Overhead Soffit Series IN-16

ſ	Иау	16,	2023



Flat Insert Family

			ICAL		
SIgn Type	Wldth	Helght	Slze	MountIng	Famlly
IN-16.51	40"	6"	3" & 2"	Soffit	Panel/Strips
IN-16.55	40"	6"	3" & 2"	Soffit	Insert
IN-16.52	40"	12"	3" & 2"	Soffit	Panel/Strips
IN-16.56	40"	12"	3" & 2"	Soffit	Insert
IN-16.61	60"	6"	3" & 2"	Soffit	Panel/Strips
IN-16.65	60"	6"	3" & 2"	Soffit	Insert
IN-16.62	60"	12"	3" & 2"	Soffit	Panel/Strips
IN-15.66	60"	12"	3" & 2"	Soffit	Insert
IN-16.71	80"	6"	3" & 2"	Soffit	Panel/Strips
IN-16.75	80"	6"	3" & 2"	Soffit	Insert
IN-16.72	80"	12"	3" & 2"	Soffit	Panel/Strips
IN-16.76	80"	12"	3" & 2"	Soffit	Insert

Toyt



rgent Care

u

NOTE: Overhead sign IN16 series are soffit or wall-mounted signs. To determine sign type and size required at a specific location, Verify project sign family, ceiling height, distance the sign is to be viewed and quantity of text. 2" high copy is NOT recommended for long hallways or for a sign that will be read at a great distance.





PG 18-10 Signage Design Manual Sign Overview	Interior Signage Drawi	ngs	May 16, 2023
IN-16.51/.55 Soffit Mounted Directional and Department ID - 6"x 40"	EMERGENCY	•	
	<u>IN-16.51/.55</u>		
IN-16.52/.56 Soffit Mounted Directional and Department ID - 12"x 40"	↔ West Elevat₩ Floors 1 - 4	tors	
	<u>IN-16.61/.65</u>		
IN-16.61/.65 Soffit Mounted Directional and Department ID - 6"x 60"	↑ Radiology	Vendin	g →
	<u>IN-16.</u>	<u>52/.56</u>	
IN-16.62/.66 Soffit Mounted Directional and Department ID - 12"x 60"	Main Hospital	Pharmacy Primary Care Radiology	→
	<u>IN-16</u> .	<u>62/.66</u>	
IN-16.71/.75 Soffit Mounted Directional and Department ID - 6"x 80"	✤ Podiatry Orthopedics Pulmonary Medicine		Specialty Clinic A Radlology
		<u>IN-16.71/.75</u>	
IN-16.72/.76 Soffit Mounted Directional and Department ID - 12"x 80"	Spec	cialty Clinic	B
	Hematology	Nephrology	Urology
		<u>IN-16.72/.76</u>	



Sign Overview

Interior Signage Drawings

May 16, 2023

IN-17.01 Large Orientation Map

IN-17.02 Large Directory Listing





IN-17.01

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- DIREC	JUBY
Department Elever Wind	Department Door Was
HIEROOJHIEROOJ	33311100003311006
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α	3311110033111100
1111000000111110000	
α	
WITCOM II II	000000000000000000000000000000000000000
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110000011100000	xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx
HILLCOUDDITICCOUT II II	3331100003311000
1110000311100003	3331166003311666
NUTRONN 11 11	10111100000111000
11110000011110000	3331100003311000,
NTERCOODNIECCOOX	3331100003311000,
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111100031111000	

IN-17.02

IN-17.03 Orientation Map

IN-17.04 Directory Listing

IN-17.05 Small Directory Listing



IN-17.03

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		ιEC			
		_			_
Department	Floar	Wite	Department	Floor	Who
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10000010000010			xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx	XX.	
100003110000314			3311110031111003.		a
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ELEV/ DIREC	ATOR A CTORY
Department	Floor Weg
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10111000011100001	XX 10
331100003110003	
3311100033110003	
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3311100031110003	
331100003100003	
33110003310003	
3311100033110003	
XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	
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3311100033110003	
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101110000000000000000000000000000000000	W 10
NUTRONNIE CON	77 17
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311100001110000	
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33100003100003	
3311100033110003	
XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	
111111111111111111111111111111111111111	77 11

IN-17.04

IN-17.05

IN-18.01 Vinyl Applied Letters

IN-19.01-.03 Dimensional Letters



IN-18.01



IN-19.01-.03



IN-03.01

Size

Sign Face: 3" High x 9" Wide (76.2 mm H x 228.6 mm W)

Description & Use

This sign is used to identify electrical, mechanical, telecommunication, data, closets, inpatient restrooms, and other rooms where a descriptive name is not required or poses a security risk.

Message Configuration

Refer to message layout drawing for dimensions.

Sign Components Component based sign system.

See <u>Section 2.1</u> for applicable component sign system styles.

Graphic Process

Tactile raised characters & Grade 2 Braille.

Colors

Refer to the color chart in the Appendix.

Typography

Helvetica Grade 2 Braille

Mounting

Preferred: Concealed mechanical fasteners.

Alternate: Double-sided VHB foam tape and silicone adhesive.

Installation

Wall-mounted, knob side of door at 60" (1524 mm) to top of sign from finished floor and 2" (50.8 mm) over from door frame.

See <u>Section 2.1</u> for installation details.

Recommendations

Signs identifying electrical closets, mechanical rooms, and telecommunication rooms should only consist of the room number, which should follow the master building room numbering system. No descriptive name or title should be used, nor should they have a unique number system.

See <u>Section 2.1</u> for additional information.

See Section <u>4.1 Design Elements</u> for relevant ABA requirements.



U.S. Department of Veterans Affairs 25286

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Room Number Identification



IN-03.01

Interior Signage Drawings

Room Number Identification







IN-04.01

Size

Sign Face: 9" High x 9" Wide (228.6 mm H x 228.6 mm W)

Description & Use

This is the primary room identification sign type. The room number is composed of raised, tactile characters and Braille, and the room's occupant/use is displayed on an updatable insert.

Message Configuration

Layouts A & B are for typical room and department identification. Layout C accommodates rooms and departments with longer names. Layout D is for rooms where a designation is important to differentiate the room from other spaces with the same use.

Sign Components

Component based signage system. Some signage systems have 8.5" wide insert components allowing for easier use of standard letter size stock when printing inserts.

Graphic Process

Room Number: Tactile raised characters & Grade 2 Braille. Message Insert: Paper or acetate sheet with digital print.

Colors

Refer to the color chart in the Appendix.

Typography

Helvetica & Grade 2 Braille.

Installation

Wall-mounted, knob side of door at 60" (1524 mm) to top of sign from finished floor and 2" (50.8 mm) over from door frame.

Recommendations

Using names of individuals or providers is not recommended for security reasons and the level of future updates required.

Inserts should follow an approved template established as part of the facility's sign standard and wayfinding plan.

Signs identifying electrical closets, mechanical rooms, and telecommunication rooms should only consist of the room number, which should follow the master building room numbering system.

Interior Signage Drawings

Primary Room Identification with Insert



Message Layout A



Message Layout C

Outpatient Conference Room

Message Layout B

25286 Intensive Care Waiting Room

Message Layout D





Mounting Preferred: Concealed mechanical fasteners. Alternate: Double-sided VHB foam tape and silicone adhesive.



IN-04.01

Interior Signage Drawings

Primary Room Identification with Insert





Size

Room Number & Message Insert: 6" High x 9" Wide (152.4 mm H x 228.6 mm W)

Description & Use

The room number is composed of raised, tactile characters and Braille, and the room's occupant/use is displayed on an updatable insert. This sign can be used for secondary rooms or buildings.

Message Configuration

Layouts A & B are for typical room and department identification. Layout C accommodates rooms and departments with longer names. Layout D is for rooms where a designation is important to differentiate the room from other spaces with the same use.

Sign Components

Component based sign system. Some sign systems have 8.5" wide insert components allowing for easier use of standard letter size stock when printing inserts.

Graphic Process

Room Number: Tactile raised characters & Grade 2 Braille. Message Insert: Paper or acetate sheet with digital print.

Colors

Refer to the color chart in the Appendix.

Typography

Helvetica & Grade 2 Braille.

Installation

Wall-mounted, knob side of door at 60" (1524 mm) to top of sign from finished floor and 2" (50.8 mm) over from door frame.

Recommendations

Using names of individuals or providers is not recommended for security reasons and the level of future updates required.

Inserts should follow an approved template established as part of the facility's sign standard and wayfinding plan.

Signs identifying electrical closets, mechanical rooms, and telecommunication rooms should only consist of the room number, which should follow the master building room numbering system.



U.S. Department of Veterans Affairs

Interior Signage Drawings

Secondary Room Identification with Insert

25286 Retail Store

Message Layout A



Message Layout B

25286
Soiled Utilities

Message Layout C







60" (1524.0 mm)

2" (50.8 mm)

Alternate: Double-sided VHB foam tape and silicone adhesive.

Preferred: Concealed mechanical fasteners.

Mounting



Interior Signage Drawings

Secondary Room Identification with Insert



Sign Profile



IN-05.06

Interior Signage Drawings

25286

Patient Room Identification with Write-On Panel

J. Smith PM Quiet Hours

Size

Sign Face: 9" High x 9" Wide (228.6 mm H x 228.6 mm W)

Description & Use

This sign can be used to identify patient rooms. It includes a write-on panel for temporary messages like the patient's name.

Message Configuration

Refer to message layout drawing for dimensions.

Layout A has a blank write-on panel Layout B is used for rooms with two beds.

Sign Components

Component based sign system with write-on panel and optional paper grip strip SP-22.01

Graphic Process

Room Number: Tactile raised characters & Grade 2 Braille

Colors

Refer to the color chart in the Appendix.

Typography Helvetica

Grade 2 Braille

Mounting

Preferred: Concealed mechanical fasteners

Alternate: Double-sided VHB foam tape and silicone adhesive

Installation

Wall-mounted, knob side of door at 60" (1524 mm) to top of sign from finished floor and 2" (50.8 mm) over from door frame.

See <u>Section 2.1</u> for installation details.

Recommendations

All signs and messages must be in accordance with patient privacy regulations.

Ensure that the patient room identification signs cater to the specific needs of the unit. Signs without write-on board configurations, such as the IN-04.01 sign type, can be used. Additionally, unit specific sign configurations can be developed.

See <u>Section 2.1</u> for additional information.



U.S. Department of Veterans Affairs



Optional – Grip Strip Holder SP-22.01

Message Layout B





Interior Signage Drawings

Patient Room Identification with Write-On Panel







IN-05.07

Size

Sign Face: 9 1/2" High x 9" Wide (241.3 mm H x 228.6 mm W)

Description & Use

This sign can be used to identify patient rooms with added components for patient notification alerts and contact precaution notices.

Message Configuration

Refer to message layout drawing for dimensions.

See IN-06.07 for Additional Patient Notification Alerts.

See IN-06.08 for Additional Contact Precaution Notices.

Sign Components

Component based sign system with patient notification alerts and contact precaution notices.

Graphic Process Room Number: Tactile raised characters & Grade 2 Braille

Alert/Precaution Inserts: laminated paper or polystyrene sheet with digital print

Colors

Refer to the color chart in the Appendix.

Typography

Helvetica Grade 2 Braille

Installation

Wall-mounted, knob side of door at 60" (1524 mm) to top of sign from finished floor and 2" (50.8 mm) over from door frame.

See <u>Section 2.1</u> for installation details.

Recommendations

All signs and messages must be in accordance with patient privacy regulations.

Ensure that the patient room identification signs cater to the specific needs of the unit. Signs without write-on board configurations, such as the IN-04.01 sign type, can be used. Additionally, unit specific sign configurations can be developed.

See <u>Section 2.1</u> for additional information.

Interior Signage Drawings

Patient Room Identification with Room Alert & Contact Precautions







Mounting

Preferred: Concealed mechanical fasteners Alternate: Double-sided VHB foam tape and silicone adhesive





IN-05.07

Interior Signage Drawings

Patient Room Identification with Room Alert & Contact Precautions







IN-06.05-.06

Size

IN-06.05: 6" High x 9" Wide (152.4 mm H x 228.6 mm W)

IN-06.06: 12 1/2" High x 9" Wide (317.5 mm H x 228.6 mm W)

Description & Use

These signs can be used to identify patient beds within the patient room. It includes a write-on panel for temporary messages like the patient's name and optional patient information tabs.

Message Configuration

Refer to message layout drawing for dimensions.

See IN-06.07 for Additional Patient Notification Alerts.

Sign Components

Component based sign system with write-on panel, patient notification alerts and optional paper grip strip SP-22.01.

Colors Refer to the color chart in the Appendix.

Typography

Helvetica Grade 2 Braille

Mounting Preferred: Concealed mechanical fasteners.

Alternate: Double-sided VHB foam tape and silicone adhesive.

Installation Inside room adjacent to patient bed.

See <u>Section 2.1</u> for installation details.

Recommendations

All signs and messages must be in accordance with patient privacy regulations.

Ensure that the patient bed signs cater to the specific needs of the unit. Signs without patient / contact precaution configurations, such as the IN-04.01 sign type, can be used. Additionally, unit specific sign configurations can be developed.

See <u>Section 2.1</u> for additional information.

Patient Bed Signs





Optional – Grip Strip Holder SP-22.01

IN-06.05









Patient Bed Signs



Sign Profile





IN-06.07

Interior Signage Drawings



	Patient Infor	Patient Information Tabs				
Size 2" High x 4 1/2" Wide (50.8 mm H x 114.3 mm W) Description & Use These tabs are used to display relevant patient care information for in-patient room and patient bed identification signs.		DO NO	DO NOT ENTER			
Sign Components For use with IN-05.07 and IN-06.06						
Card sizes may vary between sign systems. Confirm that cards purchased separately are compatible with the facility's sign system.			DO NO	DT ENTER		
Graphic Process Laminated paper or polystyrene sheet with digital print			SPECIAL	NPO NOTHING BY MOUTH		
Recommendations All signs and messages must be in accordance with patient privacy			PKELAUHUNS		BEFORE ENTERING	
regulations. Example patient information tabs are shown. Manufacturers may have graphics that are specific to their product line. It is important to collaborate with the unit to choose and design patient information tabs that cater to their specific needs and the patient population.	KEEP DOOR CLOSED	ELOPEMENT RISK			DAILY WEIGHTS	
	WHEELCHAIR REQUIRED	SEIZURE PRECAUTIONS	DO NOT ENTER	MOBILITY RESTRICTIONS	DROPLET PRECAUTIONS	
	FLUID RESTRICTIONS	FOOD ALLERGY PRECAUTION	BLOOD SUGAR	QUIET PLEASE	LATEX ALLERGY	
	HEARING IMPAIRED	SIGHT IMPAIRED	IMMUNO COMPROMISE	CAUTION OXYGEN	NO FLOWERS	
	CHEMO/ RADIATION	DIZZINESS	SWALLOW PRECAUTIONS	NO AMBULATION	DIETARY RESTRICTIONS	
	NO VENIPUNCTURE LEFT ARM	CONTACT ISOLATION	NO VENIPUNCTURE RIGHT ARM	PLANT ALLERGY PRECAUTION		



Interior Signage Drawings

Patient Information Tabs







IN-06.08

Size

4 1/4" High x 9" Wide (107.95 mm H x 228.6 mm W)

Description & Use

These cards are used to display relevant contact precautions in patient room identification signs.

Sign Components

For use with IN-05.07

Card sizes may vary between sign systems. Confirm that cards purchased separately are compatible with the facility's sign system.

Graphic Process

Laminated paper or polystyrene sheet with digital print.

Recommendations

All signs and messages must be in accordance with patient privacy regulations.

Example contact precaution notifications are shown. Manufacturers may have graphics that are specific to their product line. It is important to collaborate with the unit to choose and design patient information tabs that cater to their specific needs and the patient population. **Interior Signage Drawings**

Patient Contact Precaution Cards















IN-06.08

Interior Signage Drawings

Patient Contact Precaution Cards





IN-07.01-.02

Size

IN-07.01: 11" High x 9" Wide (279.4 mm H x 228.6 mm W)

IN-07.02: 8" High x 9" Wide (203.2 mm H x 228.6 mm W)

Description & Use

Use this sign for conference rooms, meeting rooms, exam rooms, treatment rooms, and offices where the occupants want to indicate that the room is in use.

Message Configuration

Typical message content for the bottom slider component is "In Use" on the left and a blank solid color on the right.

Sign Components

Component based sign system

Some sign systems have 8.5" wide insert components allowing for easier use of standard letter size stock when printing inserts.

Graphic Process

Room Number: Tactile raised characters & Grade 2 Braille.

Message Insert: Paper or acetate sheet with digital print.

Colors

Refer to the color chart in the Appendix.

Typography

Room Number: Helvetica & Grade 2 Braille. Message Insert: Helvetica Bold

Mounting

Preferred: Concealed mechanical fasteners. Alternate: Double-sided VHB foam tape and silicone adhesive.

Installation

Wall-mounted, knob side of door at 60" (1524 mm) to top of sign from finished floor and 2" (50.8 mm) over from door frame.

Recommendations

For rooms with dedication names, avoid adding the name to this sign. Instead, use a separate dedication plaque.

Interior Signage Drawings

Room Identification with Insert & Indicator





IN-07.02







IN-07.01-.02

Interior Signage Drawings

Room Identification with Insert & Indicator





IN-08.01

Interior Signage Drawings

No Smoking / No Vaping

Size

Sign Face: 9" High x 9" Wide (228.6 mm H x 228.6 mm W)

Description & Use

This is an optional sign used to reinforce the "No Smoking or Vaping" policy in supplement to the mandatory posting of sign type IN-02.02 in <u>Section 3.3</u>.

Message Configuration Refer to message layout drawing for dimensions.

Sign Components

Component Based Sign System (Wall Mount) or Acrylic Construction (Door Mount).

See <u>Section 2.1</u> for applicable component sign system styles and acrylic construction.

Graphic Process Direct second surface digital print or silk-screened.

Colors

Text: Black Symbol: Red and Black Background: White

Refer to the color chart in the Appendix.

Typography Helvetica

Mounting

Concealed mechanical fasteners or double-sided VHB foam tape and silicone adhesive

Installation

Mount on wall or door, 60" (1524 mm) to top or center of sign. If installed on door, it should be on center.

Recommendations

This sign is optional and used in areas deemed necessary to reinforce policy.



Message Layout A



NO SMOKING OR VAPING Message Layout B







Interior Signage Drawings







IN-08.02

Size

Sign Face: 9" High x 9" Wide (228.6 mm H x 228.6 mm W)

Description & Use

This sign is used to regulate access to restricted rooms and areas. It should be used sparingly to avoid creating an unwelcoming environment.

Message Configuration

Refer to message layout drawing for dimensions.

Sign Components

Component Based Sign System (Wall Mount) or Acrylic Construction (Door Mount).

See <u>Section 2.1</u> for applicable component sign system styles and acrylic construction.

Graphic Process

Direct second surface digital print or silk-screened.

Colors

Text: Black Symbol: Red and White Background: White

Refer to the color chart in the Appendix.

Typography Helvetica

Mounting

Concealed mechanical fasteners or double-sided VHB foam tape and silicone adhesive

Installation

Mount on wall or door, 60" (1524 mm) to top or center of sign. If installed on door, it should be on center.

Recommendations

This sign is optional and should be used only when necessary to regulate access to rooms and areas.



NO ADMITTANCE

Message Layout C

Interior Signage Drawings Restricted Area Identification

Message Layout B



Message Layout D







Interior Signage Drawings

Restricted Area Identification



Message Layout A & D

Message Layout B



Acrylic Sign Profile



IN-09.01-.06

Interior Signage Drawings

Restroom Identification

Size

Sign Face: 12" High x 9" Wide (304.8 mm H x 228.6 mm W)

Description & Use This sign is used to identify restrooms with name, pictogram, and room number.

Message Configuration Refer to message layout drawing for dimensions.

All-gender restroom signs should use the toilet pictogram and say "RESTROOM'".

Restrooms that are not accessible or do not contain a baby changing station require additional postings specified in IN-09.07 & .08.

For restrooms in staff areas, "STAFF ONLY" can be used in place of the standard restroom names.

Sign Components Component based sign system.

See Section 2.1 for applicable component sign system styles.

Graphic Process Digitally printed pictogram, tactile room number and text, accompanying Grade 2 Braille

Colors Refer to the color chart in the Appendix.

Typography Helvetica Grade 2 Braille

Mounting Preferred: Concealed mechanical fasteners

Alternate: Double-sided VHB foam tape and silicone adhesive

Installation

Mount on wall or door, 60" (1524 mm) to top of sign. If installed on door, it should be on center.

Recommendations

A sign with room number only (IN-03.01) can be used at inpatient restrooms.

See Section 2.1 for additional information.



IN-09.01

IN-09.04

IN-09.02



MEN



IN-09.05









IN-09.03

RESTROOM

IN-09.06







IN-09.01-.06

Interior Signage Drawings

Restroom Identification



Required Changing Station and/or Non-Accessible Posting IN-09.07-.08





IN-09.07-.08

Size

IN-09.07: 3" High x 9" Wide (76.2 mm H x 228.6 mm W)

IN-09.08: 6" High x 9" Wide (152.4 mm H x 228.6 mm W)

Description & Use

These signs are additional required postings used to notify whether a restroom has a changing station and is accessible or not.

Message Configuration

Refer to message layout drawing for dimensions.

IN-09.07: Used when restroom has a changing station

IN-09.08 Layout A: Used when a restroom is accessible but has no changing station.

IN-09.08 Layout B: Used when a restroom is not accessible.

IN-09.08 Layout C: Used when a restroom is not accessible and has a changing station

IN-09.08 Layout D: Used when a restroom is not accessible and does not have a changing station.

Sign Components

Component based sign system

See <u>Section 2.1</u> for applicable component sign system styles.

Graphic Process

Direct second surface digital print or silk-screened

Colors Refer to the color chart in the Appendix.

Typography Helvetica

Mounting Preferred: Concealed mechanical fasteners.

Alternate: Double-sided VHB foam tape and silicone adhesive.

Installation

Mount directly below restroom identification sign.



Required Restroom Postings

Changing Station



Changing Station Available in (Floor/Area)

IN-09.08 (Message Layout C)

Changing Station Accessible Restroom Located in (Floor/Area) IN-09.08 (Message Layout B)

Accessible Restroom Located in (Floor/Area)

IN-09.08 (Message Layout D)

Accessible Restroom with Changing Station Located in (Floor/Area)







IN-09.07-.08

Interior Signage Drawings

Required Restroom Postings





IN-09.09

Size

Sign Face: 9" High x 9" Wide (228.6 mm H x 228.6 mm W)

Description & Use

This sign type is used to identify destinations and points of interest with a large pictogram and text.

Example uses include identifying: Accessible routes, Department Check-Ins, Information Kiosks, & Elevator Lobbies.

Message Configuration Refer to message layout drawing for dimensions.

Sign Components Component based sign system.

See Section 2.1 for applicable component sign system styles.

Graphic Process Direct second surface digital print or silk-screened.

Colors Refer to the color chart in the Appendix.

Typography Helvetica

fasteners.

Mounting Preferred: Concealed mechanical

Alternate: Double-sided VHB foam tape and silicone adhesive.

Installation Mount at 60" (1524 mm) above finished floor to the center of the sign.

Alternate mounting 60" (1524 mm) to top of the sign if adjacent to room signs.

Interior Signage Drawings

Pictogram and Symbol

Message Layout A

Message Layout C



Message Layout B



Message Layout D







IN-09.09

Interior Signage Drawings

Pictogram and Symbol



Message Layout C & D



IN-09.10

Size

Sign Face: 6" High x 9" Wide (152.4 mm H x 228.6 mm W)

Description & Use

This sign can be used in areas where video or audio recording may be taking place such as videoconferencing. It can be placed within the room/area or below the Room ID sign. Required video surveillance signage is in <u>Section</u> <u>3.3</u> (See VHA directive 1078).

Message Configuration

Refer to message layout drawing for dimensions.

Sign Components Component based sign system.

See <u>Section 2.1</u> for applicable component sign system styles.

Graphic Process Direct second surface digital print or silk-screened.

Colors Refer to the color chart in the Appendix.

Typography Helvetica

Mounting

Preferred: Concealed mechanical fasteners.

Alternate: Double-sided VHB foam tape and silicone adhesive.

Installation

Mount at 60" (1524 mm) above finished floor to the center of the sign.

Alternate mounting directly below room identification sign.

Privacy Notice

PRIVACY NOTICE

Video and Audio Recording Occurs in this Area.

Message Layout





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Interior Signage Drawings

Privacy Notice




IN-10.01-.06

Interior Signage Drawings

Sign Frame Insert Holder

Size

IN-10.01: 18" High x 12" Wide (457.2 mm H x 304.8 mm W)

IN-10.02: 21" High x 15" Wide (533.4 mm H x 381 mm W)

IN-10.03: 12" High x 18" Wide (304.8 mm H x 457.2 mm W)

IN-10.04: 12" High x 9 1/2" Wide (304.8 mm H x 241.3 mm W)

IN-10.05: 9 1/2" High x 12" Wide (241.3 mm H x 304.8 mm W)

IN-10.06: 7" High x 10" Wide (177.8 mm H x 254 mm W)

Description & Use

These insert holders can be used to display easily updatable posters, directives, and miscellaneous information.

Sign Components Component based sign system

See <u>Section 2.1</u> for applicable component sign system styles.

Graphic Process

Paper or acetate sheet with digital print.

Colors

Refer to the color chart in the Appendix.

Mounting

Preferred: Concealed mechanical fasteners

Alternate: Double-sided VHB foam tape and silicone adhesive

Recommendations

Avoid visual clutter by only posting information that is necessary at a given location.

The sign system used and configuration of the components should match the facility's sign standard and complement the architectural environment whenever possible. When placing signs near each other, it is important to consider how all components will work together as a cohesive whole.

Avoid taping paper notices or posters directly to wall and always use insert holders.

Whenever possible, use predefined templates designed to match the facility sign standards.



U.S. Department of Veterans Affairs



17"x11" Insert



IN-10.02

IN-10.03



IN-10.04



IN-10.05



IN-10.06





May 16, 2023

IN-10.01-.06

Interior Signage Drawings

Sign Frame Insert Holder

















IN-10.07

Interior Signage Drawings

Informational Posting – Large Insert

Size

Sign Face: 20" High x 11" Wide (508 mm H x 279.4 mm W)

Description & Use

These signs are used to display a variety of information. Sign header has a permanent message and insert component accepts easily updatable message insert that accepts standard tabloid paper size message.

Example uses include identifying: General Facility/Policy Information, Facility Amenities, Check-in Information, Departments/Clinics served by a Check-in.

Message Configuration

Refer to message layout drawing for dimensions.

Sign Components Component based sign system

See <u>Section 2.1</u> for applicable component sign system styles.

Graphic Process Header: Direct second surface digital print or silk-screened.

Message Insert: Paper or acetate sheet with digital print.

Colors

Refer to the color chart in the Appendix.

Typography Helvetica

Mounting Preferred: Concealed mechanical fasteners

Alternate: Double-sided VHB foam tape and silicone adhesive.

Installation

Mount at 60" (1524 mm) above finished floor to the center of the sign.



Message Layout A



Message Layout B







IN-10.07

Interior Signage Drawings

Informational Posting – Large Insert





IN-10.08

Interior Signage Drawings

Informational Posting – Standard Insert

Size

Sign Face: 14" High x 8.5" Wide (355.6 mm H x 215.9 mm W)

Description & Use

These signs are used to display a variety of information. Sign header has a permanent message and insert component accepts easily updatable standard letter paper size message.

Example uses include identifying: General Facility/Policy Information, Facility Amenities, Check-in Information, Departments/Clinics served by a Check-in.

Message Configuration

Refer to message layout drawing for dimensions.

Sign Components Component based sign system

See <u>Section 2.1</u> for applicable component sign system styles.

Graphic Process Header: Direct second surface digital print or silk-screened.

Message Insert: Paper or acetate sheet with digital print.

Colors

Refer to the color chart in the Appendix.

Typography Helvetica

Mounting Preferred: Concealed mechanical fasteners.

Alternate: Double-sided VHB foam tape and silicone adhesive.

Installation

Mount at 60" (1524 mm) above finished floor to the center of the sign.

Alternate mounting 60" (1524 mm) to top of the sign if adjacent to room signs.



Message Layout A

Blue Clinic Check-in Acupuncture Chiropractic Dermatology Liver Clinic

Message Layout B







IN-10.08

Interior Signage Drawings

Informational Posting – Standard Insert





IN-11.01-.04

Size

IN-11.01: 20" High x 20" Wide (508 mm H x 508 mm W)

IN-11.02: 15" High x 15" Wide (381 mm H x 381 mm W)

IN-11.03: 9" High x 9" Wide (228.6 mm H x 228.6 mm W)

IN-11.04: 6" High x 6" Wide (152.4 mm H x 152.4 mm W)

Description & Use Used for permanent messages that will not require updates.

Message Configuration Refer to message layout drawing for dimensions.

Sign Components Component based sign system

See <u>Section 2.1</u> for applicable component sign system styles.

Graphic Process Direct second surface digital print or silk-screened.

Colors Refer to the color chart in the Appendix.

Typography Helvetica

Mounting Preferred: Concealed mechanical fasteners

Alternate: Double-sided VHB foam tape and silicone adhesive

Installation Mount at 60" (1524 mm) above finished floor to the center of the sign.

Recommendations

If needed, a new sign panel can be ordered to update the sign.

Permanent Message Panel

Push Button to Open Door

IN-11.04











IN-12.01-.03

Interior Signage Drawings

May 16, 2023

Desk or Counter Sign

Size

IN-12.01: 11" High x 8 1/2" Wide (279.4 mm H x 215.9 mm W)

IN-12.02: 3" High x 9" Wide (76.2 mm H x 228.6 mm W)

IN-12.03: 6" High x 9" Wide (152.4 mm H x 228.6 mm W)

Description & Use

These freestanding signs are used for messages that can be moved or relocated based on the function of the counter. Sign can be doublesided or single-sided.

Message Configuration

Refer to message layout drawing for dimensions.

Sign Components

Panel or insert based depending on sign system.

Graphic Process Direct second surface digital print or insert

Colors Refer to the color chart in the Appendix.

Typography Helvetica

Mounting Freestanding

Installation Placed on counter or desk.



IN-12.01





IN-12.01-.03

Interior Signage Drawings

Desk or Counter Sign





IN-13.01

Size

Sign Face: 9" High x 12" Wide (228.6 mm H x 304.8 mm W)

Description & Use

This sign is used to identify or guide to high traffic destinations and rooms like restrooms.

Message Configuration

Refer to message layout drawing for dimensions.

Layout A is for a pictogram with text.

Layout B is for a directional arrow with text.

Layout C is for a department name.

Sign Components Mounting bracket and sign panel.

Graphic Process

Direct second surface digital print or silk-screened.

Colors

Refer to the color chart in the Appendix.

Typography Helvetica

Mounting

Mechanical fasteners

Installation

Projecting signs must always be mechanically fastened to the wall surface with wall anchors penetrating a solid substrate, such as a stud or backing material behind the wall. In corridors, a flagmounted sign should always be placed with the bottom of the sign at a minimum height at 80" (2032 mm) for clearance of pedestrians and equipment.

See <u>Section 2.1</u> for installation details.

Recommendations

In narrow hallways or corridors with high ceilings these signs can be used as an alternative to ceiling mount overhead signs.

Text length should be limited due to the size constraints of the sign panel and minimum text height of 2" (50.8 mm).



Interior Signage Drawings

Perpendicular Flag Mount





U.S. Department of Veterans Affairs Side B

Side B

Side B



Interior Signage Drawings

___ 2 1/2" ___ (63.5 mm)

œ

Perpendicular Flag Mount



Message Layout C

Bottom text offset from panel and justified opposite the bracket.

1 1/2" (38.1 mm) 1" (25.4 mm)

IN-13.02

Interior Signage Drawings

Perpendicular Flag Mount – Small

Size

Sign Face: 6" High x 6" Wide (152.4 mm H x 152.4 mm W)

Description & Use

This sign is used to identify small rooms, bed numbers, and stations.

Message Configuration

Refer to message layout drawing for dimensions.

Layout A is for one or two digit numbers.

Layout B is for letters.

Sign Components

Mounting bracket and sign panel.

Graphic Process

Direct second surface digital print or silk-screened.

Colors

Refer to the color chart in the Appendix.

Typography Helvetica

Mounting

Mechanical fasteners

Installation

Projecting signs must always be mechanically fastened to the wall surface with wall anchors penetrating a solid substrate, such as a stud or backing material behind the wall. In corridors, a flagmounted sign should always be placed with the bottom of the sign at a minimum height at 80" (2032 mm) for clearance of pedestrians and equipment.

See <u>Section 2.1</u> for installation details.









IN-13.02

Interior Signage Drawings

Perpendicular Flag Mount – Small





IN-14.01-.05

Size

IN-14.01: 24" High x 20" Wide (609.6 mm H x 508 mm W)

IN-14.02: 30" High x 20" Wide (762 mm H x 508 mm W)

IN-14.03: 36" High x 20" Wide (914.4 mm H x 508 mm W)

IN-14.04: 21" High x 20" Wide (533.4 mm H x 508 mm W)

IN-14.05: 15" High x 20" Wide (381 mm H x 508 mm W)

Description & Use

These signs are used to display directional information on walls. Sign has removeable component panels with permanent messages.

Message Configuration

Refer to message layout drawing for dimensions.

Sign Components

This component based sign system has removeable component panels with permanent messages.

A single sign system and standard should be used throughout the facility. Avoid simultaneously using panel based systems and insert based directional signs within the same facility.

Graphic Process

Direct second surface digital print or silk-screened.

Colors

Refer to the color chart in the Appendix.

Installation

Mount at 60" (1524 mm) above finished floor to the center of the sign.

Recommendations

These signs can be paired side by side (not stacked) for multi directional information.

Keep directional messages simple, providing only information necessary to decide at that specific location.

Use consistent terminology throughout the facility, online, and on appointment letters.

Refer to the VHA Standardized Nomenclature document for a list of approved department names.



U.S. Department of Veterans Affairs

Interior Signage Drawings

IN-14.01

Receptionist

 \uparrow

PTSD

4

Surgery

Pharmacy

Canteen

IN-14.04

Receptionist

 \uparrow

PTSD

÷

Surgery

Wall Directional – Permanent Panel







IN-14.03





Mounting Concealed mechanical fasteners. IN-14.01-.05

Interior Signage Drawings

Wall Directional – Permanent Panel





IN-14.02





20' (508 mm) 1 1/2" (38.1 mm) 3" (76.2 mm) [....] 3" (76.2 mm) _____ 3" (76.2 mm) 1..... [....] 3" (76.2 mm) 3" (76.2 mm) 3" (76.2 mm) (914.4 mm) [....] 3" (76.2 mm) [....] 3" (76.2 mm) [....] 3" (76.2 mm) [_____] 3" (76.2 mm) [....] 3" (76.2 mm) 3" (76.2 mm)

IN-14.03





IN-14.06-.07

Size

IN-14.06: 14" High x 17" Wide (355.6 mm H x 431.8 mm W)

IN-14.07: 17" High x 17" Wide (431.8 mm H x 431.8 mm W)

Description & Use

These signs are used to display directional information on walls. Sign has permanent header and/or footer and easily updatable message insert that accepts standard tabloid paper size.

Message Configuration

Refer to message layout drawing for dimensions.

Rule lines are printed on insert to visually separate messages.

IN-14.06: Header with directional arrow and updatable insert with five lines of copy

IN-14.07: Adds an optional footer for additional wayfinding information like building/floor number or wing/zone name.

Sign Components Component based sign system.

Graphic Process

Header: Direct second surface digital print or silk-screened.

Message Insert: Paper or acetate sheet with digital print.

Colors

Refer to the color chart in the Appendix.

Typography Helvetica Bold

Installation

Mount at 60" (1524 mm) above finished floor to the center of the sign.

Recommendations

These signs can be paired side by side (not stacked) for multi directional information.

Keep directional messages simple, providing only information necessary to decide at that specific location.

Use consistent terminology throughout the facility, online, and on appointment letters.

Refer to the VHA Standardized Nomenclature document for a list of approved department names.



U.S. Department of Veterans Affairs

Interior Signage Drawings

Wall Directional – Single Insert



IN-14.06



IN-14.07





Mounting Concealed mechanical fasteners.