WAYFINDING
And accessibility in healthcare

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Wayfinding Partner at eyecandy SIGNING.
Exterior Wayfinding
Main Entrance
Main Entrance
Building ID
Vehicular Wayfinding
Regulation Signs

- **DO NOT ENTER**
  - Aluminum Sign
  - 18" x 24"

- **Aluminum Pedestrian Diamond**
  - Used to signify an upcoming cross walk
  - 24" x 24"

- **Aluminum Pedestrian Rectangle**
  - High Reflective
  - 16" x 24"

- **8" x 24"**

- **MAXIMUM 10**
  - Aluminum Sign
  - 12" x 18"

- **Aluminum Sign**
  - 12" x 12"

- **NO STOPPING / FIRE LANE**
  - Aluminum Sign
  - 24" x 24" / 30" x 30"
Interior Wayfinding
Area Identification

4 SouthEast
Room Identification

4E-403 Data Room
Washroom Signs
Projecting Signs
Door Identification
Environmental Graphics
Environmental Graphics
Outcome of Good Wayfinding

1. Improves safety including falls reduction
2. Reduces patient stress significantly
3. Improves staff, visitor and patient satisfaction
4. Reduces costs and improves operational efficiency
Organizational Outcomes: Costs, Referrals, Philanthropy, Staff and physician attraction, Staff retention and Culture

95% surveyed identify wayfinding as “extremely important”; 65% reported wayfinding to be ineffective.

Pictograms with human figures performing a specific action are highly comprehended.

Wayfinding issues at Emory University Hospital cost $220,000 USD annually.

Co-ordinated wayfinding systems ease stress. Research points to a number of themes: nomenclature, density, placement, visibility.
Design Principles
Universal Design
Cross Cultural Comprehension
Accessible Design
Introducing New Standards and Guidelines
Contrast
70% minimum

Use a minimum of 70% contrast for readability.

The background is 30% black and the type is 100% back.
Finish
Matte or
Non-glare finish
Braille
All permanent room signs
Tactile lettering
Sans serif
Mix case
Height: 16mm-55mm
Raised: 0.8mm

I am sans.
I am serif.
Composition
At least 10 mm between Braille and tactile letters
Pictograms
Field height of 15cm
Text description placed below
Tactile and braille required

6 inches
Installation
Wall: 1200-1500mm
Latch side of door
Projecting: 2,035mm
Accessible Canada
Accessible Canada Act

PROACTIVELY ELIMINATE AND PREVENT BARRIERS AND ENSURE GREATER OPPORTUNITIES FOR PERSONS WITH DISABILITIES

- **Service Delivery**: Receive services that are accessible to all
- **Built Environment**: Move freely around and throughout buildings
- **Employment**: Access to employment opportunities
- **Communication**: Availability of accessible information
New Brunswick: Implemented Universal Design in building code.

Newfoundland and Labrador: Working with advocacy groups to create new accessibility legislation. “Nothing about us without us.”

PEI: The word “handicapped” has been removed from 5 major pieces of legislation.

Nova Scotia: Accessible by 2030
Case Studies
Parking
Solution
Washroom
Solution
Directories
Solution
Wall mounted directory
Solution
Free standing directory
Solution
Technology
Directional

- 10-24 Suites 1-9
- Press Suite
- Preston Player’s Lounge
- Sapphire Sound Lounge
- Arena Production Studio
- Media Booth
- Meeting Rooms A, B, C
Solution
Wall mounted
Solution
Neighbourhood
Messages

NOTICE
ENT located on the first floor can be accessed via this lift & stairs
Sodexo/VUL apologies for any inconvenience
Solution
Modular Design
Best Practices
Implement
Multidisciplinary Team:

- Wayfinding Consultant
- Administration
- Project Manager
- Facilities Management and Operations
- Clinical and Medical Staff
MDT function

- Document expectations
- Develop wayfinding plan
- Develop financial budget and timelines
- Audit wayfinding system
- Create inventory of existing signs
- Design a modular sign system
- Produce a catalogue of sign types
- Establish long term plan for maintenance
- Annual review and upkeep