

Outpatient Clinic for Veterans Affairs (VA) in Sant Cruz County, CA.

Agency Specific Requirements (ASR) for VA Palo Alto Health Care System (VAPAHCS)

1.0 QUALITY OF SPACE

- 1.0.1 Comply with VA Lease Design Narrative and Room Data Matrix for a 15,495 SFT. ABOA / 20,000 (+/-) Rentable Square Footage (RSF) building tenant improvement or built-to-suit medical clinic.
- 1) Per the Lease Design Narrative, Section 2.2 Lessor shall work with AHJ to properly determine the Occupancy type relative to table 1.1 (Conceptual Area Table on Pg. 3) and Conceptual Floor Plan drawing (part of the ASR documents).
 - 2) The required parking is 55 reserved spaces, 10% of which shall be accessible per the ABAAS (6 spaces, 1 of which is van accessible).
- 1.0.2 The leased facility will be broadly based on but not limited to the following space utilization requirements: The lessor shall provide manufactured upper/lower wood casework and solid surface tabletops and provide first quality vitreous China sinks and faucets in exam rooms, and restrooms (this is applicable for rooms not specified in the Room Data Matrix).
- 1) Lobby/Reception Area consists of 1 Vestibule with an adequate buffer at the entry so people circulating in the welcome area do not trigger automatic doors; 1 Janitorial Closet for housekeeping aid closet; 1 Wheelchair Alcove to accommodate at least 5 wheelchairs; 1 Reception Area as a built-in transition counter that is handicap accessible and open to circulation with secured access from behind; 1 Security station.
 - 2) One Waiting Area consisting of 9 chairs and a Queuing Area. There should be charging stations for phones and computers. Also included are separate restrooms for Men and Women.
 - 3) Integrated Mental Health/ Primary Care Patient Aligned Care Team Areas to consist of 1 Patient Corridor; 1 Weigh In Alcove as a dedicated area near the rear patient corridors for height and weight measurements; 11 Patient Consult/Exam rooms; 3 Patient toilets total in PACT area, 2 in-suite toilets and 1 shared toilet; 1 Medication Room for vaccine refrigerators and other medication administration items; 1 Telehealth Room, a standard patient care room set-up with special equipment including a digital stethoscope, diagnostic set, and high resolution camera to support remote examination; 1 Wheelchair Alcove; 1 Omnicell Alcove for prosthetic supply storage.
 - 4) PACT Team Workspace 4 groupings of 4 individual, repositionable, systems furniture-based workstations set-up for use by each four persons Teamlet. Should team composition change, these workstations shall be rearrangeable; 2 clinical

supply storage rooms; 1 general storage room; 1 Soiled Utility Room as a soiled Instrument Holding Room; 1 universal staff toilet.

- 5) Specialty Care Mental Health Area consists of one PACT team, 2 Group Rooms which will be used for multiple forms of group care and education functions. The rooms should be acoustically controlled, and furniture should be easily rearranged, moved, and stacked to allow for frequent changes in use. HUD/VASH Area consists of HUD/VASH Team Workspace with systems furniture-based workstations; 1 single-person office; 1 storage room; 1 copy room.
- 6) Staff Support Area consists of 1 Staff Toilet; Teamwork Area/Clinical Support; 1 Teamlet Backstage; 1 Office for CBOC Nurse Manager Office/Staff Support; 1 staff Conference Room; 1 Staff Lounge; 1 Nursing Work Room; 1 Nursing Equipment storage area; 2 Group rooms.
- 7) Engineering Service area consists of 1 Electrical room and 1 Mechanical room.
- 8) Supply Chain Services consisting of 1 Supply Chain Office / Storage.
- 9) Environmental Management Services (EMS) consists of 1 HAC (Housekeeping Aides Closet); 1 Biohazard Waste holding area; 1 utility room for storage of Dirty Gas; 1 Storage room for Clean Gas.
- 10) Information Technology Services consisting of 1 IT Closet used for both OIT active and passive IT distribution equipment and FMS (Facility Management System) active and passive distribution equipment.

1.0.3 Allowable room size variance from stated program requirements is 5%.

1.0.4 For multi-tenant buildings, VA prefers to have a standalone building entrance that is not shared with any other tenants. Other building entrance configurations are allowable.

1.0.5 VA prefers to occupy contiguous space on a single floor, on the ground floor. Contiguous space above the ground floor, and space split between two adjacent floors, is allowable, subject to the elevator and egress requirements in this Solicitation.

1.1 CONCEPTUAL PLAN: AREA TABLE: Note all areas are approximate as reflected in the Conceptual Floor Plan.

ROOM NO.	ROOM NAME	SF	QTY	DEPT NSF
Lobby/Reception Area			8	1386
1001	Housekeeping Aid Closet	75	1	75
1001B	Wheelchair Alcove	35	1	35
1004	Shared Office	110	1	110
1005	Operations Office		1	110
1015	Men's Restroom	220	1	220
1016	Women's Restroom	220	1	220
1013	Group Room	308	1	308
1014	Group Room	308	1	308
Clinical Lab/ Blood Draw			1	130
1008	Blood Draw/ Pathology	130	1	130
Home Telehealth			1	130
1130	Offices	130	1	130
Police Service			4	200
	Security Desk	20	1	20
1003A	Police Operations Room	120	1	120
1003C	Armory Weapons/ Storage Room	60	1	60

Patient Aligned Care Team (PACT)			26	3996
1119A	Weigh In/ Wheelchair Alcove	30	3	90
1102 - 1111	Consult/Exam Rooms	130	11	1430
1105	PT TLT Room	73	3	199
1101A	PT TLT Room	61		
1114	PT TLT Room	65		
-	Storage	85	1	85
1110	PACT Team Workspace	1530	1	1515
1120	X-Ray Room	500	1	500
1110A	Med Room	62	1	62
1107A	Soiled Utility	65	1	65
1140A	Omnicell Alcove/ Prosthetics Storage	50	1	50
ROOM NO.	ROOM NAME	SF	QTY	DEPT NSF
Mental Health			11	1844
1128	Group Room	240	2	480
1129	Group Room	240		
1128A - 1129A	Group Room Storage	27	2	54
	HUD/VASH Open Office	895	1	895
1131	HUD/VASH Private Office	130	1	130
1125	HUD/VASH Storage	130	2	260
	Copy Alcove	25	1	25
Staff Support Area			7	1089

1118	Staff TLT	88	1	88
1148	Nurse Training/ BLS	83	1	83
1154	Nursing Equipment	100	1	100
1150	Office	125	1	125
1155	Phone Room / Lactation Room	59	1	59
1152	Conference Room	179	1	175
1132	Staff Gym	271	1	271
1153	Staff Lounge	188	1	188
Engineering Services			2	195
1146	Electrical Room	120	1	120
1147	Mechanical Room	75	1	75
OIT			1	100
1126	IT Closet	100	1	100
EMS			4	200
1141	HAC	68	1	65
1142	Biohazard Waste	50	1	50
1143	Gas Dirty	35	1	35
1142	Gas Clean	50	1	50

Supply Chain Service (SCS)			1	265
1144	SCS Office/ Storage	265	1	265
	NSF Total			9535
	Support Space/ Circulation			5,960
	ABOA			15,495
RENTABLE SQUARE FOOTAGE (RSF)				20,000

1.2 GENERAL CRITERIA

- 1.2.1 Master reference and governing document for all CBOC design requirements is the (i) VA_Leased_CBOC_Design Narrative dated 5/1/2024 and (ii) Room_Data_Matrix dated 5/1/2024. Reference [BUILDING REQUIREMENTS FOR LEASED SPACES - Office of Construction & Facilities Management \(va.gov\)](#) for required documents. In case of any conflict with this ASR document reference (i) and (ii) with due approval from the CO and COR.
- 1.2.2 VAPAHCS Integrated Wayfinding Master Plan, dated April 21, 2023, is to be referenced for all signage requirements. If there is discrepancy between VA TIL and VAPAHCS Integrated Wayfinding Master Plan coordinate with VA's Contracting Officer's Representative (COR).
- 1.2.3 The existing fire rated features and fire protection changes will be shown on a separate drawing sheet by the A/E and stamped by a Fire Protection Engineer (FPE) in the contract documents. All fire protection equipment will have 100% emergency power backup. Systems requiring emergency power include, but not limited to fire alarm systems, emergency lighting, exit signs, fire pumps and smoke control systems and elevators if present.
- 1.2.4 **NOTE:** The above list is intended to serve as a starting point for design and does not represent all the information in identifying the project scope.
- 1.2.5 Flagpole if applicable per L-100 shall conform to Santa Cruz County Code Section 13.10.510 (D)(2) for height exceptions, and otherwise conform to VA flagpole master construction specification division 10 75 00 FLAGPOLES. <https://www.cfm.va.gov/TIL/spec.asp#00>
- 1.2.6 The Lessor's Interior Designer and Medical Equipment Planning (MEP) will provide room-by-room furniture and equipment layouts outlining exam table, patient lifts, privacy curtains, stool, workstation and media-mounts, wall mounted items, casework, bookcases, and room furniture locations so Lessors MEP design team can determine plumbing, electrical power, and data drop locations.
- 1.2.7 The Lessors A/E shall provide design services that utilize and incorporate VA Prototypes for Standardized Design and Construction Community Based Outpatient Clinics, latest edition.
- 1.2.8 The Lessor's design team shall utilize and incorporate all VHA's Patient Aligned Care Team (PACT) Facility Design concepts and models into the new leased space design and provide required tenant improvements that meet PACT model requirements to support PACT teams and a variety Mental Health and Tele-Health Services. <http://www.cfm.va.gov/til/dGuide/dgPACT.pdf>.
- 1.2.9 The lessor shall provide new furnishings.

1.2.10 Lessor shall provide upper and lower wood casework and solid surface counter tops for conference, staff break room, physical therapy, and exam rooms.

- 1) Provide upper and lower manufactured metal casework for Blood Draw Lab.
- 2) Lessor shall provide built-in casework with lockable doors and drawers for reception, mail/copier work room, and conference and group rooms.
- 3) Lessor shall provide employee lockers for staff rest/locker rooms.

1.2.11 Other Applicable Standards: all available at links shared in Section 1.2.1:

- i) VA The Joint Commission (TJC) Requirements for Behavioral Health and Laboratory categories.
- ii) Interagency Security Committee Policy for Leased Facilities.
- iii) VA PG-18-9 SPACE Planning Criteria (263).
- iv) VA PG-18-14 Room Finishes, Door & Hardware Schedule.
- v) VA PG-18-10 Design Manuals - Signage Design Manual.
- vi) VA Directive 0730

2.0 EXTERIOR SIGNAGE

2.0.1 All exterior signage, including identification, directional, informational and regulatory signs, shall be provided and installed by Lessor. Signage must comply with local municipality's codes and VA Guidelines.

2.0.2 Lessor's A/E shall provide a signage plan for review and approval by the Contracting Officer's Representative prior to construction. The Lessor shall list the sign type, message, and locations in accordance with VAPAHCS Signage Standards.

2.0.3 Signage Shop drawings and submittals shall be approved by Contracting Officer's Representative prior to sign fabrication.

2.0.4 Lessor shall provide ground mounted, illuminated, vertical monument sign to identify the Outpatient Clinic main entrance. The Lessor shall provide foundations and electrical power as necessary. Monument sign shall be 12'-0" high x 5'-0" wide with a 12" high concrete base. Graphics shall be back-lit push-through translucent white polycarbonate. Sign message shall include:

- VA logo
- Facility name.
- Healthcare system name
- Address of facility

- 2.0.5 Lessor shall provide illuminated, wall mounted Building Identification Dimensional Signs of dimensional painted aluminum letters with VA logo. Letters shall be minimum 5 feet high.
- 2.0.6 Wall mounted building identification signs shall be prominently located to be visible from street approach in accordance with VA-approved building elevations.
- 2.0.7 Exterior wayfinding, site and building signage shall meet the requirements listed in the current version of the following:
- 1) VAPAHCS Integrated Wayfinding Master Plan, dated April 21, 2023.
 - 2) VA Signage Design Manual, available from the VA Technical Information Library (TIL) [DESIGN MANUALS \(PG-18-10\) - Office of Construction & Facilities Management \(va.gov\)](#)
- 2.0.8 Exterior signs for the clinic may include the following sign types. The final sign types and quantity of signs for the project will depend on the selected site.

Sign Type Description	Sign Type (#)	Primary source of design reference
Medical Center Identification – Large Vertical Monument	EI – 01.08	VAPAHCS Integrated Wayfinding Master Plan
Wall Mounted Building Identification	EN – 06.02	VAPAHCS Integrated Wayfinding Master Plan
Building Identification Dimensional Letters	EI – 09.10	VAPAHCS Integrated Wayfinding Master Plan
Secondary Vehicular Directional	EN – 03.07	VAPAHCS Integrated Wayfinding Master Plan
Tertiary Vehicular Directional	EN – 03.08	VAPAHCS Integrated Wayfinding Master Plan
Secondary Pedestrian Directional	EN – 3.10	VAPAHCS Integrated Wayfinding Master Plan
Parking Aisle Identification	PL – 12.06	VAPAHCS Integrated Wayfinding Master Plan
Parking Stall Designation	PL – 12.03	VAPAHCS Integrated Wayfinding Master Plan
Accessible Parking Space	PL – 12.10	VAPAHCS Integrated Wayfinding Master Plan
Bus Stop	PL – 12.11	VAPAHCS Integrated Wayfinding Master Plan
Traffic Regulatory	EN – 10.01 to EN – 10.09	VAPAHCS Integrated Wayfinding Master Plan
No Weapons Sign - Small	IN – 02.10	VAPAHCS Integrated Wayfinding Master Plan

2.1 INTERIOR SIGNAGE

- 2.1.1. Lessor's A/E shall develop and submit a signage plan for review and approval by the Contracting Officer Representative (COR) during design development. Interior signage systems shall include identification, directional, informational, and code required signage. The Lessor shall list during design the type, message, and locations in accordance with VAPAHCS Signage Standards. Lessor shall purchase and install all interior signs during construction and/or activation per the VA approved design.

3.0 WATER SUPPLY FOR FIRE PROTECTION

- 3.0.1 Assess adequacy of the water supply. The Lessor must verify the locations involved as well as the quality and accuracy of the data. Perform water supply flow testing.
- 3.0.2 Fire flows shall be available as required by NFPA 13 for the required occupancy classification. The Lessor shall verify and submit documentation of the fire department's capability of handling the manual firefighting requirements to the Contracting Officer prior to occupancy by the Government.

3.1 MEDICAL GAS STORAGE

- 3.1.1 Location, construction, and arrangement of compressed medical gas storage areas shall comply with NFPA 99.

3.2 AUTOMATIC SPRINKLER SYSTEMS

- 3.2.1 Design wet pipe sprinkler systems, unless installed in areas subject to freezing. Dry pendant or sidewall sprinklers are preferred in lieu of dry pipe or antifreeze systems. Propylene glycol shall be used should antifreeze systems need to be installed when permitted by local authorities. Do not use pre-action type systems.
- 3.2.2 The installation shall comply with the requirements of NFPA 13. Sprinklers shall be provided throughout VA occupied space. Rooms containing bulk supply storage shall be classified as defined by NFPA 13. Do not use shelving which obstructs sprinkler water from penetrating down through racks.
- 3.2.3 Install quick response sprinklers (QRS) in all areas, except where specifically prohibited (e.g., high temperature areas as defined in NFPA 13, elevator shafts, or elevator machine rooms). On retrofit projects, replace existing standard sprinklers with QRS.
- 3.2.4 Install standard sprinklers with intermediate temperature rating 200 °F [93 °C] or higher in elevator shafts, elevator pits, and elevator machine rooms. Install

sprinklers in elevator shafts and pits only where required by NFPA 13. (Comply with necessary power shutdown requirements.)

- 3.2.5 The installation of flow control (on/off) sprinkler heads is not permitted. Provide non-ferrous piping for all areas within Magnetic Resonance Imaging (MRI) suites.
- 3.2.6 Coordinate with architectural, mechanical and electrical work and show smoke zone boundaries, hazard classification, density, and other special requirements on drawings.
- 3.2.7 Coordinate sprinkler zones with fire or smoke (compartments) and fire alarm evacuation zones. Provide a flow switch, isolation valve, tamper switch, and pressure gauge for each zone. Notification shall comply with NFPA 72.
- 3.2.8 Determine and identify on drawings the location of fire pump, risers, all valves, fire department connections, drains, and points of connection with underground fire service main.
- 3.2.9 Provide seismic protection per Leased CBOC Design Narrative dated May 1, 2024.
- 3.2.10 For the leased facilities, commissioning of the fire protection systems shall be implemented to verify the intent of the design by inspecting and testing the systems.

3.3 FIRE ALARM SYSTEMS

- 3.3.1 Fire alarm systems shall be provided as required by NFPA 101 or the locally adopted codes.
- 3.3.2 Wiring for fire alarm systems shall be as follows: Initiating Device Circuits – Style B (Class B), Signaling Line Circuits – Style 4.0 (Class B), Notification Appliance Circuits – Style Y (Class B), and Communications between fire alarm control units – Style 7 (Class A). Where there are conflicts with local codes, the most stringent requirements shall be enforced.
- 3.3.3 Initiation devices shall be provided in accordance with NFPA 101, NFPA 72, NFPA 90A, and ASME 17.1 or ASME 17.3, as applicable.
- 3.3.4 Audible fire alarm notification appliances shall be provided in accordance with NFPA 72 and NFPA 101.
- 3.3.5 Visual fire alarm notification appliances shall be provided in mechanical rooms, public restrooms, and publicly accessible areas such as corridors, auditoriums,

cafeterias, assembly rooms, canteens, retail stores, and other publicly accessible rooms of more than 750 square feet [228.6 square meters] of area.

- 3.3.6 Coordinate fire alarm zones with the location of smoke compartments and sprinkler zones. The fire alarm system shall be monitored by a listed remote central station.

3.4 FIRE EXTINGUISHERS

- 3.4.1 Portable fire extinguishers recessed in cabinets shall be provided, inspected, and maintained / repaired / replaced by the Lessor in accordance with National Fire Protection Association (NFPA) 10, Standard for Portable Fire Extinguishers.
- 3.4.2 Recessed cabinets shall be provided in occupied areas. Size fire extinguisher cabinets to accommodate a 2.5 gallon [9.5 liters] pressurized water extinguisher. Recessed cabinets shall be conspicuously marked.

3.5 PHYSICAL SECURITY

- 3.5.1 The Lessor shall provide a level of security which reasonably deters unauthorized entry to the space leased during non-duty hours and deters loitering or disruptive acts in and around the space leased. Lessor shall use Best manufacturer for door hardware with WA keyway, small core, and 7 pin. The Lessor shall ensure that security cameras and lighting are not obstructed.
- 3.5.2 Lessor shall provide Security Systems to include Intrusion Detection System (IDS), Physical Access Control System (PACS), Security Surveillance (SSTV), Nurse Call, and Public-Address Improvements. Systems shall be designed and install in accordance with VA Design Manuals, VA Master Construction Specifications, and VA Handbook 0730/4 Security and Law Enforcement. https://www.va.gov/vapubs/search_action.cfm?formno=730&SortBy=Pub_Type_Desc. Lessor shall use the ISC for Leased Facilities Checklist for conducting Facility Security Assessments. [The Risk Management Process: An Interagency Security Committee Standard \(cisa.gov\)](#)
- 3.5.3 **Physical Access Control System:** Compliance with Federal Standards. New installations or retrofitted access control systems will be compliant with technology described in Federal Information Processing Standard (FIPS) Publication 201, Personal Identity Verification of Federal Employees and Contractors, and the document "PACS Implementation Guidance, Version 2.2 (July 30, 2004), published by the Physical Access Interagency Interoperability Working Group of the GSA Government Smart Card Interagency Advisory Board. This requires that such systems will meet the ISO/IEC 14443 a, Parts 1-4 standard for contactless (proximity) card systems, or the ISO/IEC 7816 Standard

for contact-type cards. ****Lessor to provide Andover Continuum with latest firmware revision, or equal.**

- 3.5.4 **Physical Access Control System (PACS):** Shall include, but not be limited to: card readers, keypads, electromagnetic locks and strikes, and electronic security management system (SMS). PACS devices shall be used for the purpose of controlling access and monitoring building entrances, sensitive areas, mission critical asset areas, and alarm conditions from an access control perspective. PACS shall be able to be fully integrated with other security subsystems using direct hardwire or computer interface.

The HID PIV class reader is 920PHRNEK00005 for Regular Access or Medium Access as stated in police handbook 0730/4. If the secured area is a PACS High and requires a two-factor reader (pin and badge) then use Bridgepoint 74-01-4003 2F DI TP RDR Crypto Ver. 1.1.11.4.

SIELOX ac1700 two-door control boards or a comparable system by Lenox will be used. A manufacturer-certified trained technician to install. Lessor to verify with VA on which of the two manufacturers to use at time of solicitation.

Altronix 12vdc/24vdc to power the system and the locks.

- 3.5.5 **Security Surveillance Television (SSTV):** Shall be provided to monitor building entrances, restricted areas, mission critical asset areas, and alarm conditions. SSTV system shall be used for surveillance and observations of defined exterior areas, such as site and roadway access points, parking lots, and building perimeter, and interior areas from a centralized police operations room or security control center. Station standard to be Avigilon. The design, installation, and use of SSTV cameras shall support the visual identification and surveillance of persons, vehicles, assets, incidents, and defined locations.
- 3.5.6 **The Intrusion Detection System (IDS):** Shall include motion detection, glass break, and door contact sensors, among other devices. These devices provide alternative methods to detect actual or attempted intrusion into protected areas through the use of alarm components, monitoring, and reporting systems. The IDS shall have the capability of being integrated with PACS, and SSTV systems. All IDS shall meet UL 639 Intrusion Detection Standard. The IDS shall be used to monitor the site perimeter, building envelope and entrances, interior building areas (where access is restricted or controlled, see FSL-II), and SCS storage room (independent system)
- 3.5.7 **Electronic Security Management System (SMS):** The SMS shall allow the configuration of an enrollment and badging, alarm monitoring, administrative, asset management, digital video management, intrusion detection, visitor enrollment, remote access level management, and integrated security

workstations or any combination thereof. Entry control software shall allow for programming of the PACS via a CPU. All software shall be updated per manufacturer's instructions. Network interface devices shall consist of all hardware and software required to allow for full interface with other security subsystems via a CPU.

VAPAHCS' system is controlled by Pinnacle software on a server at the Palo Alto main campus. All new systems installed will be programmed to the server by VA's Electronics technician via the VA Network using an OI&T issued IP address connected to an OI&T switch that is connected to the VA Network.

- 3.5.8 **Provide nurse call system(s) as required:** System(s) shall be the Jeron Provider 790 system, or approved equivalent. The system shall consist of nurse consoles, control stations, staff and duty stations, room and corridor dome lights, pull cord and/ or emergency push button stations, and wiring. The calls shall be able to be initiated from the Patient station, staff station, and Toilet emergency pull cord/ push button station. Head end equipment shall be located in the OIT closet.
- 3.5.9 Provide perimeter fencing or walls and gates. Design fencing with due consideration for character and aesthetics of the building design and surrounding properties. Fencing shall comply with security requirements in VA Physical Security Design Manual for Life Safety Protected Facilities.

4.0 ARCHITECTURAL

- 4.0.1 **Flooring:** Flooring material specifications and installation methods shall conform to the requirements of VA Design Guide PG-18-14, Room Finishes, Door, and Hardware Schedules. Under floor concrete must be smooth and level. Patching and leveling compounds containing gypsum are prohibited. When floor coverings are newly installed or changed, samples must be approved in advance by the Contracting Officer. Unless other material is scheduled for a room or area, perimeter base shall be rubber or vinyl complying with ASTM F1861. Base shall be 1/8-inch thick, 4 inches high with molded top. Style B (cove) shall be used throughout.
- 4.0.2 **Casework:** Casework shall be of the flush overlay design and, except as otherwise specified, be in conformance with AWI 1600, Modular Cabinets. Fabricate casework of plastic laminated covered particleboard.
- 1) Plastic laminate shall conform to NEMA LD-3
 - 2) Exposed vertical surfaces including both sides of cabinet doors shall be high pressure laminate Type VGS (0.28).

- 3) Cabinet interiors including shelving shall comply with NEMA, LD3.1 at a minimum: high pressure cabinet liner Type CLS (0.20), OR thermally fused melamine laminate.
- 4) Backing (concealed surfaces) shall be high pressure backer Type BKH (0.28). Core materials shall be as follows:
 - Particleboard up to 7/8 inch [22.22 mm] thick shall be Industrial Grade average 47- pound density particleboard, ANSI A 208.1, M-3.
 - Particleboard 1 inch [25.4 mm] thick and thicker shall be Industrial Grade average 45- pound density particleboard, ANSI A 208.1, M-2.
 - Moisture Resistant Particleboard shall be average 47-pound density particleboard, ANSI A208.1, M-3.
 - Medium Density Fiberboard 1/4-inch thick shall be average 54-pound density grade, ANSI A208.2.
- 5) Edging machine applied and machine profiled to 1/8-inch radius.
- 6) Exposed hardware, except as otherwise specified, shall be satin-finished chromium-plated brass or nickel-plated brass.
- 7) Hinges shall be fabricated of minimum 0.072-inch [1.83-mm] thick chromium-plated steel leaves, with minimum 0.139-inch [3.53-mm] diameter stainless steel pin. Hinges shall be a five-knuckle design with 2-1/2 inch [63.5 mm] high leaves and hospital type tips. Doors 36 inches [914.4 mm] and more in height shall have three hinges, and doors less than 36 inches [914.4 mm] in height shall have two hinges. Each door shall close against two rubber bumpers.
- 8) Door catches shall be friction or magnetic type, fabricated with metal housing. Provide one catch for cabinet doors 48 inches [1200 mm] high and under, and two for doors over 48 inches [1200 mm] high.
- 9) Locks shall be by Best, with small core, 7 pins, and WA keyway. Provide two keys for each lock. The name of the manufacturer, or trademark by which manufacturer can readily be identified, shall be legibly marked on each lock, the key change number shall be marked on the exposed face of lock, and stamped on each key. Key change numbers shall provide sufficient information for replacement of the key by the manufacturer.
- 10) Drawer and door pulls shall be flush pulls fabricated of ABS plastic.

- 11) Drawer slides shall be full extension, 150-pound [68-kg] load rated epoxy coated steel with nylon, ball bearing rollers, with positive stop both directions.
- 4.0.3 **Countertops:** Plastic Laminate (HPDL) shall conform to NEMA LD 3. Decorative surfaces shall be either:
- 1) **Horizontal:** High-pressure decorative laminate type HGS (.048)
 - 2) **Post forming:** High-pressure decorative laminate type HGP (.039)
Concealed backing sheet shall be high-pressure backer BKH (.048) or (.039) to match exposed faces.
- 4.0.4 **Window Treatments:** All exterior windows shall be equipped with window blinds and / or shades.
- 1) **Window Blinds:** Blinds may be aluminum or plastic vertical blinds, or horizontal blinds with aluminum slats of one-inch width or less. The window blinds must have non-corroding mechanisms and synthetic tapes.
 - 2) **Cloth Window Shades:** Provide screen (percentage determined by VA) and / or opaque cloth shades on windows of special procedures rooms, Telemedicine rooms, exterior conference rooms, and rooms containing image intensifiers.

4.1 CUBICLE CURTAIN TRACKS AND CURTAINS

- 4.1.1 Provide cubicle curtain tracks with carriers and hooks in exam rooms and other locations for privacy.
- 4.1.2 Provide surface-mounted curtain tracks of extruded aluminum, ASTM B221, alloy 6063, with white powder coat finish. Dimensions: 1 1/2 inches (39 mm) high by 3/8 inch (10 mm) wide. Provide straight and bent sections. All accessories shall be fabricated from the same material with the same finish as the tracks. Provide the following accessories: Grabber (curtain loading tool), Hard Ceiling Mounting Plate, Hanger and Track Connector, Track Connector, Hanger, 1' Extensible Tube, 2' Extensible Tube, 4' Extensible Tube, 6" Extensible Tube, Loading Zone, Combo End Cap, Ceiling Vertical Mount Plate, Thumb Screw with Fastener, Curtain Stopper.
- 4.1.3 At end of each section of track, make provision for insertion and removal of carriers. Design to prevent accidental removal of carrier. Any operating mechanism shall be removable with common tools.
- 4.1.4 Lessor will supply and maintain disposable cubicle curtains, which are fire-retardant curtains with panel, integrated mesh, and top designed for attachment to track without separate hooks. Made of 100% recyclable polypropylene. The panel size should be 69 inches wide by 92 inches high, including 19 inches of

mesh, hemmed as required. VA uses On the Right Track curtain track and curtains.

4.2 HANDRAILS, WALL GUARDS AND CORNER GUARDS

4.2.1 Stainless steel shall conform to ASTM A167, Type 302B. Extruded aluminum components shall conform to ASTM B221, Alloy 6063, Temper T5 or T6.

4.2.2 Resilient materials shall be extruded, and injection molded acrylic vinyl or extruded polyvinyl chloride meeting following requirements:

- 1) Minimum impact resistance of 2150 ft-lbs. [200 Nm] (when tested in accordance with ASTM D256 (Izod impact, ft-lbs. per inch notch)
- 2) Class 1 fire rating when tested in accordance with ASTM E84, having a maximum flame spread of 25 and a smoke developed rating of 450 or less.
- 3) Shall be rated self-extinguishing when tested in accordance with ASTM D635.
- 4) Material shall be labeled and tested by Underwriters Laboratories or other approved independent testing laboratory.
- 5) Provide resilient materials with integral color with all colored components matched in accordance with SAE J 1545 to within plus or minus 1.0 on the CIE LCH scales.

4.2.3 Except in administrative areas, provide handrails and wall guards on both sides of all corridors. Provide chair rail at waiting rooms. Provide continuous reinforcing in the wall attachment of handrails and bumper guards.

4.2.4 Handrail/Wall Guard Combination shall consist of snap-on covers of resilient material, minimum 0.078-inch thick, free-floated on a continuous, extruded aluminum retainer, minimum 0.072-inch thick, anchored to wall at maximum 32 inches on center.

4.2.5 Wall Guards (Crash Rails) shall consist of snap-on covers of resilient material, minimum 0.110-inch thick, free-floated over a continuous extruded aluminum retainer, minimum 0.090- inch thick anchored to wall at maximum 24 inches on center.

4.2.6 Resilient, shock-absorbing corner guards shall be flush mounted type of 1/4-inch [6.35 mm] corner. Snap-on corner guards shall be formed from resilient material, minimum 0.078-inch [1.98 mm] thick, free floating on a continuous 0.063-inch-thick extruded aluminum retainer. Design retainer used for flush mounted type to act as a stop for adjacent wall finish material. Provide appropriate mounting

hardware, cushions and base plates as required. Provide factory fabricated end closure caps at top and bottom of surface mounted corner guards.

4.2.7 Stainless steel corner guards shall be fabricated of 0.0625 inch [1.59 mm] thick stainless steel. Stainless steel corner guards shall be surface mounted, with 3-inch [76-mm] wings and 1/4-inch [6.35 mm] corner.

4.2.8 Provide resilient or corrosion-resisting metal corner guards for the external corners of finished interior walls and columns in the paths of wheeled traffic as indicated below. Use surface applied 48 inch [1200 mm] high resilient-type corner guards on gypsum wallboard. Use corrosion-resisting-metal corner guards on masonry or ceramic tile walls. Corner guards are not required in corridors where continuous handrails and bumper guards are used around external corners.

4.3 **PARTITIONS**

4.3.1 Non-bearing interior partitions shall be capable of supporting equipment and furnishings specified for the clinic. For interior partition framing use minimum 3-5/8 inch, 20-gauge, galvanized metal studs ASTM C645 with fasteners and accessories complying with ASTM C 754. Stud spacing shall be 16-inches on center maximum. For special requirements, use other sizes or systems as appropriate.

4.3.2 Where pipe spaces are required, size partition framing thickness to conceal piping. Installation of metal studs shall comply with ASTM C754. Provide support required for equipment, furnishings, and work of other trades.

4.3.3 Use 5/8-inch-thick gypsum wallboard ASTM C1396, except for special conditions. Use fire resistant Type X or Type C wallboard ASTM C1396 in fire resistant rated assemblies. Use moisture resistant wallboard ASTM C620 at wet locations. Provide accessories, fasteners, and finishing materials in accordance with ASTM C1047, C1002, and C840. Install and finish gypsum wallboard in accordance with ASTM C840.

4.3.4 Reference Room Data Matrix for Wall Finish "Level" requirements.

4.3.5 Provide fire and/or smoke rated partitions that comply with published UL, FM Global, or IBC designs. Extend all layers of gypsum board, on both sides of studs, from floor to underside of structure above on the following partitions:

- 1) Fire rated partitions.
- 2) Security partitions for Police Control Room.
- 3) Smoke barriers.

- 4) Sound rated partitions.
- 5) Corridor partitions as required by building code.
- 6) In other locations, extend gypsum board from floor to heights as follows:
 - Not less than 4 inches [101.6 mm] above suspended acoustical ceilings.
 - At ceiling of suspended gypsum board ceilings.

4.4 AUTOMATIC DOORS

- 4.4.1 At a minimum, automatic door equipment shall comply with the requirements of Builders Hardware Manufacturers Association (BHMA) 156.10. Provide operators which will move the doors from the fully closed to fully opened position three seconds maximum time interval, when speed adjustment is at maximum setting. Equipment shall conform to UL 325. Provide key operated power disconnect wall switch for each door installation.
- 4.4.2 Automatic door operators and hardware shall be selected and sized appropriately for the door and frame, and for the type and frequency of traffic anticipated for the opening. Provide controls to open automatic doors from both sides. Equip controls with safety devices for pedestrian protection. Provide door operator controls and equipment that are easily accessible for maintenance.
- 4.4.3 Swing door operators shall be of institutional type, door panel size 2'-0" to 5'-0" width, weight not to exceed 600 pounds, electric operated for overhead mounting. Furnish metal mounting supports, brackets, and other accessories necessary for the installation of operators at the head of the door frames. The motor on automatic door operator shall be provided with an interlock so that the motor will not operate when doors are locked. Operators shall have checking mechanism providing cushioning action at last part of door travel, in both opening and closing cycle. Operators shall be capable of recycling doors instantaneously to fully open position from any point in the closing cycle when control switch is activated. Operators shall, when automatic power is interrupted or shut-off, permit doors to easily open manually without damage to automatic operator system.
- 4.4.4 Sliding doors shall have electric operators, conforming to BHMA A156.10 and the following. Assembly shall be single or bi-parting sliding doors. Doors shall be opened by electric motor pulling door from closed to open position and shall stop door by electrically reducing voltage and stalling door against mechanical stop. System shall permit manual control of door in event of power failure. Opening and closing speeds shall be adjustable. In compliance with NFPA-101, all door panels shall allow "breakout" to the fully open position to provide instant egress at any point in the door's movement.

5.0 PLUMBING

- 5.0.1 Lessor shall provide Plumbing systems in accordance with the latest edition of VA Plumbing Design Manual <http://www.cfm.va.gov/til/dManual/dmPlbg.pdf>.
- 5.0.2 Potable water provided to VA from municipal or community water systems shall meet EPA and/or state standards for contaminants. For existing buildings, Lessor will repair or replace existing plumbing that is shown to increase the contaminants in municipal or community supplied water to levels that exceed EPA and/or state requirements. The Lessor shall flush and sanitize potable water systems in accordance with AWWA.
- 5.0.3 If potable water does not meet EPA and/or state standards, Lessor shall take action necessary to reduce contamination to acceptable levels. Lessor shall test potable water periodically to ensure that it continues to meet EPA and state standards. Lessor shall provide bottled water at his/her expense at any time contaminant levels exceed EPA and/or state requirements. If potable water does not meet EPA and/or state standards, Lessor shall take action necessary to reduce contamination to acceptable levels.
- 5.0.4 Plumbing design and tenant improvements shall be in strict accordance with the latest edition of the International Plumbing Code (IPC), VA Plumbing Design Guide, and VA Master Construction Specifications, Division 22.
- 5.0.5 If applicable, lessor shall provide emergency eye and face wash stations in Lab in accordance with ANSI Z358.1-2009 In-Depth Compliance Guide, and latest ANSI Eyewash Standards. Locate eyewash stations on the same level as the hazard and the path of travel shall be free of obstructions. Lessor shall provide Thermostatic Mixing Valves (TMV) or water tempering valves to deliver tempered water to eye wash stations (range 60°F to 100°F) per ANSI Z358.1-2009. Refer to ANSI Standard for Minimum Performance and Installation requirements. Provide Eyewash Signage as required.
- 5.0.6 Size the piping for the hot and cold-water systems per criteria specified in the IPC including backflow preventers, water hammer arrestors, and trap primers.
- 5.0.7 Maintain a minimum pressure of 35 PSI [240 kPa] at the plumbing fixtures on the top floor. In minimum pressure calculations, use residual pressure at design flow. Monitor for diurnal pressure fluctuations experienced by the building water supply and modify starting pressures accordingly. Provide a pressure gauge on the top floor branch adjacent to the riser.
- 5.0.8 **Legionella Mitigation:** There are currently no EPA enforceable regulations governing the levels of *Legionella* bacteria in potable water systems; however, EPA has issued a Maximum Contaminant Level Goal (MCLG) of 0 ppm [mg/L].

Municipal water supplies and wells can carry *Legionella*, so it is a given that the bacteria will be introduced into the facility potable water system at some time. The A/E will consider the following design recommendations:

- 1) Provide means to easily remove and disinfect all outlet devices such as showerheads and faucets, etc. Utilize self-draining showerheads.
- 2) Provide a 3/4" ball valve at the end of each piping section as a means to drain heated (above 140 °F [60 °C]) flushing hot water that will be used for initial and supplemental disinfection. Ball valve shall be within 50 feet [15.24 meters] of a floor sink, floor drain, sink, or lavatory.
- 3) Mix hot/cold water as near the showerhead and faucets as possible. Eliminate all dead legs in the piping system.
- 4) Subsequent to piping disinfection required per IPC, and as part of the commissioning process, disinfect the potable water systems against *Legionella* by one of the following methods:
 - **Thermal Eradication:** Flush 145°F water through all outlets for a period of at least 30 minutes.
 - **Chlorine:** Flush free chlorine at a level of 2 parts per million (PPM) or greater for a period of at least 2 hours. Further information can be found in ASHRAE paper CH-03-3-2.

5.1 PLUMBING FIXTURES, TRIM AND EQUIPMENT

- 5.1.1 Provide plumbing fixtures, trim and equipment as required by the VA Plumbing Design Manual, and the International Plumbing Code (IPC). Water closets, urinals, sinks and lavatories shall be vitreous China. Bariatric water closets shall be rated at 1,000 pound [454 kg] capacity. Waterless urinals are not permitted. Service sinks (mop sink/basin) shall be floor mounted.
- 5.1.2 Faucets and showerheads shall be of chromed brass, monel, or stainless steel; plastic trim is not permitted. Faucets shall be laminar flow; aerators are not permitted. Electronic hands- free controls shall be provided at all hand washing sinks and lavatories.
- 5.1.3 Provide wall-hung, self-contained, electric wheelchair accessible water cooler. Hot water re-circulation pump shall be all bronze, with timer-based controls.

6 ELECTRICAL

- 6.0.1 Prepare and submit calculations as required by the type of design work performed. Calculations shall justify lighting designs; size of each branch circuit

and feeder conductor, overcurrent protective device, equipment bus, generator, transformer, etc., at all voltage levels; setting of each overcurrent protective device with adjustable characteristic; required PPE to meet arc flash energy levels; etc. The Lessor shall submit the following calculations to VA: fault current calculations, protective device coordination study, arc flash calculations, load calculations, generator-set sizing calculations, voltage drop calculations, lightning protection system risk analysis, and lighting calculations.

- 6.0.2 Perform all lighting calculations based on illumination criteria per the IESNA Lighting Handbook, latest edition. Calculations shall include room name, room number, fixture type chosen for the room, number and type of lamps to be used in the room, required illumination level, calculated illumination level, and all assumptions used.
- 6.0.3 Calculations for most interior spaces may be performed using the zonal cavity method. Perform and submit point-by-point calculations for areas of greater architectural or luminous sophistication. Calculations for exterior spaces, including parking structures, shall be point by point. Calculations shall demonstrate compliance with energy requirements.
- 6.0.4 Electrical distribution components shall have copper bussing. Each panelboard shall contain 25% spare breakers. 100% emergency power with AST for all mission critical sections or can be a standby power system for when serving non-health care related loads.
- 6.0.5 Allow for ability to connect a portable generator to the electrical system for 100% power back-up.
- 6.0.6 Provide ample spare capacity for a mobile MRI/ Imaging trailer.

6.1 RACEWAYS, RECEPTACELS AND LIGHTING

- 6.1.1 Install all wiring in raceways. All wiring shall be copper. All circuits and branch circuits shall have a separate equipment grounding conductor of appropriate size per the NEC.
- 6.1.2 No more than 3 branch circuits are allowed to run in one homerun.
- 6.1.3 No more than 6 receptacles shall be installed on a single circuit. Receptacles - All receptacles shall comply with NEMA, NFPA, and UL. Duplex Receptacles shall be hospital-grade, single phase, 20 ampere, 120 volts, 2-pole, 3-wire, NEMA 5-20R, with break-off feature for two-circuit operation. Wall plates for switches and receptacles shall be type 302 stainless steel.
- 6.1.4 Lessor shall provide two duplex (QUAD) outlets and adequate data drops for each computer workstation and central printer locations.

- 6.1.5 Ground Fault Circuit Interrupter (GFCI) Duplex Receptacles shall be provided at locations within three feet of a water source such as a sink and provided at all outdoor locations. GFCI's shall be an integral unit, hospital-grade, suitable for mounting in a standard outlet box, with end-of-life indication and provisions to isolate the face due to improper wiring. Interior wall plates for receptacles shall be type-302 stainless steel. Outdoor receptacles shall be weatherproof.

6.2 LIGHTING FIXTURES

- 6.2.2 Color-corrected lamps, having a CRI of 85 or above and correlated color temperature between 5000 degrees K and 6000 degrees K, are required in recovery rooms, operating rooms (color shall match that of the surgical light), and dental rooms (examination, oral hygiene, oral surgery, recovery, labs, treatment, and x-ray).
- 6.2.3 Select fixtures and light sources with long operating lives; which utilize controlling elements (lenses, louvers, reflectors, etc.) designed to provide the best utilization of emitted light at the task location; that are appropriate for the ambient temperature; and that are not prone to dirt accumulation. In high ceiling areas, locate fixtures for maintenance access or provide access for maintenance equipment.
- 6.2.4 Exterior lighting shall comply with energy requirements and should comply with Dark Sky principles. When required by VA, exterior lighting designs are to meet the requirements of local outdoor lighting codes. Criteria recommended in the IESNA Guideline for Security Lighting for People, Property, and Public Spaces (latest edition) shall govern the lighting design. Exterior lighting shall be coordinated with physical security, SSTV, and landscaping requirements.

6.3 AUDIO VISUAL SYSTEMS

- 6.3.1 All conference, group, exam and consult rooms which have monitors and or TV's shall have one data drop, 120 VAC duplex port and TV monitor supports. All waiting rooms and staff gym shall have power and data port for television service connections installed.

6.4 WIRELESS NETWORK

- 6.4.1 The Lessor shall furnish, install, certify, test, and guaranty a complete and operating wireless Cable Distribution System. The System shall include, but not be limited to equipment cabinets, interface enclosures, and relay racks and necessary passive devices such as: cable "patch", "punch down", and cross-connector blocks or devices, wireless distribution sub-systems, and associated hardware. VA will provide and install wireless access point field devices. VA to

provide access point locations to lessor. Lessor to install cabling and mounting hardware to support this plan.

6.5 TELECOMMUNICATIONS

- 6.5.1** Lessor shall provide telecommunications systems design and tenant Communications improvements in accordance with:
- VA Infrastructure Standard for Telecommunications Spaces [OIT-ISTS.pdf \(va.gov\)](#)
 - [Office of Information and Technology Design Guide \(va.gov\)](#).
 - VA Master Construction Specifications, Division 27 Communications, and VA Electrical Design Manual, latest editions.
 - Security must comply with Physical Security & Resiliency Design Manual. <http://www.cfm.va.gov/til/PhysicalSecurity/dmPhySec.pdf> .
- 6.5.2** Lessor shall coordinate with VA Communications point of contact (POC) for equipment and telecommunications room requirements.
- 6.5.3** The Lessor shall furnish, install, certify, test, and guarantee a complete and operating Voice and Digital Cable Distribution System (hereafter referred to as “*the System*”), and associated equipment and hardware to be installed in the VA Outpatient Clinic (hereafter referred to as “the Facility”). The System shall include, but not be limited to: equipment cabinets, interface enclosures, and relay racks; necessary combiners, traps, and filters; and necessary passive devices such as: splitters, couplers, cable “patch”, “punch down”, and cross-connector blocks or devices, voice and data distribution sub-systems, and associated hardware. The System shall additionally include, but not be limited to: telecommunication closets (TC); telecommunications outlets (TCO); copper and fiber optic, and analog radio frequency (RF) systems coaxial distribution cables, connectors, “patch” cables, and/or “break out” devices.
- 6.5.4** At a minimum, the System shall be able to support voice and data and analog RF operations for Category 6A Certified Telecommunication Service. Refer to VA Master Construction Specifications, Section 27 15 00 Communications Horizontal Cabling for further minimum system performance requirements, TCO, and cabling requirements.
- 6.5.5** Data Lines: Data outlets will have a minimum of 2 VoIP and 2 data connections on a 6-port wall plate. See attached scheme for labeling patch panels and wall plates. Note: The 2 VoIP lines can be split with 1 CAT6A (white) cable to the 110 punch block.
- 1) Data connections will use plenum CAT 6A cabling. Data connections will be run from the data outlets to the telecom room and punched down on the RJ45 (569-A) patch panels. They will be terminated and tested, and a report sent

to the Contracting Officer, Contracting Officer's Representative (COR), and the Vet Center VA Support Facility IT Representative.

- 2) Each patch panel will be labeled as directed by the Contracting Officer or Contracting Officer's Representative.
- 3) Data cables are not to pass within 6 inches of fluorescent lights, speakers, or motors mounted above the ceiling.
- 4) Offices: Complete data line connectivity in offices as per above general arrangements.
- 5) Conference Room and Video Conferencing: Provide and install data outlets at locations approved by the Contracting Officer.
- 6) Intrusion Detection System: Provide connectivity for an intrusion detection system with control panels at each entrance to the space as well as other location designated by the Contracting Officer.

6.5.6 Provide cable television service, subject to identical requirements as defined for telephone service.

7.0 BUILDING MAINTENANCE BY LESSOR

7.0.1 The Lessor is responsible for total maintenance of the leased premises. Such maintenance and repairs include site and private access roads. All building service equipment and systems shall be maintained in accordance with industry standards and the Original Equipment Manufacturers (OEM) recommendations to provide reliable, energy efficient service without unusual interruption, disturbing noises, exposure to fire and safety hazards, uncomfortable drafts, excessive air velocities, or unusual emissions of dirt or fumes. The Lessor's maintenance responsibility includes initial supply and replacement of all supplies, materials, and equipment necessary for such maintenance. Maintenance, testing, and inspection of appropriate equipment and systems shall be done in accordance with applicable codes, and inspection certificates shall be displayed as appropriate. Copies of all records in this regard shall be forwarded to the VA Contracting Officers Representative (COR) or a designated representative.

7.0.2 The lessor is responsible to assure that the building is properly maintained to provide a safe and healthy environment and as required by the National Fire Prevention Association (NFPA). The following is a list of items that the building owner is responsible for. It is not an exhaustive list, nor does it relieve the building owner of performing other work as necessary to meet code or to maintain a safe and healthy environment.

The following testing / inspection of critical systems is required:

- 1) Monthly checking that all exit lights are properly lit.

- 2) Monthly testing all battered powered emergency and exit lights for a minimum of 30 seconds.
 - 3) Annually testing all battered powered emergency and exit lights for a minimum of 1.5 hours.
 - 4) Monthly checking, dating, and initialing all fire extinguishers.
- Performing annual fire extinguisher maintenance.

- Annual inspection of fire sprinkler system.
- Testing all components of the fire alarm and fire sprinkler system.

See below.

i) Supervisory Signals (Including Tamper Switches)	Annually
ii) Water Flow Devices	Semiannually
iii) Duct, Heat, Smoke Detectors, Pull Boxes,	
iv) Electromechanical Releasing Devices	Annually
v) Notification Appliances (Visual and Audio)	Annually
vi) Emergency Services Notification Transmission Equipment	Annually
vii) EP6 Fire Pumps Tested (No Flow)	Weekly (Diesel) Monthly (Electric)
viii) Water Storage Tanks (high- and low-level alarms)	Semiannually
ix) Water Storage Tanks (low water temperature alarms)	Monthly (winter)
x) Sprinkler Systems Main Drain Test on All Risers to a building) Fire Department Connection Inspected	Annually (lead-in Quarterly.
xi) Fire Pumps Tested Under Flow	Annually
xii) Standpipe Systems Tested with Water Flow	Five Years
xiii) Kitchen Extinguishing System	Semiannually
xiii) Gaseous extinguishing Systems (no discharge required)	Annually
xiv) Smoke and Fire Dampers installation, then 4 years after	1 year after
xv) Smoke Detection Shutdown Devices for HVAC	Annually
xvi) Each sprinkler head to be visually inspected for the	
xvii) Buildup of dust, debris or dirt: the presence of foreign objects and damage	Quarterly
xviii) All Horizontal & Vertical Rolling & Sliding Doors	Annually

* In the event the sprinkler head shows the buildup of dust, debris, or dirt; the presence of foreign objects; or any damage, the sprinkler head will be cleaned or replaced in accordance with the requirements outlined in NFPA 25.

Lessor shall document all testing and inspections and provide to VA upon request / annually.

7.0.3 Within 60 days after occupancy by the Government, the Lessor shall provide the Leasing Contracting Officer (LCO) with a detailed written schedule of all periodic services and maintenance to be performed other than daily, weekly, or monthly.

7.0.4 Without any additional charge, the Government reserves the right to require documentation of proper operations or testing prior to occupancy of such

systems as fire alarm, fire sprinkler, emergency generator, physical security systems, nurse call/code blue, etc. to ensure proper operation. These tests shall be witnessed by a designated representative of the LCO.

- 7.0.5 The Lessor must have a building superintendent or a local, designated representative available to promptly correct deficiencies or attempt to correct deficiencies upon written notice of such condition from VA. The Lessor's superintendent or designated representative shall correct or attempt to correct deficiencies within the timeframes agreed to by the LCO. If no substantial attempt has been made to correct the deficiencies within the specified time, action will be taken by VA to correct such deficiencies and the cost of repairs will be deducted from the next month's rental payment.
- 7.0.6 The Lessor shall provide the labor, material, and supervision to adequately maintain the structure, the roof, the exterior walls, windows, doors, and any other necessary building appurtenances to provide watertight integrity, structural soundness, and acceptable appearance.
- 7.0.7 The Lessor's maintenance responsibility includes initial supplies of all items, materials, and equipment necessary for such maintenance. All maintenance work will be done in accordance with applicable local Building Codes and ordinances, and inspection certificates will be displayed as appropriate.
- 7.0.8 Maintenance by Lessor includes, but is not limited to, interior and exterior care of the building and the site; all sidewalks, parking areas, driveways, private access roads, lawns, and shrubbery; utilities; and building service equipment including all repairs and replacements. All equipment and systems shall be maintained to provide reliable service without unusual interruption, disturbing noises, exposure to fire or safety hazards, or unusual emissions of dirt.

7.1 FREQUENCY OF BUILDING AND LANDSCAPING MAINTENANCE

At a minimum, the Lessor shall perform the following at the frequency indicated:

1) Weekly

Mow and edge lawns weekly during the growth season.

2) Monthly

5) Remove weeds from around building, parking areas, all landscaped areas (including lawn), and fence borders (both sides of fence), with minimum usage of toxic chemicals in weed killers.

6) Mow and edge lawns at least once a month during the dormant season.

7) Trim and prune shrubbery and trees to maintain an attractive appearance. Shrubbery shall not be allowed to grow up and cover windows.

3) Quarterly

1) Provide interior and exterior extermination of insects and rodents. Use of chemicals shall conform to EPA and State requirements. The Lessor shall provide additional service at the request of VA, if any signs of re-infestation appear.

2) Pest management is to be done using an integrated pest management approach that minimizes the use of toxic chemicals. Pesticide shall only be applied by persons deemed qualified by EPA and state requirements.

3) Lessor shall coordinate application of pesticide with the Government and only apply pesticide in a manner that VA agrees is protective of the health of patients, employees, and visitors.

4) Replace all filters in HVAC system. Replace on a more frequent basis if required by the manufacturer's recommendations.

4) Annually

1) Clean interior of all double-walled HVAC units and drain pans. Cleaning shall be done at times when clinic is not in operation.

2) Re-mulch all planting beds.

5) As Required:

1) Lessor is responsible for the repair and replacement of all light fixture ballasts and starters. Lessor shall replace burned out bulbs and fluorescent tubes in interior light fixtures.

2) Lessor is responsible for the repair and replacement of all Plumbing fixtures.

3) Lessor is responsible for replacement of worn floor or wall coverings (this includes the moving and returning of furnishings and equipment), unless caused by negligence on the part of VA.

4) Provide interior extermination of insects and rodents upon any sign of infestation. Use of chemicals shall conform to EPA and State requirements.

5) Water the grass and plantings as necessary to maintain their health and attractive appearance.

6) Fertilize all lawn areas at least three times per year. Fertilizer application prior the start of the growth season shall contain weed killer per manufacturer's recommendations.

7) Fertilize plants and trees with type of fertilizer recommended by manufacturer. Fertilize with frequency recommended by manufacturer of type of fertilizer used. `

8) Dead plantings or lawn shall be replaced with like kind immediately. Partially dead plantings may be trimmed if, after trimming, a good appearance is maintained.

9) Rake and remove leaves to ensure a good appearance of the site.

10) Clean HVAC units inside and out upon any signs of mildew or bacterial growth. Clean condensate pans in HVAC units shall be treated as required to prevent mildew or bacterial growth.

7.2 SERVICES BY LESSOR

7.2.1 Lessor's Responsibilities: The Lessor shall maintain the leased premises to provide a clean, neat, and attractive appearance by performing the functions described below. At a minimum, the Lessor shall perform the following at the frequency indicated:

1) Daily:

Building entrances: Pick up trash, litter, debris, and cigarette butts. Empty trash receptacles.

2) Three Times Weekly:

a) Sweep landings, steps, and sidewalks.

b) Police all sidewalks, parking areas, green areas, planting beds, driveways, lawns, shrubbery, outside loading dock areas, platforms, etc., to maintain a neat and attractive appearance. This shall include, but not be limited to, the removal of cigarette butts, debris, litter, trash, limbs, etc. (from both sides of fences).

3) Quarterly

1) Lessor shall clean bugs and cobwebs from the interior of exterior light lenses.

- 2) Clean balconies, ledges, courts, areaways, gutters, and flat roofs.
- 3) Clean mildew from exterior of building, sidewalks, and roof areas, etc.

4) Semi-Annually

- 1) Wash outside of all exterior windows, glass located over and in exterior and vestibule doors, and all exterior plate glass around entrances, lobbies, vestibules, and skylights.
- 2) Inspect and clean all onsite catch basins and storm drain inlets of trash, leaves, and other deleterious materials.
Detention/retention and silting` basins shall be inspected and cleaned of weeds and overgrowth to ensure proper drainage is maintained.
- 3) Basin bottoms should be scarified to maintain the integrity of the drainage design.

5) Annually

Clean exterior of building. Remove all spider webs, wasp nests, dirt dobber nests, stains, etc.

7.2.2 Waste and Recycling: The Lessor shall have no responsibility for disposing of hazardous or pathological waste.
Locate bulk waste and recycling containers near the loading dock/service area in accordance with security requirements. The Lessor shall provide and maintain adequate quantity of trash containers.

- 1) The Lessor shall provide the covered recycling receptacles and shall collect and remove recycled materials bi-weekly.

7.2.3 Extermination Services: Extermination of insects and rodents shall be provided on a regular basis (minimum of every three (3) months), and upon any sign of infestation. Use of chemicals shall conform to EPA and state requirements. If any signs of re-infestation appear, additional service shall be provided by the Lessor at the request of VA.

8.0 INTERIOR CLEANING BY LESSOR (JANITORIAL SERVICES)

8.0.1 Lessor's Responsibilities: The Lessor shall furnish all supplies, materials, machinery, appliances, supervision, and labor necessary to provide complete janitorial services for the clinic. Services shall be provided in all interior areas of the leased premises to provide a clean, neat, and attractive appearance by performing the functions described below. The Lessor shall make careful selection of cleaning products and equipment to ensure they are packaged

ecologically, environmentally beneficial and/or recycled products that are phosphate-free, non-corrosive, non-flammable, and fully biodegradable, and minimize the use of harsh chemicals and the release of irritating fumes. The Lessor shall select paper and paper products with recycled content conforming to EPA's CPG. Performance will be based on the Contracting Officer's evaluation of results, not the frequency or method of performance.

8.0.2 Cleaning crew shall turn off lights as necessary and check all doors on completion of the work to ensure that doors are locked. Ensure that security alarm is set before leaving if there are no VA personnel on the premises.

8.0.3 Materials and Procedures:

- 1) Standards: It is the Lessor's responsibility to maintain the clinic in a condition that meets all housekeeping and sanitation requirements of this solicitation and the current standards of the Joint Commission (JC) for the Accreditation of Hospitals and Outpatient Clinics. The Lessor shall be responsible for providing a weekly certification in writing to the Government that all required cyclic cleaning has been completed.
- 2) Work Schedule: Work will be accomplished at times indicated. Work schedule shall be from 6:30 PM to 12:30 AM, Monday through Friday. The Lessor shall ensure that sufficient employees are available to prepare the clinic to see patients at 6:30 AM, to be available to clean up spills, keep the public and specimen collection toilet rooms clean, and keep the toilet rooms stocked with sufficient paper products and soap. Mechanical equipment such as vacuum cleaners, burnishers, scrubbing machines, etc., will not be used during the hours of 7:30 AM to 5:00 PM.
- 3) Janitorial Staff and Supervision: Janitorial staff will have access throughout the building; therefore, none of the janitorial staff may have a police record for anything more serious than traffic or parking violations.
- 4) There shall be a janitorial staff supervisor on duty at all times when janitorial staff is in the building. Any person whose work or conduct is found to be unacceptable by the Government shall be removed from the janitorial staff.
- 5) Smoking is prohibited-throughout the campus Possession of weapons is prohibited. Enclosed containers, including tool kits, shall be subject to search.
- 6) Janitorial company's standard uniforms are acceptable, if they clearly identify the company and the occupation of the individual. Janitorial staff shall be required to obtain and wear at all times VA photo identification badges at no additional cost to the government.

- 7) Safety and Special Procedures: The Lessor shall consider the clinical environment and ensure that the janitorial staff is instructed on applicable safety precautions and special requirements. These requirements may include, but are not limited to, such conditions as cleaning of human secretions, blood, etc., from both floors and walls.
- 8) Lessor will be notified of areas that need terminal cleaning. Terminal cleaning is defined as complete wipe down of all sinks, walls, countertops, casework, exam tables, etc., with germicide, and mopping of the floor with germicide. These areas require the use of gloves, gowns, masks, and shoe covers, which will be provided by the Government.
- 9) The janitorial staff shall comply with applicable Federal, State, and Local safety and fire regulations and codes. The Lessor shall immediately bring to the attention of the Government any fire and safety deficiencies. The Lessor shall take such safety precautions as necessary to protect the lives and health of occupants of the building.
- 8) Equipment and Materials: All equipment and materials used in the performance of this contract will be cleaned and stored properly at the end of the workday. Lessor shall ensure all equipment, tools, and supplies meet necessary safety requirements and janitorial staff have full working knowledge of their use.
- 9) Cleaning Products: An EPA-registered neutral cleaner will be used to clean all patient areas, floors, examination tables, and medical equipment. The Lessor shall provide all labor, materials, supplies, machinery, and appliances that may be necessary or appropriate in the performance of janitorial services.
- 1) The Lessor shall provide supplies such as toilet tissue, multifold paper towels, toilet seat covers, and Medicated Vestal hand soap.
- 2) The Lessor shall provide plastic linings for all trash receptacles. Provide clear plastic linings for non-hazardous waste trash receptacles and red plastic linings for hazardous waste trash receptacles.
- 10) Housekeeping aide closets are located throughout the clinic for storage of supplies and equipment. The Lessor shall keep a minimum of two weeks stock of supplies on hand. All accumulated waste shall be removed and disposed of in the dumpster.
- 11) Hazardous waste and sharps containers shall be picked up and stored in a designated storage area. Supplies to be used shall be approved by the Government.

8.0.4 Specifications for supplies are as follows:

- 1) Toilet tissue: Contractor furnished toilet paper, roll type, 4-1/2 inches wide, single ply, of acceptable quality as determined by the COR. It shall be of appropriate size and quality to accommodate all toilet tissue dispensers throughout the Clinic.
- 2) Paper towels: Contractor Furnished, Multi-fold, 10-1/8 inches wide or of appropriate size to accommodate all paper towel dispensers of acceptable quality towel as determined by the COR.
- 3) Hand Soap/Foam Hand Sanitizer: Contractor provided hand soap and hand sanitizing foam shall be of a quality consistent with the prevailing standards for hand washing as prescribed by the Centers for Disease Control in Atlanta, Georgia. The product or liquid will be dispensed from a closed bacteria-free system. Refillable containers will not be used. Only disposable cartridge/bag type refills will be used for the compatible dispensers. Lessor to coordinate with Lessee hand sanitizer make and model.
- 4) Waste Receptacles and Liners (Plastic Bags): Contractor furnished plastic bags shall be appropriate size to accommodate all waste receptacles in the Clinic. Red bags will be furnished and disposed of by the VA for receptacles in patient exam rooms and any other area designated or determined to have contaminated waste. These receptacles will be designated by the COR. Trash receptacle liners: (a) Polyethylene, flat type, 33 inches long, 52 inches wide, .66 millimeters thick; (b) Polyethylene, flat type, 24 inches long, 33 inches wide, .31 millimeters thick.
- 5) Carpet shampoo and soil resistant treatment: non-allergenic type.
- 6) Furniture polish: Wipes for use on wood and wood veneer.
- 7) Window cleaner: Ammonia type sufficient to remove smoke film and dust.
- 8) Air freshener cartridges in bathrooms: Johnson Wax Good Sense.
- 9) Upholstery cleaners: Dry or foam type recommended for fabric upholstery.
- 10) Germicide: Contractor furnished, EPA-registered, Hospital type.
- 11) Resilient floor tile cleaner and maintainer: As recommended by manufacturer of resilient flooring.
- 12) Floor finish: High-speed floor finish as recommended by manufacturer of resilient flooring.

- 13) Floor sealer: As recommended by manufacturer of resilient flooring.
- 14) Floor stripper: As recommended by manufacturer of resilient flooring.
- 15) Flushable toilet seat covers: Contractor furnished, paper, white, shall be of acceptable quality as determined by COR.
- 16) Safety Data Sheets (SDS): The Contractor will maintain SDS(s) for all chemicals used to carry out the specifications of this contract. Prior to the use at the clinic of any product that has a SDS sheet, The Contractor will provide the COR with SDS(s). The Contractor will maintain a clearly marked separate file of all SDS sheets of contractor used products at the Clinic in the cleaning room. The Contractor will ensure SDS(s) are readily available to each contractor employees for all chemicals used to carry out the specifications of this contract. Each contractor employee shall have documented safety training on each chemical used to carry out the specifications of this contract.

8.0.5 Cleaning Frequencies: At a minimum, the Lessor shall perform the following at the frequency indicated:

1) Daily Cleaning Requirements for Clinical Exam Areas:

- a) All primary care area resilient floors shall be wet mopped using a neutral cleaner. Wipe down all exam tables with a clean cloth dampened with neutral cleaner.
- 2) Clean and disinfect sinks, countertops, and Re-usable Medical Equipment (RME).
- 3) Clean and refill soap and paper towel dispensers. Clean mirrors. Empty trash.

2) Daily Cleaning Requirements for Office & General Use Space:

- a) Dust furniture, desks (do not disturb papers on desks), machines, phones, file cabinets, window ledges, etc.
- b) All resilient tile floor areas shall be swept and wet mopped with neutral cleaner. Carpeted areas and mats shall be vacuumed. Carpet sweeper is not acceptable.
- c) Vacuum all carpeted areas. Spot-clean any carpet stains.
- d) Spot-clean walls and doors.
- e) The areas shall be swept, wet mopped with a neutral cleaner, and burnished. Carpeted areas shall be vacuumed.
- f) Dust and clean waiting room tables, sills, baseboards, and chairs.

- g) Clean water coolers. Housing shall be wiped down. Particular attention shall be given to top surface and spout to prevent lime build-up, bacterial growth, etc.
 - h) Clean all glass at entrances.
 - i) Clean and disinfect handrails.
 - j) Empty trash.
- 3) Daily Cleaning Requirements for Restrooms and Locker Rooms:
All restrooms shall be swept and wet mopped at least twice each day.
- a) All paper products and hand soap shall be replenished.
All surfaces, including commodes, urinals, walls, mirrors, counters and sinks, shall be cleaned and disinfected. Sponges and cloths shall not be used to clean commodes and urinals. Commodes and urinals shall be cleaned with disposable items that are disposed of after cleaning commode and/or urinal in each toilet room. Items used to clean commodes and urinals shall not be used in turn for cleaning other items or wiping down other surfaces. Clean exterior of commodes and urinals first, followed by cleaning of the interior.
 - b) Ceramic tile floors shall be swept, and damp mopped. If dirt build-up occurs, ceramic tile floors shall be scrubbed when determined that it is required by COR.
 - c) Empty trash.
- 4) Daily Cleaning Requirements for HAC Closets:
Clean daily including sinks, floors, and shelves.
- 5) Weekly Cleaning Requirements for Furniture:
Clean as necessary, but no less than weekly. Vacuum upholstered furniture.
- 6) Monthly Cleaning Requirements:
- a) Polish all furniture as necessary, but not less than monthly.
 - b) *Air Conditioning Grilles and Registers*: Vacuum all grilles and registers.
 - c) Waiting Areas, Labs, Exam Rooms, Offices, Treatment Rooms Wash waste receptacles with germicide.
 - d) Floor Maintenance of Resilient Tile Areas: Apply cleaning soap, as recommended by resilient tile manufacturer, scrub and re-wax hallways, waiting rooms, and lobbies. Apply cleaning soap, as recommended by

resilient tile manufacturer, scrub and re-wax other resilient tiled areas as required.

7) Quarterly Cleaning Requirements:

- a) Dust window coverings/blinds.
- b) Dust handrails and handrail brackets.

8) Semi-Annual Cleaning Requirements:

- a) Shampoo upholstered furniture during January and July.
- b) Have carpets professionally steam cleaned and soil resistant treatment applied during January and July. Spot clean as needed.
- c) Strip floors, apply sealer, apply wax and refinish all resilient tile floors. Wash inside glass and clean interior of all window frames and window stools.

8.0.6 Example Procedure & Exam room Terminal Cleaning process

1. **Purpose.** To establish the proper procedure and safe daily cleaning of patient examination rooms/procedure rooms.

2. **Equipment.**

- ☐ Micro-fiber mopping system
- ☐ Dust mop assembly
- ☐ Personal Protective Equipment (PPE) - Gloves
- ☐ Vacuum cleaner

3. **Cleaning Products.**

- ☐ EPA-approved two-step cleaner/disinfectant
- ☐ Glass/window cleaner

4. **Supplies.**

- ☐ Abrasive pads
- ☐ Antiseptic hand cleaner
- ☐ Broom and dustpan
- ☐ Clear and bio-hazard trash bags (all sizes)
- ☐ Paper towels
- ☐ Plastic bucket
- ☐ Putty knife or edging tool.

- ☐ Wet Floor/Caution signs
- ☐ Wiping cloths.

5. **Procedures.**

- a. Make sure you wear the appropriate Personal Protective Equipment (PPE)
- b. Make sure your housekeeping cart is prepped with supplies and equipment.
- c. Place cloths in bucket and fill with enough EPA-approved two-step cleaner/disinfectant to thoroughly soak the cleaning cloths.
- d. Place Micro-fiber mops in mop bucket and fill with enough EPA-approved two-step cleaner/disinfectant to thoroughly soak the mops.
- e. Use one damp cloth at a time to wipe objects in the room. Change the cloth regularly by placing in a plastic bag to be laundered.
- f. Take down curtains if there is a curtain in the procedure room and replace them once the room is terminal cleaned.
- g. Swiffer the walls starting from top to bottom, work your way from one end of the room and ending at your starting point.
- h. Apply the EPA-approved two-step cleaner/disinfectant on exam table/chairs/gurneys, let stand (follow manufacturers guidelines for contact time(s), then wipe clean.

Note: Some procedure rooms use exam table, exam chairs and gurneys. Cleaning exam table, exam chairs and gurney first allow the EPA-approved two-step cleaner/disinfectant to remain wet for the proper dwell time.

- i. Apply the EPA-approved two-step cleaner/disinfectant in sink, let stand (Follow manufacturer's guidelines for contact time(s), then wipe clean.
- j. After damp wiping the following objects, let air-dry:
 - Cabinets and closets – inside and out
 - Nightstand
 - Dresser – inside and out
 - Over-the-bed table – inside and out
 - Bed frame, handrails, and mattress
 - Telephone and TV control
 - Oxygen and air regulator valves
 - Wall mounted digital thermometers.
 - IV Poles, pump
 - Reading and exam lights
 - Windowsills and walls
 - Patient lift

- Door handles
 - Light switch
 - Chair
 - Sink
 - Soap Dispenser
 - Sanitizer Dispenser
 - Paper Towel Dispenser
- k. Restock paper and soap products, if necessary.
 - l. Remove all waste. Clean receptacle using EPA-approved two-step cleaner/disinfectant.
 - m. Replace and clean laundry hamper.
 - n. Sweep/Dust mop floor, if necessary.
 - o. Set out wet floor sign and begin mopping floor using Micro-Fiber mop procedure. Mop entire room.
 - p. Prepare bed for the next patient if the procedure room uses gurneys. Remove gloves prior to getting linen. Make bed using clean linen. Avoid shaking the sheets and blankets, as this keeps the air free from lint.
 - q. Return all furniture and equipment to its proper location.
 - r. Conduct a visible room inspection to ensure mirrors, blinds and vents are not soiled and free of dust. Change sharps container(s) as needed.

6. Procedure for cleaning exam rooms that does not require terminal cleaning.

- a. When cleaning exam rooms that is not required to terminal clean every night, follow above steps except (f. & g.)

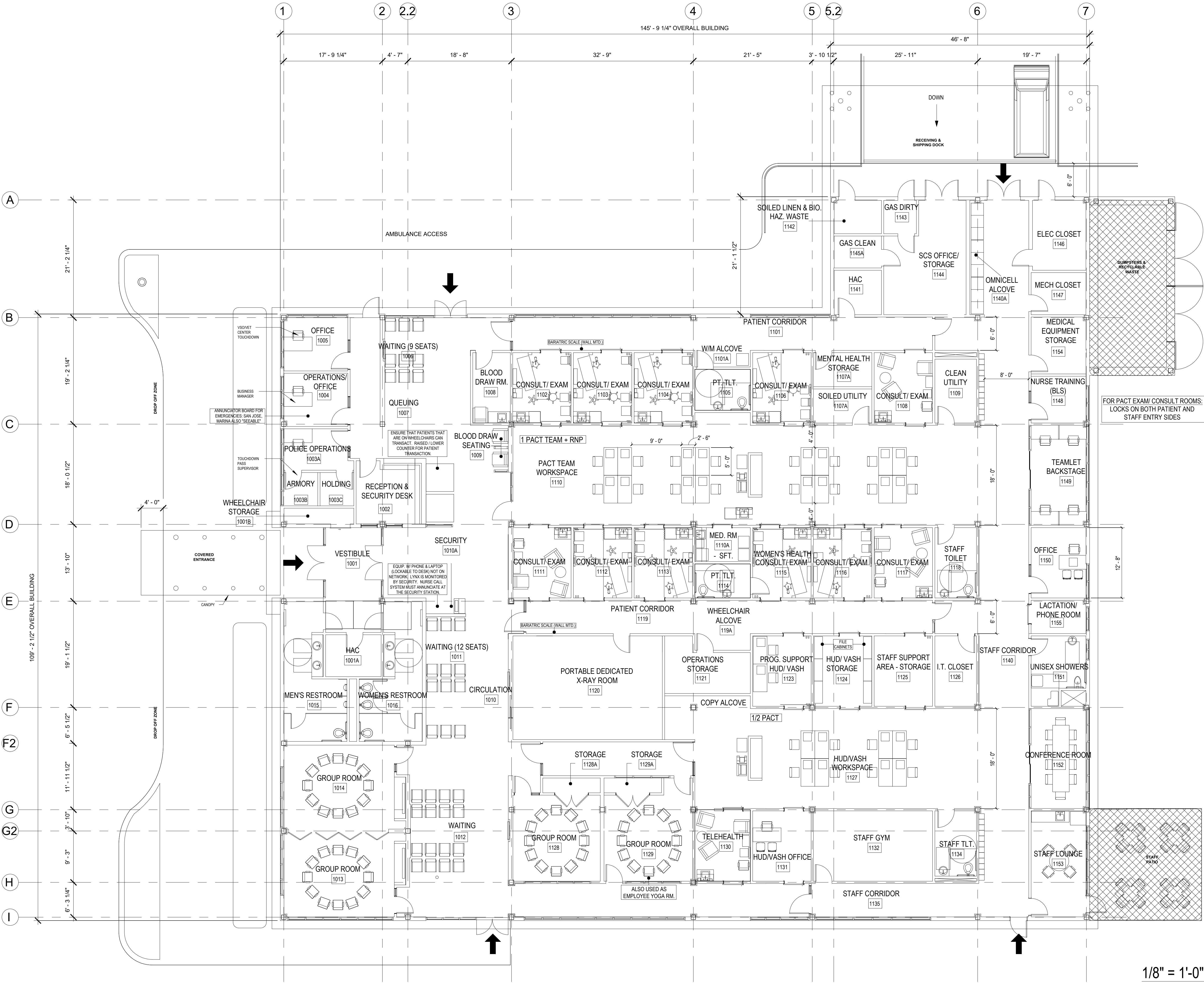
8.1 VA CLEANING RESPONSIBILITY

- 8.1.1 VA shall have no cleaning responsibility for the interior or exterior of the leased premises. The Lessor shall have responsibility for interior and exterior janitorial services and shall maintain the interior of the leased premises. The Lessor shall provide all cleaning supplies and equipment.
- 8.1.2 The Government will be responsible for the disposal of hazardous or pathological waste which has been properly stored in the designated store areas.

VA PALO ALTO HCS SANTA CRUZ REPLACEMENT CLINIC CONCEPTUAL FLOOR PLAN FOR ASR

DATE: 12/5/2024

IMPORTANT NOTE:
THIS IS CONCEPTUAL
FLOOR PLAN ONLY
FOR SPACE ADJACENCY AND CIRCULATION.



1/8" = 1'-0" WHEN PLOTTED FULL SIZE

Integrated Wayfinding Master Plan

Veterans Affairs Palo Alto Health Care System

PN# 640-20-300

April 21, 2023



Project Team

The project team for the VA Palo Alto Health Care System (VAPAHCS) Integrated Wayfinding consists of VAPAHCS planning, clinical, and administrative staff, Awen, Awen subcontractors, People Signs and Minuteman Technologies (MTS).

Owner’s Representatives

VA staff named below participated in the project by providing Awen feedback via review of deliverables, participating in In Process Review (IPR) meetings and specific issue meetings with the purpose of providing insights into current VA practices and policies regarding specific wayfinding components and tasks.

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- William W. Hall Jr., Contracting Officer (July to December 2022)
- Christopher Aguon, Contracting Specialist (from June 2022)
- Angela Oppenheimer, Contracting Officer (to June 2022)
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People Signs, Roxanne Verrastro, Director of Wayfinding

Table of Contents

Project Team	2
Section 1 • Executive Summary	
1.1 Project Background	9
1.2 Organization of Integrated Wayfinding Master Plan	9
1.3 Summary of High-Level Recommendations of the Master Plan	9
Section 2 • Wayfinding Introduction	
2.1 What is Wayfinding?	16
2.2 What is a Wayfinding System?	16
2.3 What Makes a Wayfinding System Effective?	17
2.4 What Makes a Wayfinding System Inclusive?	17
2.5 What Makes a Wayfinding System Integrated?	17
2.6 How Wayfinding Elements Help Veterans and Families Find Their Way at VAPAHCS	17
2.7 Endnotes	19
Section 3 • Exterior Wayfinding Element Recommendations	
3.1 Exterior Wayfinding Element Guidelines	24
3.2 Off-site Directional Signs	25
3.3 Site Entrance Identification Signs	25
3.4 Exterior Building Identification Signs	27
3.5 Building Entrance Identification Signs	29
3.6 Vehicular Directional Signs	30
3.7 Building Drop-off and Pick-up Areas	32
3.8 Pedestrian Directional Signs	33
3.9 Exterior You-Are-Here (YAH) Maps	34
3.10 Exterior Wayfinding-related Accessibility & Inclusive Design	36

3.11 Parking Lot Signs	37
3.12 Signs at Public Transit and Shuttle Stops	40
3.13 Roadway Signs	40
3.14 Mandatory VA Policy Signs	41
3.15 Temporary Exterior Wayfinding Signs	43
3.16 Exterior Wayfinding-related Lighting	44
3.17 Exterior Wayfinding-related Landscaping	45
3.18 Exterior Wayfinding-related Architecture	46
3.19 Exterior Wayfinding Landmarks	46
3.20 Exterior Sign Type Drawings	48
3.21 Section 3 Endnotes	100
Section 4 • Interior Wayfinding Element Recommendations	
4.1 Interior Wayfinding Element Guidelines	105
4.2 Interior Identification Signs	106
4.3 Interior Restroom Signs	114
4.4 Interior Directional Signs	115
4.5 Code and Life Safety Signs	124
4.6 Mandatory VA Policy Signs	128
4.7 PAD Parking Garage Wayfinding and Signage	131
4.8 Temporary Interior Wayfinding Signs	137
4.9 Interior Wayfinding-related Architecture and Design	138
4.10 Interior Landmarks	138
4.11 Interior Wayfinding-related Lighting	139
4.12 Interior Sign Type Drawings	141
4.13 Section 4 References and Endnotes	251

Section 5 • Design + Operational Wayfinding Element Recommendations

5.1 Wayfinding Information on the VAPAHCS Website	256
5.2 Social Media in Support of Wayfinding	258
5.3 Appointment Postcards	259
5.4 Wayfinding Technologies	261

Section 6 • Operational Wayfinding Element Recommendations

6.1 Wayfinding Management & Maintenance	272
6.2 Wayfinding Leadership	272
6.3 Campus Nomenclature	272
6.4 Staff and Volunteer Wayfinding Orientation and Training	272
6.5 Wayfinding-related Accessibility and Inclusive Design	274
6.6 Spoken Directions and Escorting	275
6.7 Scripted Directions	275
6.8 Section 6 Endnotes	276

Section 7 • Exterior Wayfinding Element Group Plans

7.1 Introduction	280
7.2 Exterior Group Scenarios	281
7.3 Exterior Elements Campus Maps	290

Section 8 • Interior Wayfinding Element Group Plans

8.1 Introduction	296
8.2 Interior Element Group Scenarios	297
8.3 Interior Element Group Floor Plans Buildings 100 & 334	307

Section 9 • Implementation of Recommendations

9.1 Proposed Wayfinding System Implementation Approach	320
9.2 Physical Signage Implementation	322
9.3 Wayfinding Technology Procurement and Implementation	323

Section 10 • Appendices

10.1 Wayfinding Analysis Methodology	328
10.2 Exterior Design Wayfinding Challenges	331
10.3 Interior Wayfinding Challenges	346
10.4 Design and Operational Wayfinding Challenges	355
10.5 Operational Design Wayfinding Challenges	361
10.6 Nomenclature	365
10.7 Wayfinding Technology Solution Overview	371

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Section 1

Executive Summary

Executive Summary

- 1.1 Project Background
- 1.2 Organization of the Integrated Wayfinding Master Plan
- 1.3 Summary of High-Level Recommendations of the Master Plan

1.1 Project Background

The VA Palo Alto Health Care System (VAPAHCS) aspires to enhance the patient experience at the Palo Alto (PAD), Menlo Park (MPD), Livermore Divisions, and outpatient clinics. VAPAHCS contracted with Awen Solutions Group (Awen) for professional planning services to develop an Integrated Wayfinding Master Plan that will establish design standards, and operational criteria for a healthcare system-wide wayfinding program.

The planning process started with the establishment of the VAPAHCS Wayfinding Core Working Group and the Steering Committee. The Core Working Group was comprised of representatives from the VAPAHCS Office of Facility Planning and Development (OFPD) and Public Affairs Office (PAO). The Steering Committee included the service chiefs from OFPD, Engineering, Bio-medical Engineering, PAO, Office of Information Technology (OIT), Voluntary Service, Veteran Experience Office and the Executive Leadership Team. The roles of the Core Working Group and Steering Committee were to provide guidance on the development of the Integrated Wayfinding Master Plan and to review and give feedback on proposed concepts and recommendations. The Steering Committee had additional decision-making authority on implementation and procurement. Additional VA resources were called upon for input on design concepts as needed.

Master Plan development also included extensive research on existing conditions. Many research methods were employed, including comprehensive, on-site exterior and interior environmental analyses, interior and exterior signage assessment, technology assessment, numerous stakeholder interviews, and a staff and volunteer online survey.

Inputs from the Core Working Group and Steering Committee, as well as the Awen team’s assessment of existing conditions and subject matter expertise, form the basis for the Integrated Wayfinding Master Plan.

The Integrated Wayfinding Master Plan intends to assist VAPAHCS in understanding the concepts of wayfinding and a wayfinding system, the wayfinding needs of its diverse users, current challenges inherent in its existing wayfinding system, and recommendations for moving from the current state to an effective, ongoing, integrated multi-faceted wayfinding system.

This Integrated Wayfinding Master Plan focuses on Palo Alto and Menlo Park due to the large size and complexity of these campuses. However, the recommendations are also applicable to VAPAHCS’ other campuses and outpatient clinics.

This Master Plan establishes the foundation of an integrated wayfinding program but does not provide detailed programming for each element and implementation plan for each project. Hence, two companion documents supplement the Master Plan to realize the program.

The Sign Location Plans and Message Schedules for PAD and MPD is a specific sign package to be used in the implementation of the desired future state of the signage program. The Integrated Wayfinding Program Management Plan recommends processes for the coordination and upkeep of elements in the integrated wayfinding system.

1.2 Organization of the Integrated Wayfinding Master Plan

This Integrated Wayfinding Master Plan is organized in the following manner:

- Section 2 provides an introduction to wayfinding concepts
- Sections 3-6 provide recommendations for design and operational elements of a wayfinding system
- Sections 7 and 8 include exterior and interior wayfinding element plans, with scenarios illustrating where different wayfinding elements may apply
- Section 9 provides guidance on implementing wayfinding recommendations
- Section 10 provides appendices with supporting information.

1.3 Summary of High-Level Recommendations of the Master Plan

1. Incorporate performance criteria in planning, designing, and implementing all wayfinding elements

All exterior and interior wayfinding elements should meet the following criteria:

- Being accurate and up to date
- Being consistent with other elements of the wayfinding system (“integration”)
- Signage messaging uses VAPAHCS standardized nomenclature for destinations.
- Systematic sign programming based on wayfinding scenarios that can be modified based on specific circumstances.
- Wayfinding elements are designed and integrated to assist the Veteran from home to their appointment and back home again.
- Providing information at decision points
- Maximizing contrast between text and backgrounds
- Being easily changed/updated
- Maximizing legibility and readability
- Being lighted effectively
- Being designed for inclusivity (meeting the needs of Veterans, families, and staff with physical and sensory limitations)

2. Plan and implement exterior wayfinding design elements

The Master Plan provides design guidelines for exterior signage. The document also includes design concepts for the exterior “sign type family” and discusses the application of each sign type. Sign types include exterior directional, identification signs, maps, exterior wayfinding-related accessibility, and exterior wayfinding-related lighting, landscaping, architecture, exterior landmarks, and temporary wayfinding signs at key decision points.

3. Plan and implement interior wayfinding design elements

The Master Plan provides design guidelines for interior signage. The document also includes design concepts for the interior “sign type family” and discusses the application of each sign type. Sign types include interior directional signs, identification signs, maps, interior wayfinding-related architecture and interior design, landmarks, lighting, and temporary wayfinding signs at key decision points.

4. Plan and implement operational wayfinding elements

The Master Plan includes various operational recommendations including:

- VAPACHS leadership support of the integrated wayfinding program, including implementation of the Integrated Wayfinding Program Management Plan
- Establishment of updated campus nomenclature

- Instituting staff and volunteer wayfinding training
- Improving wayfinding-related accessibility and inclusive design,
- Improving spoken directions and escorting and providing some scripted directions for staff and volunteers.

5. Plan and implement design + operational wayfinding elements, including wayfinding technology

The Master Plan provides recommendations for delivering wayfinding information prior to site visits as well as while navigating each campus, especially through the use of technology. Pre-visit wayfinding information should be made available on the VAPAHCS website, social media platforms, and appointment postcards issued by VA. Information on these platforms should include maps, messaging on current campus conditions that impact wayfinding, parking information, appointment destination information that can be coordinated with other wayfinding elements such as campus maps and physical signage.

Additionally, implementing wayfinding technologies, i.e., wayfinding kiosks, digital directories, and mobile app, can improve the offsite and onsite wayfinding experience.

Mobile applications provide Veteran’s with turn-by-turn directions from home to their appointment

at a VAPACHS campus. Mobile applications can also be integrated with the appointment post card to download and hold appointment specific details to aid in navigation.

Wayfinding kiosks can be deployed at key locations on campus where Veterans can find information about the campus and locate their destination and generate printed directions to guide them to their appointment location.

Digital directories include both wayfinding directories and informational directories. Wayfinding directories have been programed in the sign location plans and message schedules as future state to replace static signs. Digital directories can be used in areas where destination names change frequently making management of physical signage difficult.

Informational directories are recommended in key gathering spaces such as patient focused building lobbies and in high volume waiting areas. These directories can provide campus updates, continuing education and other announcements directed at Veteran’s and visitors.

6. Master Plan Implementation

Implementation of the interior, exterior, operational and technology components should be completed in prioritized phases. The Master Plan provides a matrix (See Figure 1.1-1) to help with the decision-making process. Projects are organized into three priority tiers to assist VA with developing an implementation plan and project list.

Priority tiers were developed by assessing the impact to the Veteran wayfinding experience, the level of effort to implement, and potential costs associated with the project.

Rough order of magnitude (ROM) pricing has been provided for new and replacement sign packages based on the Signage Location Plans and Messages Schedules that were developed as part of this contract. This ROM will assist with prioritizing wayfinding projects and developing their budgets.

To implement recommended wayfinding technologies, VA will need to procure both off-the-shelf customer facing software and hardware infrastructure to support the application and kiosks. Figure 1.1-2 shows the hardware required to implement the mobile application and interactive kiosks at every site.

Project Name	Impact on Veterans Wayfinding Experience				Implementation Level of Effort		
	Priority Tier	Assists Veterans to getting to appointments on-time	Assists Veterans in planning their visits to their appointments	Assists in real-time wayfinding communication with Veterans	Staff Resource Needs	Time to Implement	Estimated Cost
Update and standardize campus nomenclature	1	High	High	High	High	Low	Low
Implement wayfinding technology (mobile app, kiosk, digital directory, beacons, CMS and digital maps)	1	High	Medium	High	High	High	Medium
Install and distribute updated campus maps	1	High	High	Medium	Medium	Low	Low
Update and improve appointment postcards	2	High	High	Low	Medium	Low	Low
Staff & volunteer wayfinding orientation & training	2	High	Low	Medium	High	Medium	Low
Update exterior and interior signage	3	High	Low	Low	High	High	High
Update wayfinding content on VAPAHCS' website and social media	3	Medium	Medium	Low	Medium	Low	Low
Improve landmarks on campus	3	Medium	Low	Low	Medium	High	Medium

Figure 1.1-1. Implementation Matrix.

Component	VAPAHCS Component Recommendations
WiFi	VA's own guest WiFi
Beacons	Kontakt.io beacons
Content Management System (CMS)	Inpixon
Mobile app	Medrics
Wayfinding kiosks hardware	Olea

Figure 1.1-2. Technology Summary Table.

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Section 2

Wayfinding Introduction

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Wayfinding Introduction

2.1 What is Wayfinding?

2.2 What is a Wayfinding System?

2.3 What Makes a Wayfinding System Effective?

2.4 What Makes a Wayfinding System Inclusive?

2.5 What Makes a Wayfinding System Integrated?

2.6 How Wayfinding Elements Help Veterans and Families Find Their Way at VAPAHCS

2.7 Endnotes

2.1 What is Wayfinding?

- Wayfinding means knowing where you are, knowing the name of your destination, finding an effective route, recognizing your destination, and finding your way to your next destination or back to your starting point.
- Wayfinding involves both the brain and the body. Depending on the individual’s abilities and limitations, it may involve seeing, hearing, thinking, remembering, moving on foot or in a wheeled mobility aid, moving in a vehicle, etc.
- Wayfinding is influenced by experiences and expectations.
- Wayfinding is not the same as signage, although the two terms are often (incorrectly) used synonymously.¹

2.2 What is a Wayfinding System?

A wayfinding system is an integrated set of design elements, operational elements, design + operational elements, and user behavior characteristics that allow users to navigate spaces.³

- **Wayfinding design elements** include architecture; interior design; horizontal and vertical circulation; landmarks; views; lighting; maps, signs, directories, landmarks, etc.
- **Wayfinding operational elements** include

terminology, spoken directions, written directions, staff training, wayfinding system management and maintenance, etc.

- **Wayfinding design + operational elements** include technology (website wayfinding content, apps, etc.), marketing collateral, attention to the needs and preferences of people with functional limitations, such as making websites accessible, etc.
- **User wayfinding behavior** includes deciphering wayfinding words and numbers, comprehending spatial layouts, reading maps, following signs, recognizing landmarks, asking and remembering directions, using wayfinding technology, and following particular (but not always clearly communicated) expectations for wayfinding behavior.⁴
- Designing an effective, inclusive, and integrated (underline/hold those three words) wayfinding system requires understanding user needs, preferences, and behavior, along with myriad planning and design issues and details. Aesthetics, internal politics, budgets, as well as ongoing management and maintenance are additional concerns, as are applicable standards, regulations, and codes.

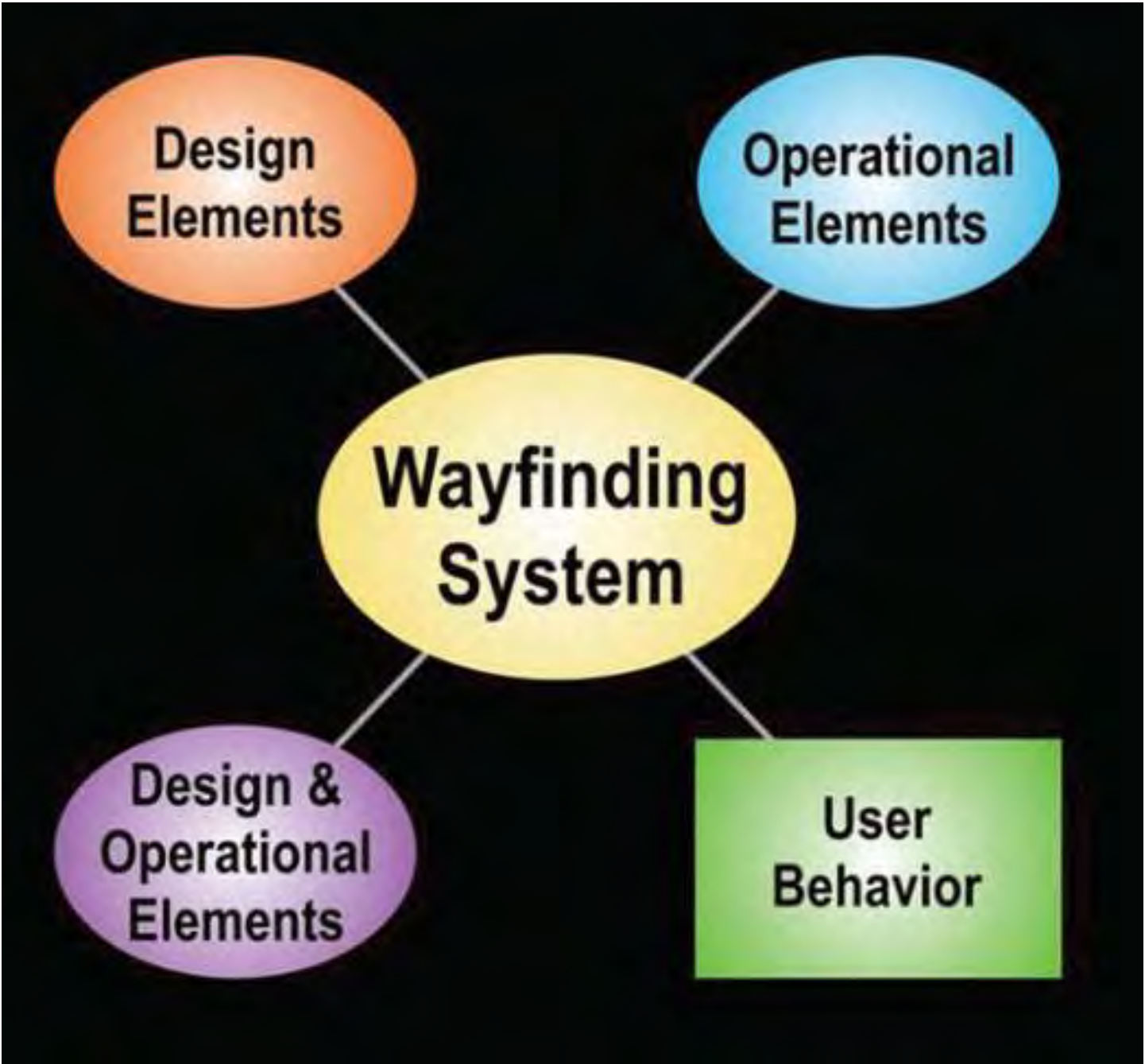


Figure 2.2-1. Elements of a Wayfinding System.
Source: Carpmann Grant Associates, Wayfinding Consultants

2.3 What Makes a Wayfinding System Effective?

An effective wayfinding system guides people through physical environments with minimal confusion. Key elements of an effective system include:

- Designed for all users, but especially who are unfamiliar with a particular environment
- Contains consistent, accurate, up-to-date information
- Contains integrated wayfinding elements
- Inclusive of differing needs related to age, ability, and culture
- Legible, logical, consistent, predictable
- Being lighted effectively
- Maximizing contrast between text and background
- Readable, understandable, useful to users
- Provides wayfinding information where it is needed, including at decision points
- Contains distinctive places and landmarks
- Proactively managed
- Works under different situations and conditions
- Saves time and effort for patients, families, staff

One measure of an effective wayfinding system—like most good design—is that it may not be noticeable to users. Ineffective wayfinding features may stand out, but good ones tend to fade into the background and just function as intended.

2.4 What Makes a Wayfinding System Inclusive?

An inclusive wayfinding system goes beyond accessibility mandates and regulations and works to meet the needs of all users, regardless of age, ability, or culture. Architectural Barriers Act (ABA) signage standards are a necessary baseline, but an inclusive wayfinding system will go well beyond those standards to make wayfinding as easy as possible for everyone.

It is useful to consider some subsets of those users, including people with low vision, people who are directionally challenged, seniors, and people who do not feel familiar or competent as they navigate the facility, regardless of how long they have worked there or how many times they have visited. If the wayfinding system works for these users, it will work for everyone.²

2.5 What Makes a Wayfinding System Integrated?

When wayfinding elements work together to provide all users (regardless of familiarity, directional challenges, age, culture, or functional

limitations) with the accurate, legible, audible, consistent wayfinding information they need, where and when they need it, using wording and messages they can understand and follow, the likelihood is that they will be able to find their way with relative ease.

Such an “integrated” wayfinding system means that directional information will be consistent from one wayfinding element to another, for instance, Exterior You Are Here (YAH) maps may identify wayfinding landmarks. Main building entrances and landmarks may be discussed in Staff and Volunteer Orientation and wayfinding training. The nomenclature used in pre-visit information will appear on interior signs and You-Are-Here maps, etc.

2.6 How Wayfinding Elements Help Veterans and Families Find Their Way at VAPAHCS

Figure 2.6-1 illustrates the steps in the Veteran’s experience and how individual wayfinding elements assists the Veteran on the journey from planning the visit, to arriving on campus, navigating the campus to appointments, and leaving the campus.

Figure 2.6-1. Wayfinding element impacts on Veteran wayfinding experience.

	1. Planning the Visit	2A. Arriving at the Campus, Finding Patient Drop-offs	2B. Arriving by Public Transit and Shuttles	3. Finding and Navigating Parking Areas	4. Finding Buildings and Entrances	5. Orienting at the Main Entrance, Finding Interior Destinations	6. Exiting the Building, Navigating Back to Parking, Finding Car/Ride	7. Exiting the Campus
Exterior Wayfinding Elements								
Off-site directional signs		•						
Site entrance identification & information signs		•						
Street ID signs		•		•	•		•	•
Exterior You-Are-Here maps		•	•	•	•		•	•
Exterior building identification signs		•	•		•			
Legible building entrances		•	•		•			
Building drop-off & pickup areas: signage, landscaping, etc.		•	•		•			
Signs at public transit & shuttle stops			•					
Vehicular directional signs, lighting, temporary signs		•			•			•
Pedestrian directional signs		•	•		•		•	
Accessible route signage					•		•	
Parking lot signs, identification of special parking areas				•	•		•	•
Parking garage signs, color coding of levels				•	•		•	•
Temporary exterior wayfinding signs					•		•	
Exterior landmarks		•	•		•		•	•
Exterior lighting at building entrances		•	•		•		•	
Wayfinding-related landscaping				•	•			
Interior Wayfinding Elements								
Treatment of key decision points: building entrances, elevators, stairs						•	•	
Destination Identification signs						•	•	
Directional signs						•	•	
Wayfinding information signs						•		
Temporary wayfinding signs						•	•	
Building directories						•		
Elevator directories						•		
Emergency Egress Maps						•	•	
Interior You-Are-Here maps						•	•	
Handout maps (and/or patient guide)						•	•	
Scripted directions to interior destinations and other buildings						•	•	
Interior Landmarks						•	•	
Interior architecture (locations for signage)						•		
Interior design features (that promote wayfinding ease)						•	•	
Information desks						•		
Wayfinding-related lighting						•		
Operational Wayfinding Elements								
Clinical nomenclature						•		
Division/campus wayfinding nomenclature	•				•			
Spoken directions - by phone	•					•		
Spoken directions - on site		•			•	•	•	•
Staff & Volunteer Wayfinding Orientation						•	•	
Integrated Wayfinding Program Management Plan	•	•	•	•	•	•	•	•
Wayfinding Design + Operational Elements								
Pre-Visit Information: Appointment Postcards	•	•				•		
Pre-Visit Information: Scripted directions to VAPAHCS campuses	•	•						•
Website	•	•				•		
Wayfinding Mobile App and Kiosk	•	•				•	•	•
Inclusive wayfinding features	•	•	•	•	•	•	•	•

2.7 Endnotes

1. See Carpman, J. R., & Grant, M. A. (2016). Design that Cares: Planning Health Facilities for Patients and Visitors, 3rd edition. John Wiley & Sons.
2. Carpman, J. R. Working Paper: Inclusive Wayfinding: System Elements, Guidelines, Best Practices, IHCD 2020.
3. “Monadnock Community Hospital Wayfinding Report,” Institute for Human Centered Design, 2022.
4. Carpman, J. R. & Grant, M. A. (2012). Directional Sense: How to Find Your Way Around. Institute for Human Centered Design.

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Section 3

Exterior Wayfinding Element Recommendations

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Exterior Wayfinding Element Recommendations

- 3.1 Exterior Wayfinding Element Guidelines
- 3.2 Off-site Directional Signs
- 3.3 Site Entrance Identification Signs
- 3.4 Exterior Building Identification Signs
- 3.5 Building Entrance Identification Signs
- 3.6 Vehicular Directional Signs
- 3.7 Building Drop-off and Pick-up Areas
- 3.8 Pedestrian Directional Signs
- 3.9 Exterior You-Are-Here (YAH) Maps
- 3.10 Exterior Wayfinding-related Accessibility and Inclusive Design
- 3.11 Parking Lot Signs
- 3.12 Signs at Public Transit and Shuttle Stops
- 3.13 Roadway Signs
- 3.14 Mandatory VA Policy Signs
- 3.15 Temporary Exterior Wayfinding Signs
- 3.16 Exterior Wayfinding-related Lighting
- 3.17 Exterior Wayfinding-related Landscaping
- 3.18 Exterior Wayfinding-related Architecture
- 3.19 Exterior Wayfinding Landmarks
- 3.20 Exterior Sign Type Drawings
- 3.21 Section 3 References

3.1 Exterior Wayfinding Element Guidelines¹⁻⁶

The exterior signage recommendations were developed from detailed, onsite exterior wayfinding analyses, in-person and remote interviews with key stakeholders, an online wayfinding survey with staff and volunteers, and the extensive experience of the Integrated Wayfinding Master Planning team.

Refer to Section 10 in the Appendix “Exterior Wayfinding Challenges” for additional context for the recommendations.

Accuracy

- Make sure wayfinding messages are accurate and up-to-date.

Text			Symbols	
Viewing Distance Up To:	Letter Height	Application	Viewing Distance Up To:	Letter Height
25'	1"	Pedestrian	25'	3"
40'	1 1/2"	Pedestrian	35'	4"
50'	2"	Pedestrian	50'	5"
80'	3"	Car	60'	6"
110'	4"	Car	100'	8"
160'	6"	Car	115'	9"
250'	9"	Car	130'	10"
325'	12"	Car	150'	12"
500'	18"	Car		
650'	24"	Car		

Figure 3.1-1. Viewing Distance Chart. Source: VA Signage Design Guide 04-Exterior Signs

Legibility

- Make sure the text size is large enough to read from predicted viewing distances and while traveling at posted speeds (See Figure 3.1-1).
- Signs that are read from moving cars need to have larger lettering than signs read by a reader that is stopped or parked. As speed increases, the size of the lettering should increase.
- To maximize legibility, use “caps and case” (initial capital letters followed by lowercase letters) on most signage unless all caps are required by standards or codes. (In some cases, “all caps” will provide the desired emphasis, such as identification signage.)

- Distance letter spacing (readability ratio of 1:40) should be used for all exterior and illuminated signs.

- To check sign colors for legibility to users who are color blind, consult this reference: <https://helpx.adobe.com/photoshop/using/proofing-colors.html>

- Make sure the typeface (font) is easy to read.

Readability

- Make sure users can correctly interpret the information on wayfinding signs, within a short amount of time and from predictable distances.

- Make sure nomenclature is consistent across wayfinding elements. (Patient-friendly nomenclature will add to the readability of signs and maps.)

Symbols/Icons

- Use only widely recognized and commonly understood symbols/icons on wayfinding signs. These include both the VA logo and the International Symbol of Accessibility (ISA).

Sign Branding/Logo

- If the VA brand is used, be sure it is used consistently on various sign types.
- If a logo or brand appears on signs, make sure it does not detract from wayfinding information or messages.

Sign Message Changeability

- Ensure that sign messages on exterior directional signs are easily changeable by wayfinding maintenance personnel, but not so easily changeable that they are subject to theft or vandalism.

Sufficient Contrast

- Make sure there is sufficient contrast between the text color and the background color and between the sign and the surface on which it is mounted. VA requires a minimum light reflective value (LRV) of 70% for contrast.

- Use a tool like this one to check color contrast: <https://www.tpgi.com/color-contrast-checker/>

Located Where It Is Needed

- Place wayfinding directional signs at decision points (places where people need to decide how to proceed) in a priority of need (i.e., inclusion of major destinations and nearby destinations are prioritized over inclusion of minor destinations).
- Place wayfinding identification signs on and at building entrances
- Place exterior wayfinding signs and maps perpendicular to the flow of pedestrian- and vehicular traffic
- Be sure to use the International Symbol of Accessibility (ISA) to identify alternative accessible routes when not all routes are accessible.
- High traffic areas will require more communication than smaller secondary intersections.

Lighting

- Determine the preferred way to make exterior signage and maps visible and legible after dark or during inclement weather, using interior illumination, exterior illumination, or illumination from vehicle headlights.
- Consider illuminating key building entrances so they are legible after dark.

- Consider illuminating key pedestrian directional signs, such as those leading to and from building exits, parking lots, and parking garages.

Avoid the Following:

- Avoid reflectivity and glare—from a combination of signage materials and lighting – that makes it hard for everyone, including people with vision limitations, to see and read signs and maps.
- Avoid using glass, glossy plexiglass, aluminum, or other reflective materials for sign messages, backgrounds, or coverings.
- Avoid using vinyl lettering on glass— unless there is also a backer board - as this provides insufficient contrast between text and background, and is viewed in reverse from the back.
- Avoid placing signs in locations where landscaping can obscure the legibility of the sign.
- Do not put text over images or textures, unless the text remains legible, and the contrast is strong.
- Do not rotate sign message text so that it reads sideways.
- Do not stack sign letters one on top of another.

3.2 Off-site Directional Signs

As Veterans and families drive to VAPAHCS sites, they may need reinforcement signs to let them know they are on the right track. Off-site directional signs are under the jurisdictions of the city, the county, and the California Department of Transportation (Caltrans). VAPAHCS has been working with each jurisdiction to plan and implement the desired off-site directional signs. Implementation criteria such as nomenclature and sign location and the timeline are determined by Caltrans and local jurisdictions.

Recommendations

Work with Caltrans and Local Jurisdictions to implement Off-Site Directional Signs

- Contact Caltrans and local jurisdictions and work with them to plan and implement the desired off-site directional signs.

Plan and Locate Off-site Directional Signs

- Determine off-site nomenclature for each division that is short enough to be legible and readable from a distance, such as “VA Medical Center.”
- Locate off-site directional signs on highways that lead to VAPAHCS campuses, starting at 1-2 miles away.

3.3 Site Entrance Identification Signs

Site entrance identification and information signage is located at campus vehicular entries. Signs should be legible to drivers from a distance, such that it allows drivers to make decisions about lane selection and turning as the entrance is approached. Signs should be two-sided if drivers approach from two directions. Site entrance signage, such as monument signs, may be the largest signs on the site and provide a ceremonial function, welcoming Veterans and visitors. The sign should include the name of the facility, identify the VA, and include the street address.

It may include information about the presence of an Emergency Department. It should be lighted.

Recommendations

Approaching the Site Entrance

- As drivers approach the site entrance, consider placing a directional sign showing the distance in feet to the site entrance.

Provide Monument Signage at Major Site Entrances

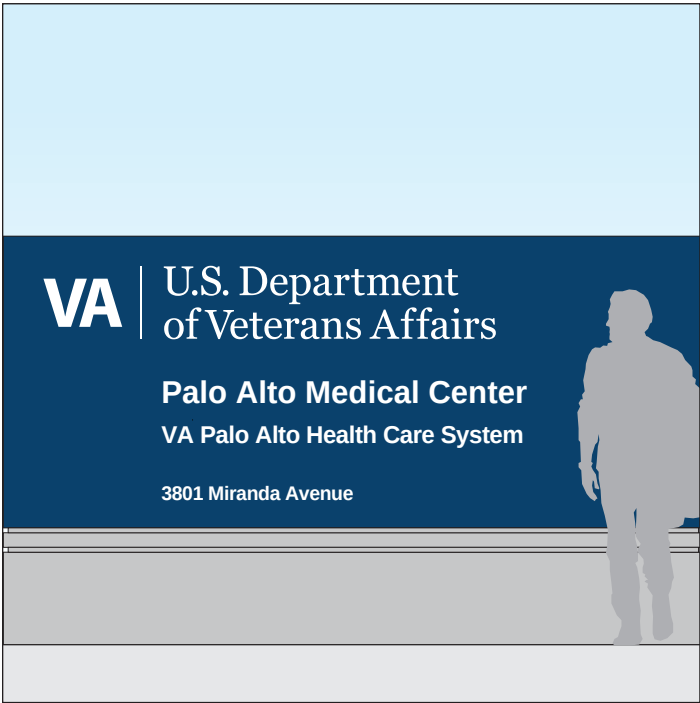
- Provide a monument sign at major site entrances. The sign itself should be visible from a distance away and the text should be legible up close.
 - Provide interior illumination for the monument sign.

- Include the VA logo.
- Include the name of the campus (e.g., “VA Palo Alto Medical Center” or other nomenclature).
- Include the address number and street name.
- Include an emergency directional message, as desired, and as appropriate.
- Reinforce site entrance identification with several flagpoles and flags that are illuminated at night.

Sign Type EI-01.06

Medical Center Identification - Large Horizontal Monument

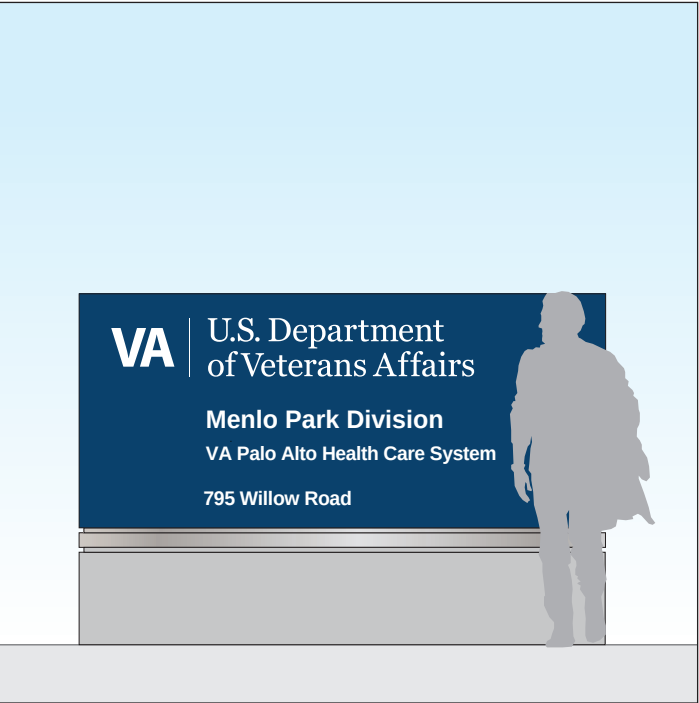
Free standing internally illuminated monument sign for identifying medical center campuses. This large sign is used at the main entrance/ drivein locations that can be viewed from a greater distance at approach. Sign should be perpendicular so drivers have a clear unobstructed view of the sign from any intersecting roadway.



Sign Type EI-01.07

Medical Center Identification - Small Horizontal Monument

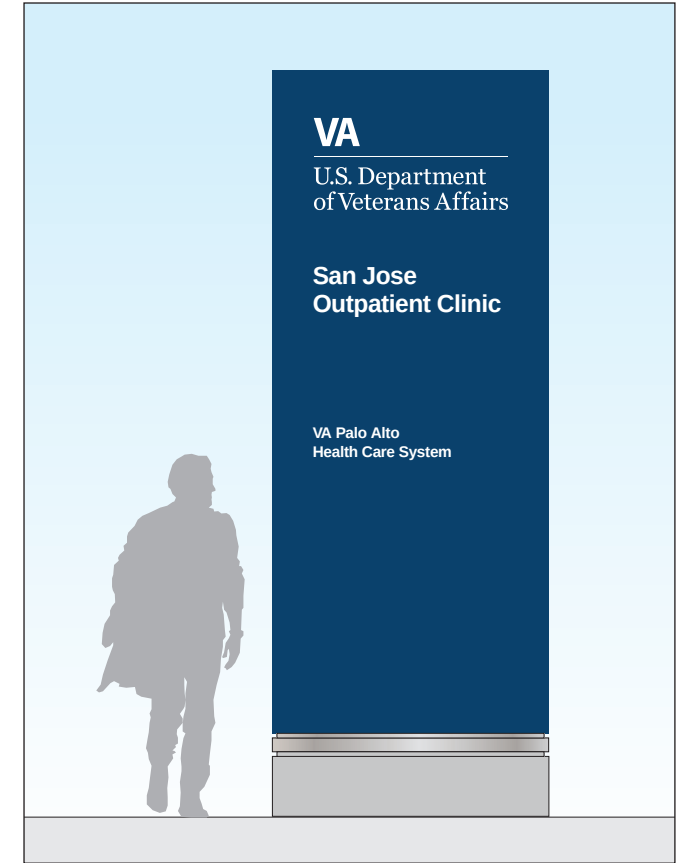
Free standing internally illuminated monument sign for identifying medical center campuses. This sign is used at the main entrance/ drivein locations that can be viewed from a short distance at approach or where space is not available for a larger sign. Sign should be perpendicular so drivers have a clear unobstructed view of the sign from any intersecting roadway.



Sign Type EI-01.08

Medical Center Identification - Large Vertical Monument

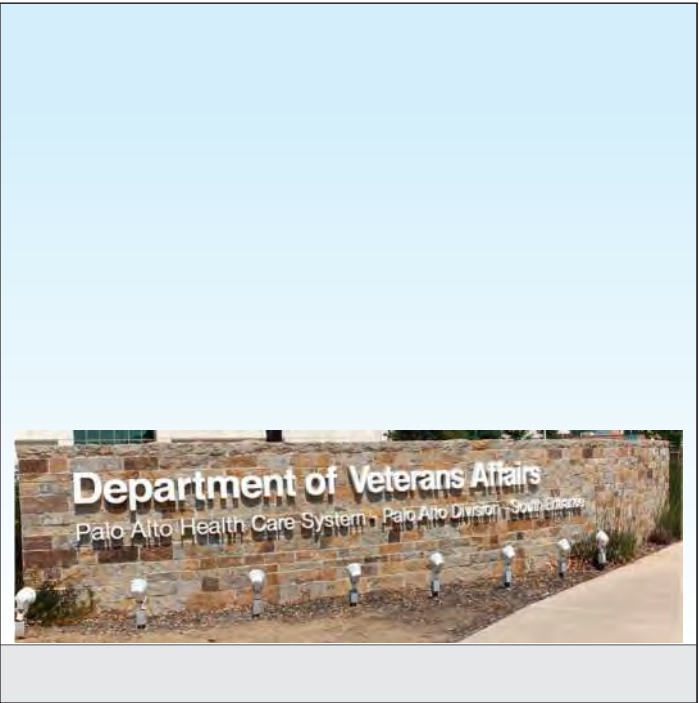
Free standing internally illuminated monument sign for identifying a main entrance or drive of an Outpatient Clinic site. Sign shall be placed at the main entrance drive/intersection of the campus. The sign should be positioned perpendicular to roadway so drivers have a clear unobstructed view of the sign from any intersecting roadway.



Sign Type EN-09.12

Medical Center Identification - Brick or Stone Wall - Existing

These existing walls medical center identification signs flank the main entry on Miranda Avenue as drivers approach the main entrance intersection. These signs are decorative and should be used as a complement to other wayfinding signs.



3.4 Exterior Building Identification Signs

VAPAHCS buildings are identified by numbers rather than by addresses, so it is especially important that users be able to easily identify the buildings. Building identification signs may or may not be lighted, but it is recommended to be lighted for ease of navigation after dark.

Recommendations

Use building numbers as the main way to identify buildings

- Keep the current practice of using unique building numbers as the primary means of identification.
- Use the word “Building” in front of or above the building number except for building numbers mounted high on building corners.

Provide functional building Identification, if possible

- When buildings have a single function, such as Rehabilitation, include that on building identification signage, if possible.

Provide building identification on various sign types

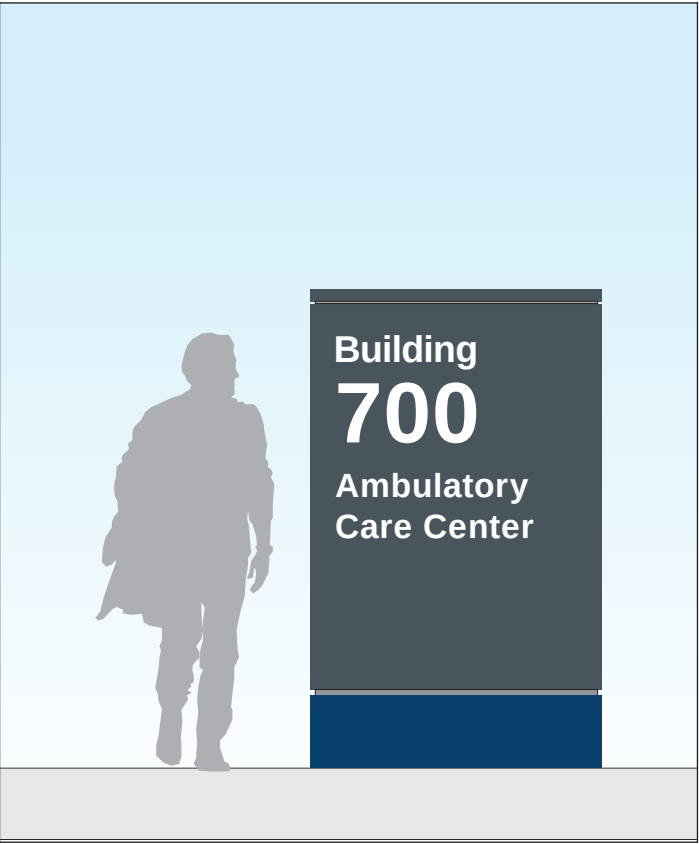
- Identify each building through the use of following sign types:

- EN-09.10-Building Identification Dimensional Numbers- Large letters mounted high on front of building facade.
- EN-09.11-Parking Garage Identification/ Large sign mounted on garage facade.
- Freestanding signs near building entrances that are visible from both vehicular and pedestrian approaches.
 1. EI-01.09-Primary Building Identification - Illuminated Monument Sign.
 2. EN-03.05-Secondary Building Identification- Post and Panel Sign
 3. EN-06.02-Wall Mounted Building Identification. Signage at building main entrances.
- Determine locations for building identification numbers on the upper facade of buildings so they are visible from pedestrian and vehicular routes.
- Building identification sign design features
 - Provide building identification signs that are visible and legible from nearby vehicular and pedestrian routes.
 - Make sure identification sign messages are effectively lighted to be legible after dark and in inclement weather.
 - For dimensional number and letter signs, use colors that create high contrast with the mounting surface.

Sign Type EI-01.09

Primary Building Identification - Monument

Driver oriented illuminated free standing monument sign for identifying primary patient care buildings and parking garages on a medical campus. Sign shall be positioned perpendicular to the flow of traffic for pedestrian and vehicle visibility.



Sign Type EN-03.05

Secondary Building Identification - Post and Panel

Large non-illuminated driver oriented building number/identification post and panel sign for identifying a building from a roadway. Sign is typically used for identifying buildings that are not primary patient care focused buildings. Signs should be placed near the roadway when the building is set back and not easily visible.



Sign Type EN-06.02

Wall Mounted Building Identification

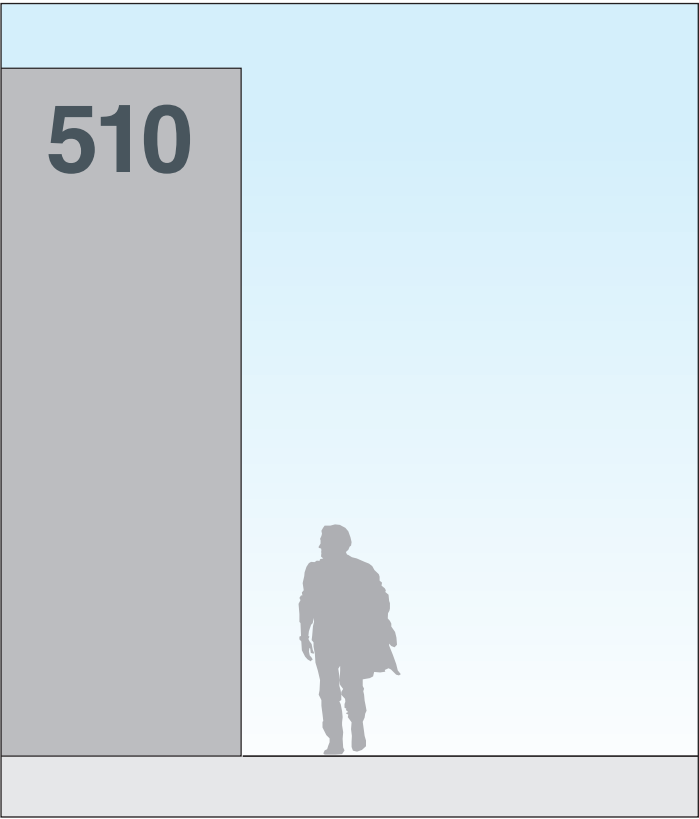
Large wall mounted pedestrian oriented panel sign. Used to identify both patient and administrative building main entrances. This sign is mounted on the building facade adjacent to the main entrance doorway that will be most visible as Veterans/visitors approach.



Sign Type EN-09.10

Building Identification Dimensional Numbers

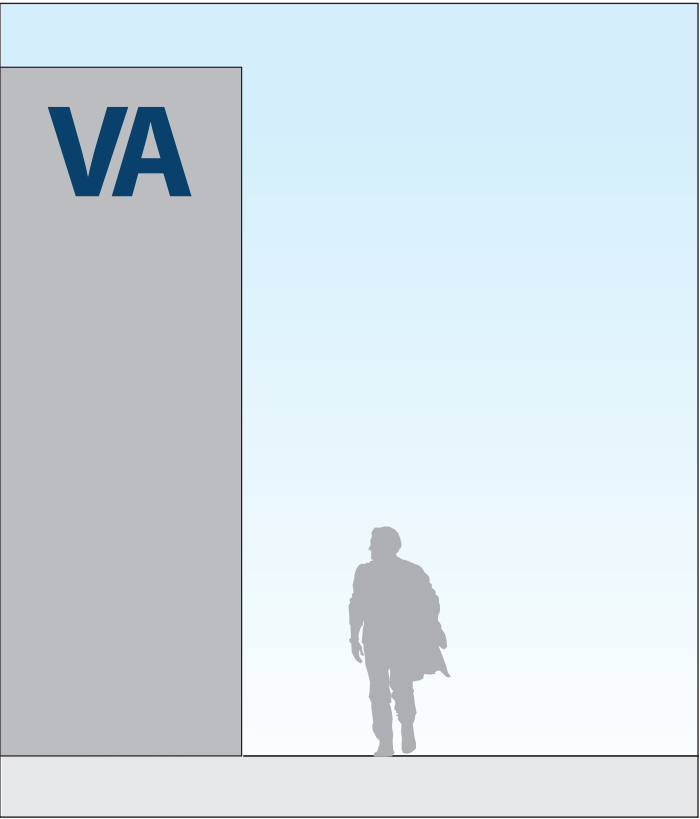
Large, non-illuminated 3-dimensional numbers used to identify buildings. Signs should be placed 1-2' from the top of facades most visible to drivers and pedestrians navigating the campus. All buildings on VA campuses shall have building number signage.



Sign Type EI-09.10

Building Identification Dimensional Letters

Large illuminated dimensional VA lettering for the branding of VA buildings. These letters shall be mounted on the main building of an Outpatient Clinic Facility. These signs shall be placed on the front facade of the building where the main entrance is located.



Sign Type EN-09.11

Garage Identification Dimensional (Symbol, Letters and Numbers)

Large, non-illuminated 3-dimensional lettering used to identify named parking garages. Sign includes large parking symbol and name. Signs should be placed 1-2’ from the top of facades most visible to drivers and pedestrians navigating the campus. All parking garages on VA campuses shall have parking garage identification signage.



3.5 Building Entrance Identification Signs

Not only do Veterans need to find the building where their appointment is located, they also need to find the main entrance to the building. Architecture may or may not make building entrances stand out. Directional signage can point the way if the main entrance is not obvious. Identification signage can be used to label the main entrance. This signage may be located over the entrance, on the door, or on a nearby sign.

The emergency entrance at PAD Building 100 is a special case—directional and identification signs can help Veterans and families find it when they are in a hurry.

Recommendations

Finding the Emergency Department Entrance at PAD

- Provide Emergency Department signage outside the main entrance to Building 100.

Use architectural form as cues to make building entrances legible

- For new buildings, consider using a canopy of some sort to help make building entrances more visible.
- For new buildings, avoid recessing building entrances, as this will diminish the visibility of building entrances.

Use signage to make recessed entrances more visible

- When entrances are located within alcoves, provide an additional identification sign at the exterior edge of the building/and or a pedestrian directional sign pointing to the entrance.
- When a building has multiple entrances and some are restricted to employees, use signage to differentiate public entrance(s) from staff entrances. Post a sign that says “staff entrance only” and add a directional sign that directs a person towards the public main entrance.
- If the primary public entrance cannot be seen from the pedestrian route leading to it, add pedestrian directional signage to indicate its location using the word “entrance” and building number.
- In addition to the standard building number signs mounted at the top corner of each building, provide a building identification sign at the front entrance of buildings, where possible, so people can easily see the building number and name, when applicable. This will also help identify the building entrance.
- Make building identification signage large enough to be legible from a distance. Consider the direction from which people will be walking and the vantage point from which they need to see the identification sign. In the case of the two garages, locate identification

- signage on sides that will be seen from the vehicular route (Loop Road) and from nearby pedestrian walkways.
- Provide lighting outside the building so the entrance and its identification signage are legible after dark.

Doors at entrances

- Consider how to add necessary and relevant information at glass entry doors without making the information illegible—from glare and from too much information. The VA Signage Design Guide has sign specifications for Building Entrances Door Identification. Although the VA Signage Design Manual has highly prescriptive requirements for text size and placement, it acknowledges the importance of legibility: “Message size and layout should adjust to the volume of information being presented.”
- VA Policy Directive requires the placement of mandatory policy signs at building entrances. These signs include:
 - IN-02.10 No Weapons Allowed - On the wall next to the door
 - EN-14 - Building Door Entry Identification- Signage on entry doors, contains the following:
 1. Hours of Operations
 2. No Smoking/Vaping
 3. No Weapons
 4. No Pets

Sign Type EN-14

Building Entrance Door Identification

Matte finish applied vinyl letter identification sign with messages directed specifically to pedestrians. Sign will communicate campus, building, entrance type and building prohibitions, as visitors and employees enter buildings. All building entrances accessible by visitors shall have this sign type.



3.6 Vehicular Directional Signs

Vehicular directional signs indicate the direction of key exterior destinations. They should be located at decision points where drivers must decide to keep going straight, turn right, or turn left. Vehicular directional signs may come in different sizes and layouts. They include directional messages and related arrows. They should be legible after dark.

Recommendations

Vehicular directional sign types

- To assist drivers in finding their way, use the following types of vehicular directional signs:
 - Primary - Large directional signs used at major intersections and campus entries
 - Secondary - Medium sized directional signs used at most intersections.
 - Tertiary - Small directional signs used at parking lot exits and entries and other minor intersections.

Vehicular directional sign locations

- Place vehicular directional signs at decision points, oriented perpendicular to the flow of vehicular traffic.
- Place vehicular directional signs at the following types of decision points:
 - At all roadway intersections
 - At exits from parking lots and structures

- At exits from drop-off/pickup areas
- Place vehicular directional signs so they are in clear view of drivers from predictable distances.
- Place “reassurance” directional signs along vehicular circulation routes where Veterans are likely to question whether they are (still) on the right track.

Exterior Vehicular Directional Sign Messages

- Include a complete trail of messages from original sign to destination. When a destination message appears on a directional sign, every subsequent directional sign leading to that destination should contain that message.
- Carefully plan exterior vehicular directional sign messages to provide accurate information where needed. Some guidelines:
 - Include major building destinations, identified “Building” and a building number.
 - As drivers approach buildings, consider including destination messages for building drop-off and pickup areas (especially for PAD Buildings 500, 520, and 530).
 - There shall be no more than three buildings listed per line.
 - Include parking garages and major parking lots. Where parking lots have

distinct entrances and exits (such as PAD Lots 100N and 100S) identify the direction to the “entrance.”

- Wherever a vehicular route abuts the Loop Road at PAD, provide a sign with directions to the campus exit.
- At MPD, provide signs to campus exits at intersections on primary vehicular routes.
- Avoid using abbreviations and acronyms, unless these are the official nomenclature for a destination.
- So that wayfinding information is legible and easy to follow, use these guidelines for vehicular directional sign messages:
 - Locate the Emergency message, if applicable, at the top of the message list, in a red field with white text.
 - Group messages that are located in a single direction.
 - Use a single arrow for each group of messages
 - List buildings in order of prominence. Patient focused buildings should be listed first followed by administrative or support buildings.
 - Buildings 100, 101, 105, 5, 7 and 500 should be prioritized on PAD Campus
 - Buildings 334, 331, 321 and 360 should be prioritized on MPD Campus

- Provide a spacer between each group of messages.
- In single-column signs, provide arrows to the left of the messages, or above the message groupings.

Lighting for Vehicular Directional Signs

- Make sure vehicular directional signs are effectively lighted after dark.
- Exterior directional signs may be internally illuminated, lit by floodlights, or lit by vehicle headlights on reflective lettering.

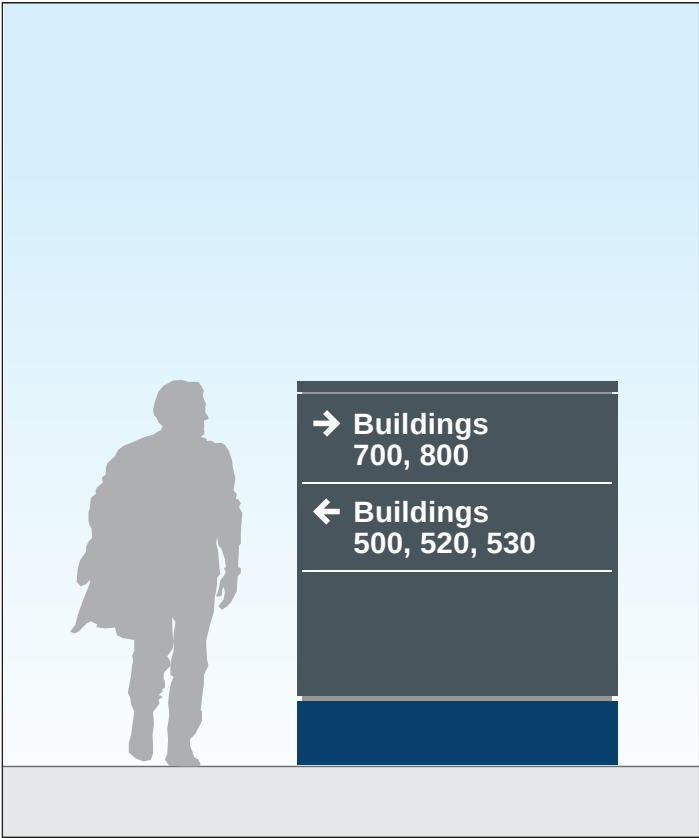
Identifying Vehicular Exits

- At the exits from parking lots, provide vehicular directional signs that include messages for the Loop Road and site exit.
- Signs at the gated exits need to provide information about how the gate is activated and that it is not an entrance.

Sign Type EI-02.03

Primary Vehicular Directional - Monument

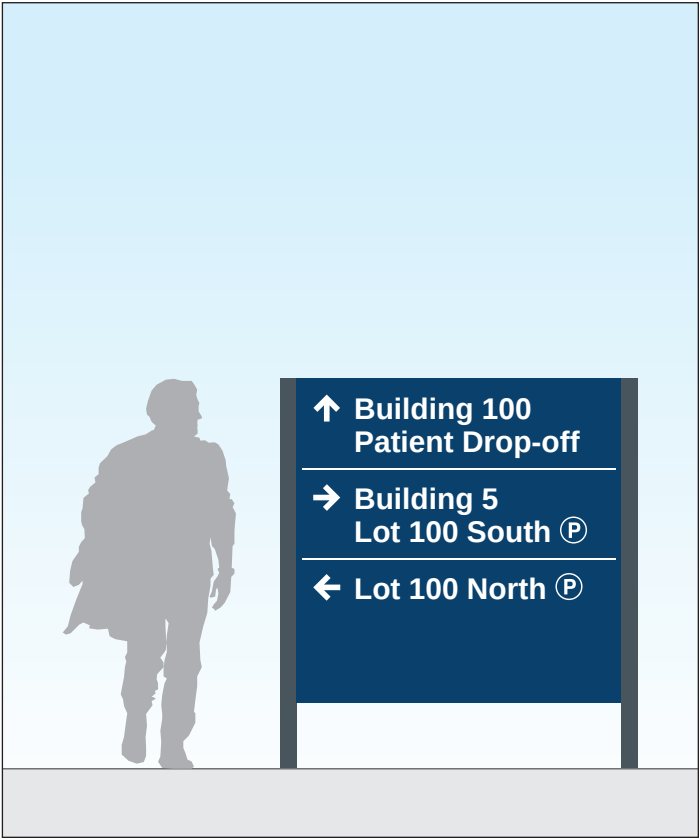
Internally illuminated large vertical driver oriented directional monument sign. Sign should be located at major intersections and on the main entrance drive in front of the medical center.



Sign Type EN-03.07

Secondary Vehicular Directional - Post and Panel

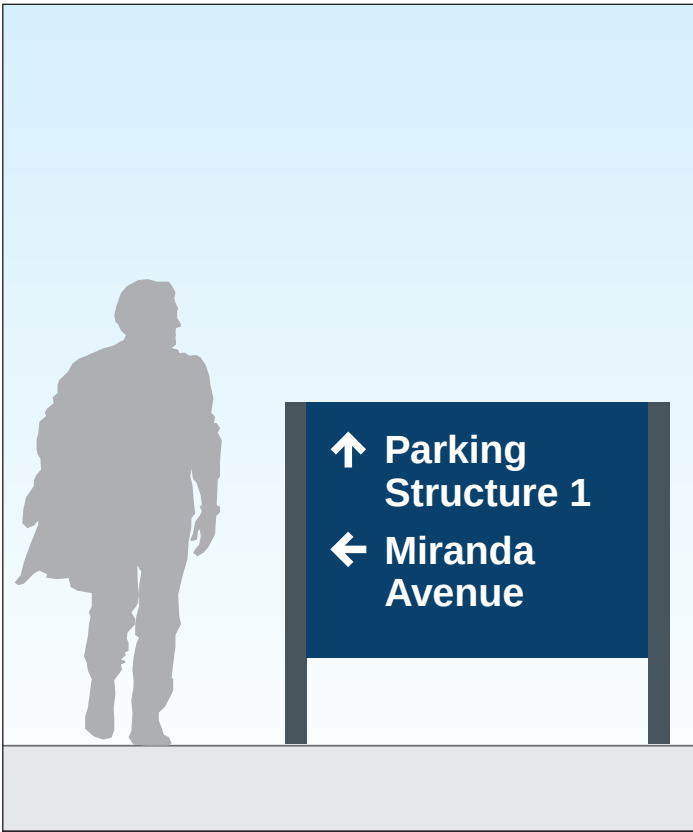
Large non-illuminated driver oriented directional sign. Locations for these signs should be at most vehicular intersections and decision points. Sign provides direction to buildings, parking opportunities and site exits.



Sign Type EN-03.08

Tertiary Vehicular Directional - Post and Panel

Small non-illuminated driver oriented directional sign. Used throughout parking lots, and near pedestrian drop off areas. Signs are used to direct drivers to parking, and exits. These signs can also be used as reassurance signage for long travel distances.



Sign Type EN-08.04

Ambulance Directional - Single Post

Large panel on single post sign used for ambulance parking designated for patient drop off. Sign is placed in parking lots in specific stalls designated by VA leadership.



3.7 Building Drop-off and Pick-up Areas

Companions may need to drop off patients close to the front entrance of a clinical building, in order to minimize the distance from the car to the door, which can be difficult to negotiate for Veterans with limited mobility or stamina. They may need to reverse the process when it is time to pick up the patient after the appointment. It is helpful if these areas are indicated with signs that identify the drop-off/pickup area and the amount of time they are allowed to stay there.

Recommendations

For all drop-off areas:

- Include “Patient Drop-Off” on directional signage near buildings.
- Provide informational signage at drop-off areas making clear where to stop and unload, and how long a vehicle can stay there.
- Provide directional signage from the drop-off area to the parking lots or garages, whichever is closest.

Sign Type EN-03.11

Drop-off Identification - Post and Panel

Non-illuminated driver oriented informational sign. Locations for these signs should be located in front of buildings that allow for short term parking for patient loading/un-loading. Signs should be utilized when drop off areas are not obvious such as at the roundabout adjacent to Building 7, and in front of Buildings 520 and 500.



3.8 Pedestrian Directional Signs

Pedestrian directional signs indicate the direction of key exterior destinations. They should be located at decision points on sidewalks and other pedestrian pathways where pedestrians must decide to keep going straight, turn right, or turn left. Pedestrian directional signs may come in different sizes and layouts and may be single-faced or double-faced. They include directional messages and related arrows. They may or may not be lighted and may be combined with an exterior You-Are-Here (YAH) map.

Recommendations

Pedestrian directional sign types

- To assist pedestrians in finding their way, use the following types of pedestrian directional signs:
 - Single message
 - Multiple messages
 - Accessible route signage
 - Combination of Exterior YAH Map and pedestrian directional sign

Design of pedestrian directional signs

- Make sure exterior pedestrian directional

signs are consistent in design and location, so Veterans on foot can predict where to look for wayfinding information.

- Consider illuminating key pedestrian directional signs, such as those leading to and from building entrances/exits, parking lots, and parking garages.

Location of pedestrian directional signs

- Place pedestrian directional signs at decision points, oriented perpendicular to the flow of foot traffic. Decision points are places, including but not limited to pathway intersections, where pedestrians need to decide if they should keep going straight, turn right, turn left, or go back.
- Place directional signs along pedestrian routes:
 - At intersections of pedestrian walkways
 - So pedestrians can see the next pedestrian directional sign from the one that they have just passed.
 - Perpendicular to pedestrian routes
 - To allow users with low vision to get close to the text
- Place directional signs at the exterior of buildings where people exit and look for information to orient themselves:
 - Guiding users from parking garages to building destinations and back

- Guiding users from one clinical building to other clinical buildings.
- At crucial decision points that do not yet contain wayfinding information (see below for a list pertaining to PAD)
- Analyze complex and challenging exterior decision points, and provide wayfinding information, which may include, but not be limited to, pedestrian exterior directional signs and Exterior YAH maps.
- At PAD, locate pedestrian directional signs at major decision points along pedestrian routes including:
 - The main entrance/exit of patient-focused buildings.
 - At the intersection of the cross-walk to Building 6 and the South Garage.
 - The plaza in front of the canteen at Building 101.
 - The pavilion between Building 102 and Building 7.
 - The intersection of multiple walkways along the main walkway that runs from Building 500 to MB-1.
- Place “reassurance” pedestrian directional signs along circulation routes, where the distance between origin and destination is greater than 200 feet.

Directional Messages for Exterior Pedestrian Signs

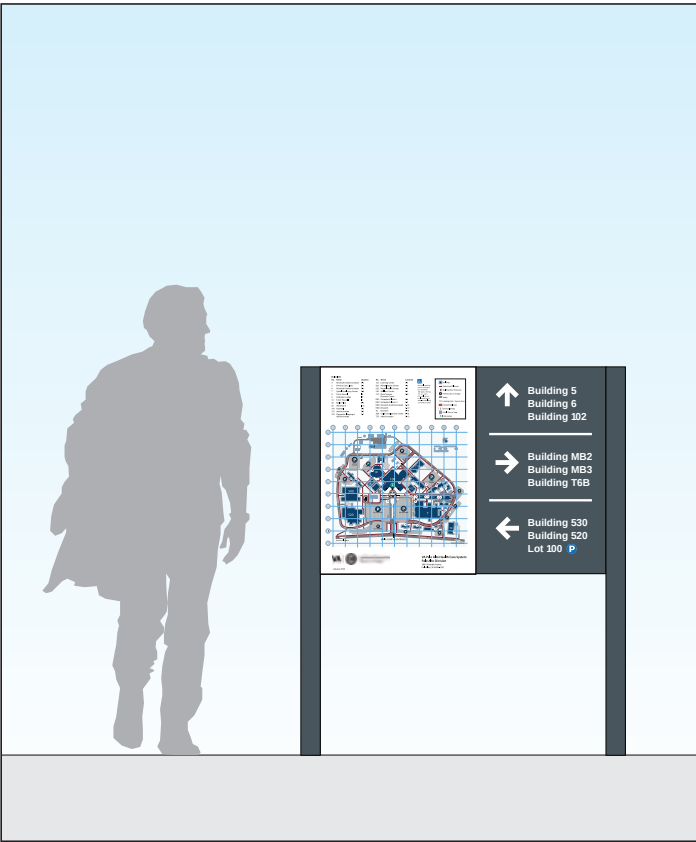
- Include a complete trail of messages from original sign to destination. When a destination message appears on a directional sign, every subsequent directional sign leading to that destination should contain that message.
- Carefully plan exterior pedestrian directional sign messages to provide accurate information where needed. Some guidelines:
 - Include major building destinations, identified by the word “Building” and a building number.
 - Include parking garages and major parking lots.
 - Include campus exits.
- So that wayfinding information is legible and easy to follow, use these guidelines for pedestrian directional sign messages:
 - (If applicable) Locate the Emergency message at the top in white on a red field.
 - Group messages together that are located in a single direction.
 - Use a single arrow for each group of messages.
 - Arrange based on building priority. Buildings that are visited by patients should be at the top of the listings.

- Provide space between each group of messages or a graphic device that effectively separates message groupings.
- In single-column signs, provide arrows to the left of the messages, or above the message grouping.
- Make sure sign terminology is accurate/up-to-date, consistent across signs, and useful.
- Avoid using abbreviations and acronyms unless these are the official nomenclature for a destination.
- Make arrows slightly larger than the text. The precise size and dimensions can be guided by the VA Signage Design Guide or determined during a mockup evaluation process.
- Left-justify messages at a specified distance from the arrow.

Sign Type EN-03.09

Primary Pedestrian Directional - Post and Panel

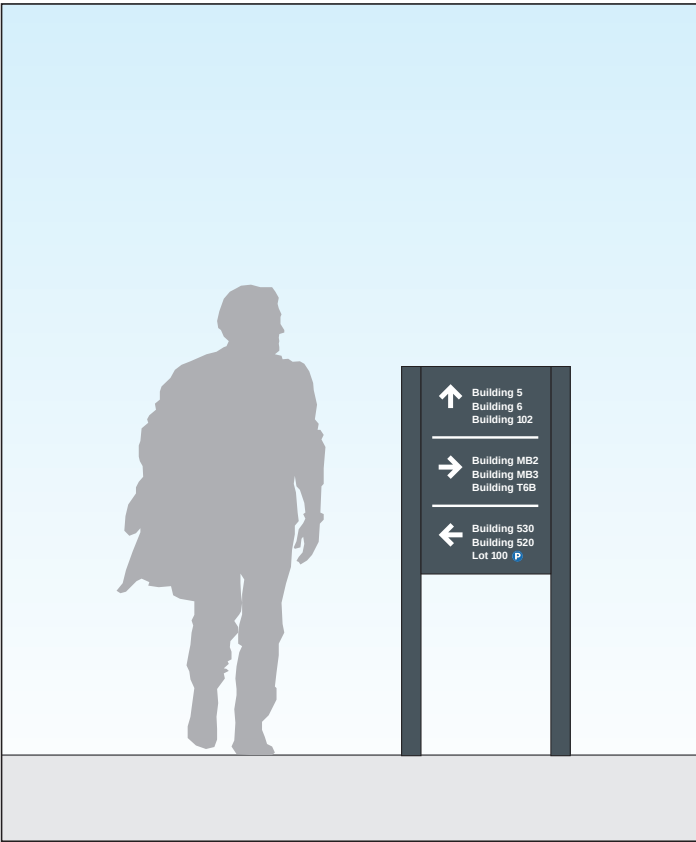
Pedestrian oriented directional sign for building location. Sign includes directional information and a You-Are-Here map for orientation. Sign should be placed at building entrances/exits, and at decision points along major pathways on campus.



Sign Type EN-03.10

Secondary Pedestrian Directional - Post and Panel

Pedestrian oriented directional sign for building location. Sign includes directional information to buildings/major destinations. Use this sign to provide reassurance directions along paths where primary pedestrian directionals are located and also at minor intersections/or where maps are not needed to communicate building locations.



3.9 Exterior You-Are-Here (YAH) Maps

Exterior YAH maps are available at some locations around VAPAHCS campuses. When correctly oriented (so that forward in space is up on the map) and well designed and labeled, they will help users find their way around the campus. Exterior YAH maps contain useful wayfinding information about the location of the user in relation to surrounding pathways, roadways, building destinations, and other site features. Exterior YAH maps give users the “big picture” so they can figure out how to get from their current location to their destinations (and back) and understand what’s nearby.

The Exterior YAH map graphic can serve other functions too: it can be turned into a handout map (minus the YAH indicator) as an aid for patients, and a resource for staff as they learn their way around during Staff Orientation and Wayfinding Training. The exterior campus map graphic can also be used on the VAPAHCS website (with an option to print it), on kiosks, and in wayfinding apps.

Recommendations

Exterior YAH map locations

- Locate exterior YAH maps along pedestrian pathways in combination with Pedestrian Directional Signs.

Orientation of the Exterior YAH map

- Orient YAH maps so that forward in space is up on the map. Depending on the desired locations of exterior YAH maps, this may necessitate different orientations of the map: North is up, South is up, etc. with corresponding changes in map text placement.

Materials/Framing/Structure

- Locate exterior YAH maps or in combination with a directional sign as long as both are correctly located.
- Select Exterior YAH map materials that will ensure that the map itself:
 - Is non-reflective
 - Is legible with no distortion of text or graphics
 - Is not subject to fading or cracking
 - Can be easily replaced with updated versions.

Exterior YAH Map Graphic

- Use exterior YAH maps on VAPAHCS campuses to show all or part of the campus. Most YAH maps will show the entire campus, but there may be situations in which a partial campus map would be helpful.
- Map colors
 - Consider that maps may be copied in black-and-white. The various features

need to be differentiated to be legible in that format.

- Colors will be most effective if they stand for a single feature. For example, buildings should not appear in the same hue as roadways.
- Colored areas need to allow for legible text overlays or leader lines. Text will mostly be black on pastel or light-colored areas representing roadways, walkways, buildings, etc.
- Provide sufficient contrast (at least 70%) between colored areas and overlaid text.

- Include a legible “You-Are-Here” icon or symbol that shows the direction the user is facing when looking at the map. An arrow linked to a callout with the words, “You Are Here” is one good option.
- Include a legible “North arrow” on the map so the map’s orientation is clear.
- Include a title, such as “VA Palo Alto Healthcare System - Palo Alto Division”
- Include the date of the map’s most recent update at the bottom right or left corner.

Exterior YAH Map Features

- Keep exterior YAH maps as simple and uncluttered as possible.
- Show and label the following features, as space allows:

- Roadways leading to site entrances (such as Miranda Ave. at PAD and Willow Road at MPD)
- Site entrances
- Buildings
- Major building entrances
- If building entrances are not accessible, indicate this with the ISA (International Symbol of Accessibility) with a bar through it.
- Campus roads
- Parking lots
 - Parking lot entrances/exits
 - Accessible parking (using the ISA)
- Parking garages
 - Parking garage entrances/exits
 - Accessible parking (using the ISA)
- Pedestrian circulation paths (may not need to be labeled)
- Select exterior landmarks

Map Text

- Use 14-point type at a minimum for campus handout maps and on full-size exterior YAH maps. When hierarchy of information is needed, use larger fonts.

- Labels
 - Shown on the relevant features
 - Indicated with leader lines if there isn’t sufficient space to show on the feature itself
- Icons
 - Building identification
 - ISA
 - Parking symbol
 - Bus stop
 - Parking entrances, exits
 - Others as needed

Map Grid and Key

- For complex campuses with many buildings (including PAD and MPD), consider overlaying the Exterior YAH Map with a grid of letters (across the top and bottom) and numbers (down the sides) forming a series of outlined squares in which specific destinations can be located on the map (Figure 3.9-1). Knowing the grid designation (such as A5) will enable users to search in a targeted area for their destination rather than having the search the entire campus map.
- Using a grid will necessitate assigning a letter/numbered box to every major destination.
- Destinations can be listed in an index at the top of the map, so they can be easily located.

- Make sure that crosswalks, essential to the continuity of campus walkways, have painted striping visible to both pedestrians and drivers and the crosswalk leads to curb ramps at both ends.
- Make sure that all parking lots and garages include clear designation and marking of all accessible parking spaces. These should be the parking spaces closest to the main entrances of nearby buildings.
 - Install a sign at the head of each designated space as required by the Architectural Barriers Act Accessibility Standard (ABAAS) and Title 24 of the California Codes of Regulations (Title 24). Mark each space and aisle with paint, as required by ABAAS and CA Title 24, so that it is clear where to park and disembark.
 - Use the word “accessible”, not “handicap” or “handicapped”, to refer to parking, entrances, pathways, and other parts of VAPAHCS usable by people with functional limitations.
 - Do not use the International Symbol of Accessibility (ISA) to replace a word (e.g., “Accessible Parking” – with ISA pictogram, not “ISA (pictogram) Parking”. Also See Campus Nomenclature. See Section 10.6.
- In garages where the accessible parking spaces are not near the vehicle entrance, install directional signs to the area of accessible parking spaces. Provide signage from the accessible spaces to the nearest

accessible route to buildings. (In the North Garage, now called PS1, the accessible spaces should be near the walkway to Building 101.)

- When not all routes are accessible, locate 18"x 24" signs with the blue-and-white ISA along accessible routes.
- For example, post signs along the route between the top of the exterior stairs at Building 530 (PAD) and the front entrance on the opposite side of the building to indicate the alternative accessible route for those who don't use stairs. Post these signs at decision points and approximately every 200 feet along the route.
- Review the accuracy of the signs posted on doors to be sure that they correctly indicate the type of door actuator in use.
- The building entrances shown on exterior YAH maps should be accessible entrances. Add a “barrier” symbol (ISA with red circle and slash) at inaccessible entrances and at the location of any physical barrier on pathways to communicate that they are not accessible.
- To ensure ongoing compliance of the campus:
 - Review design documents and signage specifications for renovations and new construction.
 - Review the condition of existing accessibility signage.

Sign Type EN-05.04

Accessible Path Directional - Single Post

Single post and panel sign used to identify pedestrian pathways that are ADA accessible. These signs should be placed on pedestrian routes to buildings which have unaccessible entrances to identify alternate barrier free entry.



3.11 Parking Lot Signs

Parking lot signs are directed to drivers as they enter, navigate, park, and exit parking lots by car and, after they exit their vehicles, to pedestrians as they navigate lots on foot. They include parking lot identification signs, directional signs, and signs for dedicated/restricted parking areas and spaces (e.g., accessible spaces).

Recommendations

Identifying Parking Lot Entrances

- Keep the current parking lot nomenclature, i.e., associate parking lots with the buildings.
- Locate parking lot identification signage at the vehicular entrance to each parking lot.
 - Position the identification sign so that it is perpendicular to the path of travel.
 - Use two-sided parking lot identification signs so they can be seen from vehicles traveling in either direction. If no information is included on parking lot identification signs regarding intended users, the lot is considered usable by everyone.
 - If use of the lot is restricted, include that information on parking lot identification signs: “Employees Only,” “Patients and Visitors Only,” etc.
 - Identify the lots with accessible spaces by using the ISA on the parking lot identification sign.

Identifying pedestrian routes within large parking lots at PAD

See Section 3.8 for design of Pedestrian Directional Signs

- Provide pedestrian directional signage
 - Make routes to main destinations visible and legible with signs in large parking lots.
 - Provide pedestrian directional signage at the edges of the parking lots. These signs should include messages for major destinations.

Identifying pedestrian routes from large parking lots to patient destinations

- Use pedestrian directional signage, located as pedestrians exit the large parking lots, to point the way to key patient destinations.
- Identify the Campus Drive at the lot exits and provide directional signage to the right and left, especially to building pick-up areas and to the campus exit.

Identifying Parking Aisles in Large Lots

- Install flag signs or other aisle identification signs on light posts so that every parking aisle is labeled, and visitors can identify the aisle where they parked their cars when they return from appointments.
 - Install flag signs or aisle identification signs perpendicular to the path of travel to maximize visibility.

- Include the name of the lot as well as the designation for each aisle on flag signs or other aisle identification signs.
- Make text large enough to be legible from predictable distances.
- At PAD, provide flag signs or other aisle identification signs for Parking Lot 100N and Parking Lot 100S. Aisles are given alphabetical labels (A, B, and C) and subdivided by numbers (A1, A2, etc.)
- At MPD, provide flag signs or other aisle identification signs for Lot 334 behind Building 334, on the South Loop Road because it has more than two aisles.

Identifying Specialized/Restricted Parking Spaces

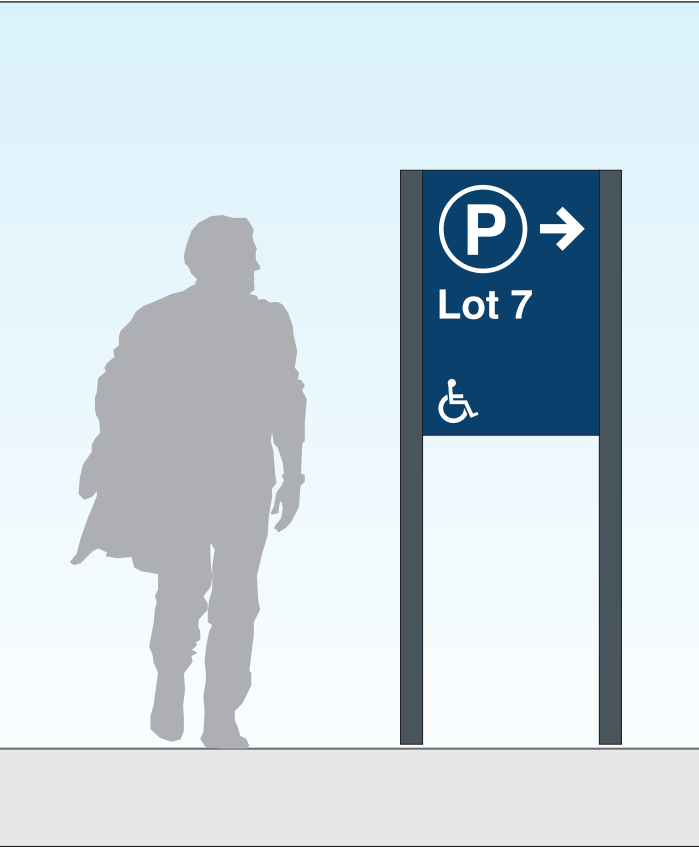
- Locate accessible spaces closest to the buildings they serve. Each stall should have its own sign. Signs are R99 “ (Accessible Symbol) Parking Only” and R7-8B “Van Accessible”. Post shall be 2 1/2” galvanized diameter galvanized pole with cap.
- Provide an adjacent unloading zone on both sides of accessible parking spaces that meets VA Barrier-Free requirements.
- Spinal Cord Injury (SCI) - Locate as close to the building as possible. Each stall should have a message uniquely tailored to SCI.
- Ambulance Dropoff - Large red sign to be highly visible to prevent visitors from parking in the space.

- Designate every stall where feasible, otherwise, the signs should be placed approximately every other space with left and/or right arrows.
- Identifying Vehicular Exits
- At the exits from parking lots, provide vehicular directional signs that include messages for the Loop Road and site exit.
 - Signs at the gated exits need to provide information about how the gate is activated and that it is not an entrance.
 - A tertiary vehicular sign can be used to identify secondary entrances. These entrances would be primarily used by VA staff and for deliveries.

Sign Type PL-12.01

Parking Lot Identification - Post and Panel

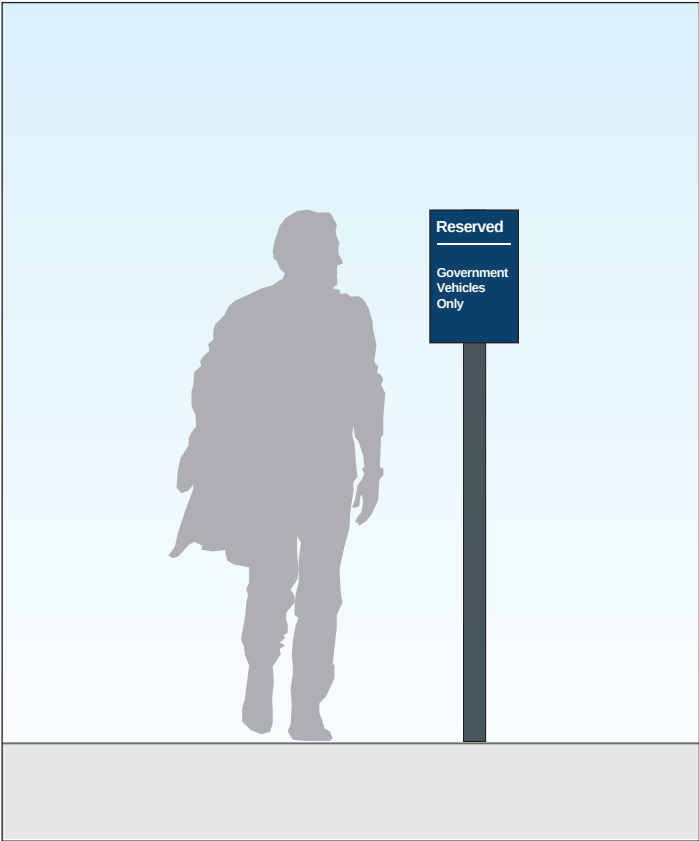
Small driver oriented post and panel sign used to identify parking locations and accessible parking lots. Signs should be placed at every parking lot entrance when multiple parking lots are available to patients and visitors to park in.



Sign Type PL-12.03

Parking Stall Designation - Single Post

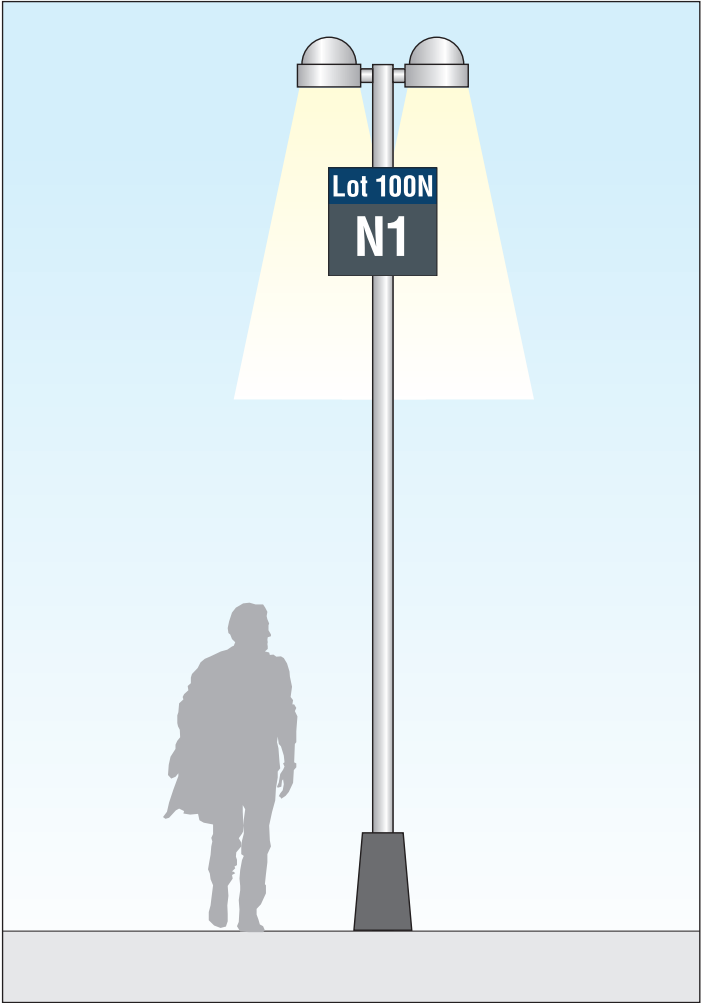
Small single post and panel sign used to designate parking lot for specific vehicular use or to communicate parking information to visitors. Stall designation should be used at any location where VA needs to place restrictions on access or time of parking stall use. Each designated parking stall shall have a Parking Stall Designation sign.



Sign Type PL-12.06

Parking Aisle Identification - Pole Mounted

Pole mounted sign used to identify parking aisles in large parking lots. Signs should identify lot number and aisle number. Signs should be placed strategically at the ends and middle of each aisle on lamp posts. Alpha-numeric codes should get larger as they move away from the building the parking lot supports.



Sign Type PL-12.08

Spinal Cord/Permit Parking Sign

Small single post and panel sign used to designate permit parking for the Spinal Cord Injury Center in campus parking lots. Stall designation shall be done in coordination with the Spinal Cord Injury Center to identify location and quantity.



Sign Type PL-12.10

Accessible Parking Spaces - Single Post

Small R99 CA compliant single post and panel sign used to designate parking for accessible approved vehicular use. Stall designation should comply with parking code and designated ADA parking spaces.



3.12 Signs at Public Transit and Shuttle Stops

Veterans who use public transit (buses) or shuttles need to know how to find their destination once they exit a bus or van. Nearby pedestrian signs and exterior YAH maps will help them navigate. On their way back, identification signs and directional signs will help them know where to get the bus or van. Nearby schedules will let them know when to expect bus or shuttle arrival.

Recommendations

- On the VAPAHCS website, keep an up-to-date inventory of all transportation systems serving the campus, locations of pick-up and drop-off areas, and timetables.
- At PAD, provide route and schedule information for VA shuttles at information desks.
- Use signage to clearly identify the bus pickup location when it is not the same as the drop-off area so riders know how to find their return ride.

Sign Type PL-12.11

Bus Stop - Single Post

Small panel on single post sign used to identify VA shuttle stops. Signs should be placed adjacent to bus/shuttle shelters or parking lanes for VA and VA sponsored shuttle and bus service.



3.13 Roadway Signs

While MPD has well-marked streets, PAD streets are mostly unidentified. Roadway signs will aid staff in giving directions and Veterans and families in following them. At present, only the Loop Road is named but identified only by a single sign (with sideways text) near the site entrance. In conjunction with recommendations for two new street names at PAD, street signs will help users navigate the campus.

Recommendations

Provide roadway signs at PAD

- Provide roadway signs for “Campus Drive” (the main drive from Miranda Ave. to Building 100)
- Provide roadway signs that show the names of intersecting streets—at the intersection of Loop Road and Campus Drive
- Place roadway signs along the Loop Road where it intersects with other roadways.

Sign Type EN-10

Traffic Regulatory - Single Post

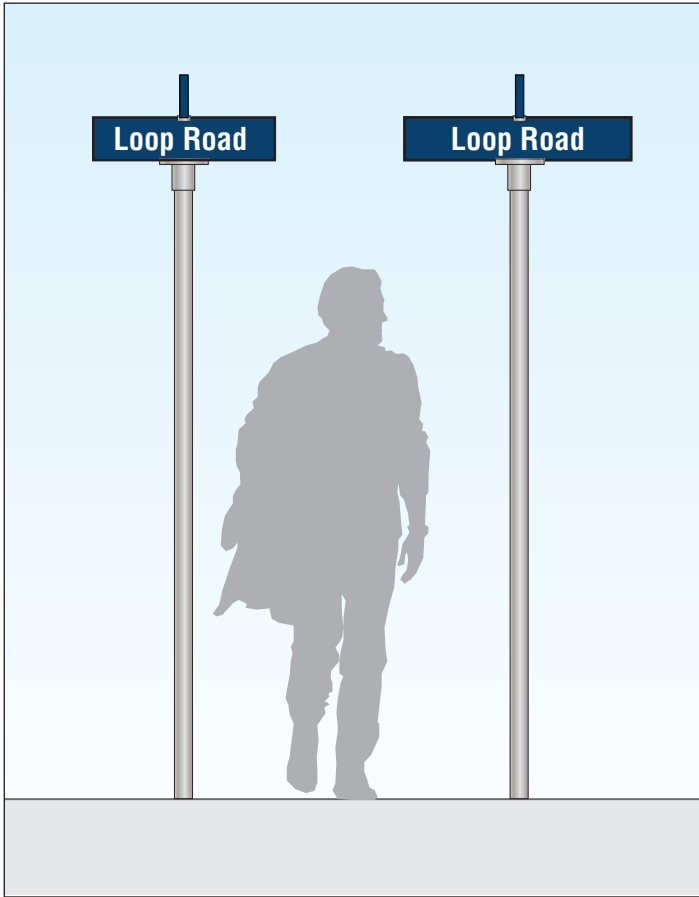
Traffic regulatory signs used to direct traffic on campus. Signs should comply with CA DOT transportation signage sizes. Signs should be placed at intersections and along roadways to communicate traffic laws and potential driving hazards. Signs should be located in accordance with California state law and VA Police and Safety requirements.



Sign Type EN-11.01

Double Blade Street Sign - Single Post

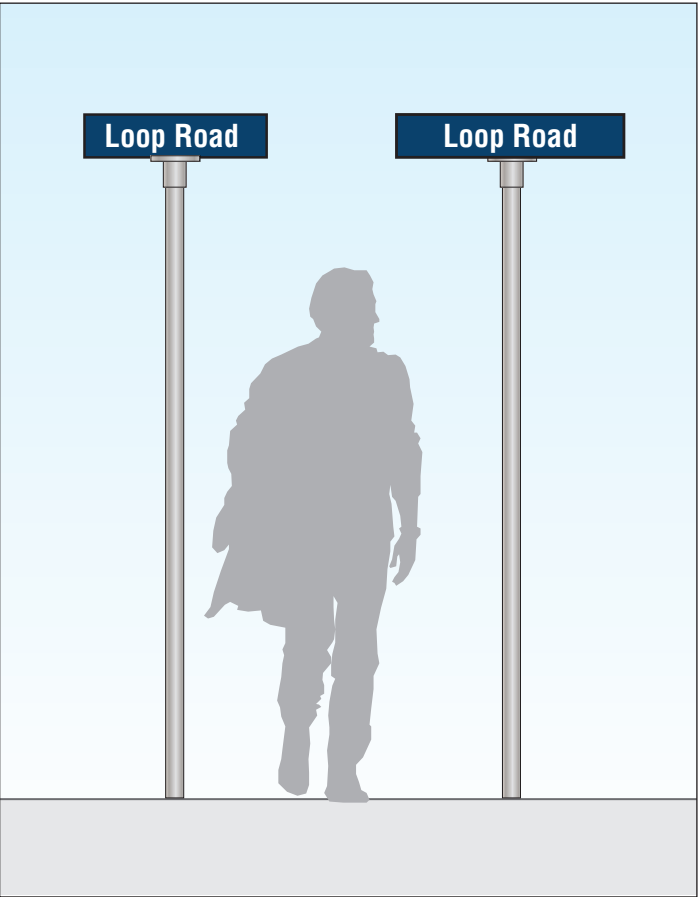
Tall double blade street sign. Sign used to identify roads at intersections. Signs should be placed where two roads intersect to communicate roadway names.



Sign Type EN-11.02

Single Blade Street Sign - Single Post

Tall single blade street sign. Used to identify roads at intersections or exiting parking areas. Signs should be placed at one road intersections, i.e., when exiting a parking lot onto a named roadway.



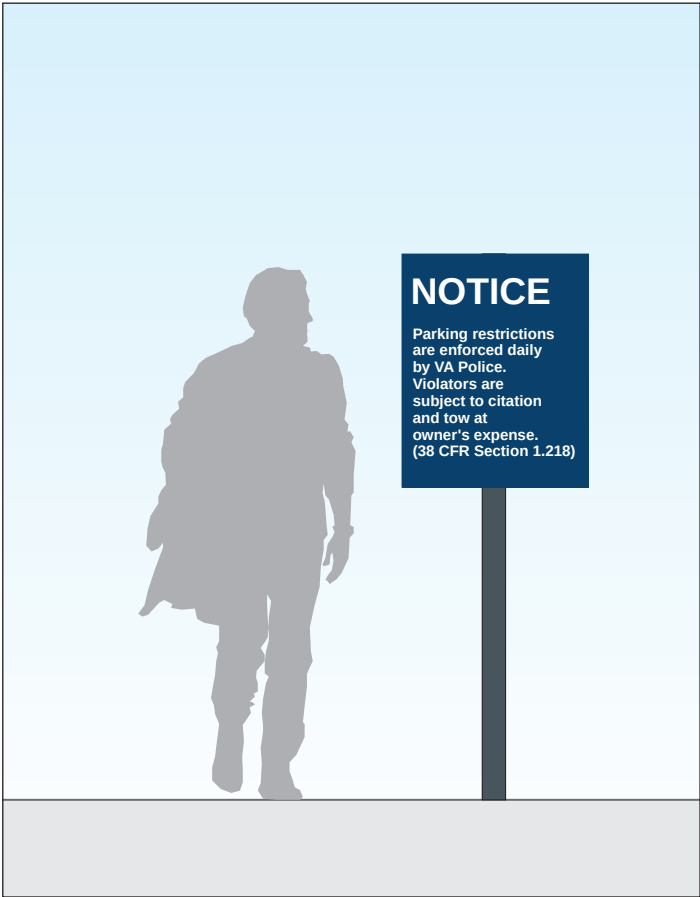
3.14 Mandatory VA Policy Signs

- VA requires certain signs to be posted at the entrance and throughout the campus to alert visitors to campus policies. These signs should be designed according to the VA Signage Design Manual.
- Use Mandatory VA Policy signs only as required by the VA Signage Design Manual.
- Locate Mandatory VA Policy signs where they do not obstruct other wayfinding information.

Sign Type IN-02.06

Parking Notice Sign - Single Post

Single post large sign informing visitors that parking restrictions are enforced. Position sign at all entrances to VA campuses so drivers can read as they enter VA property. This sign is typically placed to the right of the driveway and grouped with other mandatory signs.



Sign Type IN-02.10

No Weapons Sign-Small - Wall Mount

Wall/door mounted acrylic mandatory sign used at all entries to campus buildings, except those into utility rooms, to communicate that no weapons are allowed on campus. Sign should be placed on building door or adjacent to the door. This sign is required at all building entrances on all VA campus locations.

Sign Type IN-02.11

No Weapons Sign-Large - Single Post

Single post large sign that communicates that firearms and weapons are not permitted on VA campuses. These signs should be placed at campus entrances for visitors to read prior to entering VA property and in all parking lots. This sign is typically placed to the right of the driveway and grouped with other mandatory signs.

No Weapons Sign in Parking Lot

Placement of VA Mandatory Policy Signs in parking lots should follow one of the scenarios shown in Figure 3.14-1. Small parking lots with no existing poles should have IN-02.11 on the same single post as the speed limit sign near the entry of the lot. Larger lots with existing light poles should have IN-02.11 mounted with the speed limit sign on a single light pole. In lots with flag aisle signs, IN-02.11 should be mounted on a separate light pole than the speed limit sign.

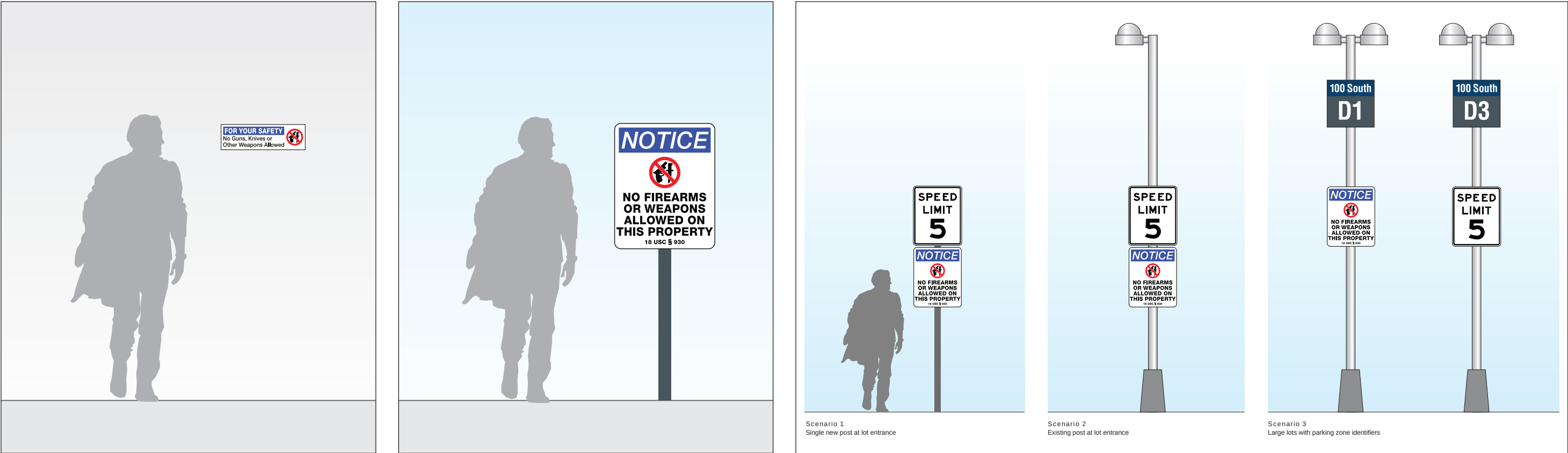


Figure 3.14-1. No Weapons Sign in Parking Lot.

Sign Type IN-02.12

Security Notice Sign - Single Post

Single post large non-illuminated sign that communicates tobacco and vaping are prohibited on campus. These signs should be placed at campus entrances for visitors to read prior to entering VA property. This sign is typically placed to the right of the driveway and grouped with other mandatory signs.



3.15 Temporary Exterior Wayfinding Signs

Temporary wayfinding signs are used when wayfinding information is needed only for a short time and do not warrant being included on permanent signs. Recommendations are included below for the design and placement of temporary exterior signs.

Recommendations

Designing and Placement of Temporary Exterior Wayfinding Signs

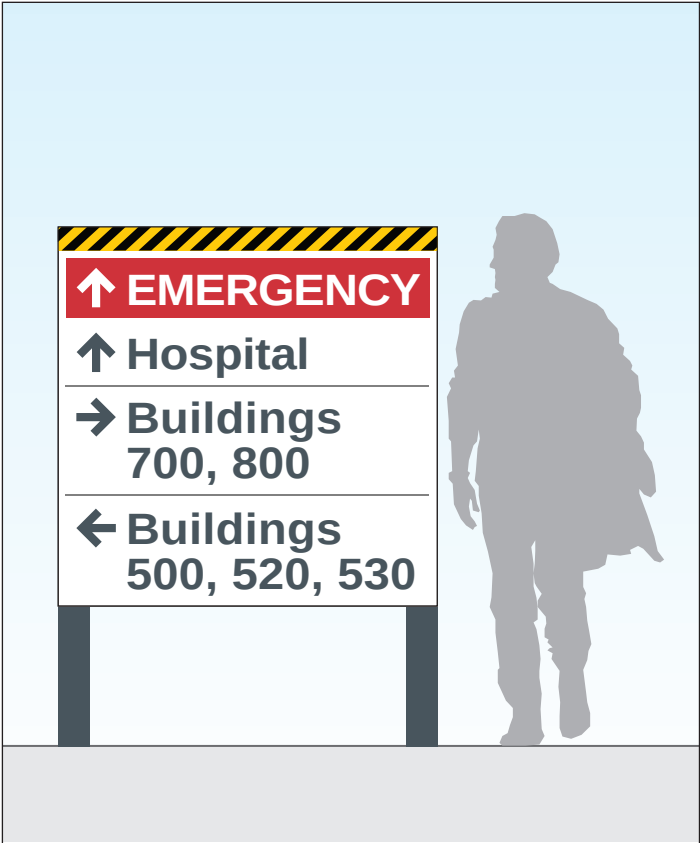
- Create sign types for temporary vehicular directional sign and temporary pedestrian directional and information sign using the VA Signage Design Manual. Provide sufficient contrast between text and backgrounds. Use large enough fonts to be legible to all users. If possible, avoid lamination, which results in reflective signs that are not legible to users with vision limitations.
- Use a wording/nomenclature standard for temporary exterior wayfinding signs, so messages and verbal directions use correct spelling, capitalization, punctuation, grammar, and syntax, and are unambiguous and useful. Avoid abbreviations and acronyms if possible.

- Test the message, design, and proposed location of temporary signs before installing by asking non-facilities staff to “interpret” the sign message and the effectiveness of its location. Make sure every sign has a date of posting and, when possible, a date for removal.
- Minimize the use of movable / sandwich board stands. There is still a need for them - to be used for short term or temporary events, such as directing new employees to Building 105 for the New Employee Orientation Day.
- Review temporary changes in routes to ensure that they do not take patients along inaccessible routes.

Sign Type EN-03.12

Temporary Vehicular Directional - Post and Panel

Large driver oriented post and panel sign used for long term temporary changes to messaging/ wayfinding needs. Signs should be placed at vehicular decision points where current vehicular directionals are located but temporarily inaccurate due to traffic re-routing due to construction.



Sign Type EN-05.05

Temporary Pedestrian Directional & Information - Single Post

Pedestrian and driver oriented single post with large face sign that provides information/ directions for temporary changes on campus. Signs can be used in parking lots, along pedestrian pathways or in front of buildings. Signs should be used when current conditions have been temporarily interrupted due to construction or campus events.



3.16 Exterior Wayfinding-related Lighting

Veterans and families sometimes use VAPAHCS campuses after dark and must be able to find their way around easily and safely. Wayfinding-related exterior lighting can help. Exterior lighting can include internally illuminated signage, signage lit by floodlights or vehicle lights, lighting at building entrances, and lighting along pedestrian pathways.

Recommendations

Most exterior signage, including site identification signs, vehicular directional signs, pedestrian directional signs, building identification signs, and building entrance signs should be illuminated if possible. Building entrances and pedestrian paths should be well lit.



Figure 3.16-1. Illuminated Exterior Site Sign.



Figure 3.16-2. Illuminated building entrance.

3.17 Exterior Wayfinding-related Landscaping

While landscaping adds natural beauty and pleasant views to healthcare campuses, it can have negative effects on wayfinding. It is important that landscaping does not obstruct or hide important views of destinations, such as building entrances, or wayfinding elements, such as exterior signage. The direct routing of walkways can facilitate wayfinding and reduce the need for signage.

Special landscape features can act as exterior wayfinding landmarks. Understanding how landscaping can contribute to or detract from wayfinding ease is important during campus planning and design.

Recommendations

Assess existing wayfinding-related landscaping at VAPAHCS sites

- Periodically determine if landscaping obstructs or hides views of destinations or wayfinding elements
- If landscaping obstructs or hides views to wayfinding elements, make the needed adjustments, such as pruning or re-locating the planting in question.

Plan and maintain landscaping with consideration of its impact on views to wayfinding elements, such as building entrances and signage

- Select slow-growing, low-height species in locations near signage.
- Maintain landscape features—grass, trees, bushes, flowering plants, grasses, etc—so that they do not block views to wayfinding information.

Consider special landscape features as exterior wayfinding landmarks

- Existing landscape features, such as the Rose Garden next to Building 100 at PAD, can work as wayfinding landmarks.
- When planning new exterior landmarks, consider landscape features that are distinctive and memorable. (See also Section 3.19 on Exterior Landmarks.)
- The main entrance at PAD currently has a low brick wall sign at the main entrance. This sign is not visible to drivers as they approach due to the sign being parallel to the road and the poor contrast. The visibility of this sign can be improved by darkening the letters to increase contrast.
- For entrances with intermittent access, post the days and hours of access, and any restrictions of use. Include a sign indicating which way to go when the entrance is closed.



Figure 3.17-1. Example of low growing landscaping that does not block entrances.



Figure 3.17-2. Example of well-maintained landscaping that does not block signage and can be used as a landmark.

3.18 Exterior Wayfinding-related Architecture

Architecture can help or hinder wayfinding. When buildings look alike or have non-obvious entrances, when there is no place for building identification or information signage, the architecture makes wayfinding more difficult. When a building looks unique, is memorable and describable, when its entrance is easy to pick out from a distance, the architecture contributes to wayfinding ease. Understanding how exterior architecture can contribute to or detract from wayfinding ease is important during facility planning and design.

Recommendations

Exterior Wayfinding and Architecture at VAPAHCS

- During site planning for new VAPAHCS buildings:
 - Create legible drop-off/pickup areas at buildings.
 - Consider using architectural elements on the site that connect pathways and are noticeable to pedestrians such as the covered walkways on the east side of PAD (between Building 100 and Building 6).

- When designing new VAPAHCS buildings or renovations:
 - Use architectural elements that make the new building stand out from other buildings on site. Consider materials and features that are easy to notice and describe.
 - Make a building’s main entrances obvious and visible from a distance away. Avoid recessed main entrances that are hidden from the pedestrian approach.
 - Use an overhang or a canopy at main entrances to make the entrance visible to patients and visitors. This also can serve as a place in the shade to wait for a ride and a landmark, if colorful and unique.
 - Avoid locating non-public entrances and fire egress doors near the main entrance to minimize confusion for people looking to enter the building.
 - Provide solid walls and opaque surfaces beside doors at main entrances on which required signage can be mounted, as needed.
 - Plan for the location of building identification signage that will be visible from both vehicular and pedestrian routes.

3.19 Exterior Wayfinding Landmarks

Exterior wayfinding landmarks are nonverbal wayfinding elements that can help users navigate at VAPAHCS. They are unique, noticeable, describable, memorable, and stable. Landmarks act as reference points, let users know they are on the right track, trigger action, and serve as meeting places. Users will likely notice a landmark as they move in one direction and remember it as they make their way back. If they don’t see the landmark on the way back, they may realize that they’re in the wrong place or on the wrong route. For this reason, landmarks should not be repeated in multiple locations. Some landmarks—like a large sculpture—stand out to many users. Others like an architectural detail may be noticeable and memorable only to an individual.

Recommendations

Identify existing exterior wayfinding landmarks at PAD using nomenclature that will be both descriptive, memorable, and appropriate for the VA

- The eagle sculpture at the front of Building 100. We recommend continuing to call this “The Eagle.”
- The sculptures by Buildings 500 and 530. We recommend calling these “Ring Sculptures.”
- The white twisted marble sculpture by Building 520. We recommend calling this “The White Arc Sculpture.”

- The open, hexagonal brick pavilion near Building 100. We recommend calling this “The Pavilion.”
- The covered walkway from Building 100 through The Pavilion to Buildings 6 and 7. We recommend calling this “The Covered Walkway.”
- The luminescent Morse Code panels on North Garage (now PS1). We recommend calling this “The Wall that Changes Color.”
- The Memorial Rose Garden. We recommend continuing to call this “The Rose Garden.”
- The courtyard between Buildings 100, 101, and 530. We recommend calling this “The Canteen Courtyard.”

Attend to the lighting of exterior landmarks

- Consult with a lighting designer to analyze the effectiveness of existing exterior landmark lighting and make changes as needed to make the landmarks stand out after dark.
- At night there is an additional landmark: the tall lobby space in Building 520 that is lit blue and visible from the pedestrian and vehicular approaches.

**Label exterior landmarks on exterior
You-Are-Here maps**

- Some or all exterior landmarks may be labeled on exterior YAH maps, depending on available space.
- Exterior landmarks may be labeled using names or icons.

**Point out existing exterior landmarks
during wayfinding staff and volunteer
training**

- Encourage staff and volunteers to learn the names of and refer to exterior landmarks when they give directions.

**Additional exterior wayfinding
landmarks**

- Consider adding a landmark in front of Building 5 as the entrance to the building is difficult to see.

3.20 Exterior Sign Type Drawings

Colors/Abbreviations

Exterior Sign Colors

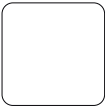
The colors listed below are used throughout the VA Palo Alto sign system. Refer to the sign types listed on the following pages for specific color applications.



Indanthrone Blue (B7)
Matthews MP10261



Mudstone (B9)
Matthews MP00547



White (B20)
Matthews Paint MP32071



Red - PMS 187C
MP 79697



Handicap Blue (B16)
Matthews MP26511



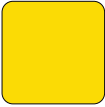
White Vinyl
Avery A9005-0



Translucent Red Vinyl
Avery PR800



Black
Pantone Black 6 C



Yellow
Pantone Yellow C

Suggested Manufacturers

The below is a list of manufacturers based on color options provided.

MP - Mathews Paint

Avery Vinyl Products

Pantone

Abbreviations

AFF - Above Finished Floor

CNC - Computer Numerical Control machining

D/F - Double Faced

NTS - Not to scale

VHB - Very High Bond

Logo Signature



Horizontal Version



Vertical Version

Logo Signature

The VA has developed a new logo/signature of use in signage.

The new logo and name signature replaces the old logo and name presentation, effective immediately.

The old logo may remain in use in and on exisign signs, but all new signs shall incorporate the new logo/signature.

Adjacent are its application in a horizontal format and a vertical format. These are the only formats to use for signs. **Do not use the format/art from the VA Graphic Standards that incorporate the VA seal.**

The master art for the new logo/signature for signage is available as an electronic file for downloading, in the Technical Information Library.

NOTE: The master art and typography shall not be altered. The font, the size relationship between the elements, and the letter spacing for the "VA" and "U.S. Department of Veterans Affairs" name, shall remain as presented in the master art. The ruled line is considered a part of the master art and shall not be moved or deleted.

Typography

Project Text

VA Palo Alto signage will follow VA standards type style and fonts per VA Signage Design Guide. Sign text style shown on sign type drawing layout utilizes Helvetica and the approved VA logo and text.

Helvetica Bold

**ABCDEFGHIJKLMNOPQRSTUVWXYZ
abcdefghijklmnopqrstuvwxyz 123456890**

Helvetica Bold Condensed

**ABCDEFGHIJKLMNOPQRSTUVWXYZ
abcdefghijklmnopqrstuvwxyz 123456890**

Helvetica Regular Condensed

ABCDEFGHIJKLMNOPQRSTUVWXYZ
abcdefghijklmnopqrstuvwxyz 123456890

Helvetica Oblique

*ABCDEFGHIJKLMNOPQRSTUVWXYZ
abcdefghijklmnopqrstuvwxyz 123456890*

Letterspacing

Normal letter spacing is utilized when the readability ratio factor (capital letter height in inches to maximum readable viewing distance in feet) is 1:25 for a word using upper and lower case letters. Word spacing shall be equivalent to the width of a lower case “v”.

Architectural Barriers Act (ABA) letters should be spaced so that tactile readers can feel where one letter ends and the next begins.

Normal letter spacing should not be used when letter forms are to be illuminated as light bleed causes letters to fuse together visually.

Distance letter spacing shall be utilized when the copy content is intended for readability at greater viewing distances than normal letter spacing allows. The readability ratio factor is 1:40. Distance letter spacing shall be used for all exterior and illuminated signs.

Interline Spacing

Interline spacing will generally be noted on sign type drawings. As a rule, line spacing shall be no less than 1/2 the height of the upper case letter form.

Paragraph Spacing

Paragraph spacing will generally be noted on sign type drawings. As a rule, paragraph spacing shall be no less than the height of the upper case letter form.

Alignment

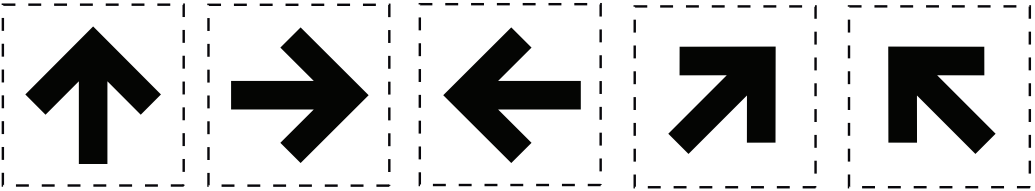
A flush upper left copy format shall be the general rule though certain exceptions shall be noted.

As a rule, all copy placed on inserts, changeable directional modules, listing strips, overhead panels, and changeable exterior panels shall be vertically centered, (equal margins top and bottom) Graphic symbols used in square format shall be centered on four sides.

Arrows

Arrows

Directional & Symbol information



Arrow

Illustrations show the prescribed arrow for use in the VA sign program. The arrow is always centered within a square field. (See left).

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 the text to identify the direction for all destinations grouped together.

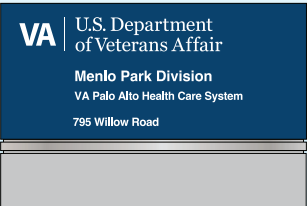
The arrow size is one and one half (1 1/2) times the capital letter height.

Sign Type Family

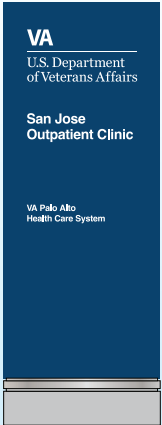
Site/Facility Identification Signs



EI-01.06
Medical Center Identification
– Large Horizontal Monument



EI-01.07
Medical Center Identification
– Small Horizontal Monument



EI-01.08
Medical Center Identification
– Large Vertical Monument

Building Identification Signs



EI-01.09
Primary Building Identification



EN-03.05
Secondary Building Identification



EN-06.02
Wall Mounted Building Identification

510

EN-09.10
Building Identification
Dimensional Numbers

VA

EI-09.10
Building Identification
Dimensional Letters



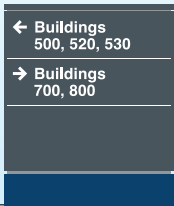
EN-09.11
Garage Identification Dimensional (Symbol, Letters and Numbers)



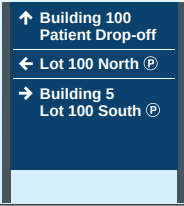
EN-14
Building Entrance Door Identification

Sign Type Family

Vehicular Directional Signs



EI-02.03
Primary Vehicular Directional



EN-03.07
Secondary Vehicular Directional



EN-03.08
Tertiary Vehicular Directional

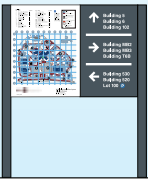


EN-08.04
Ambulance Directional



EN-03.11
Drop Off Identification

Pedestrian Directional Signs



EN-03.09
Primary Pedestrian Directional

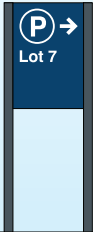


EN-03.10
Secondary Pedestrian Directional

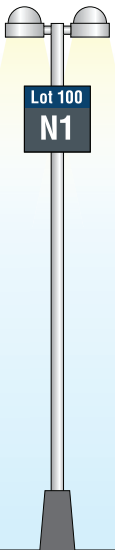


EN-05.04
Accessible Path Directional

Parking Lot Signs



PL-12.01
Parking Lot Identification



PL-12.06
Parking Aisle Identification



PL-12.03
Parking Stall Designation



PL-12.08
Spinal Cord/Permit Parking



PL-12.10
Accessible Parking Space



PL-12.11
Bus Stop



EN-11.01
Double Blade Street Sign



EN-11.02
Single Blade Street Sign



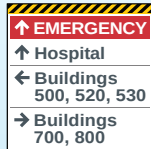
EN-10
Traffic Regulatory

Roadway Signs

Sign Type Family

Mandatory VA Policy Signs

Temporary Signs



IN-02.10
No Weapons
Sign-Small

IN-02.11
No Weapons
Sign-Large

IN-02.06
Parking Notice

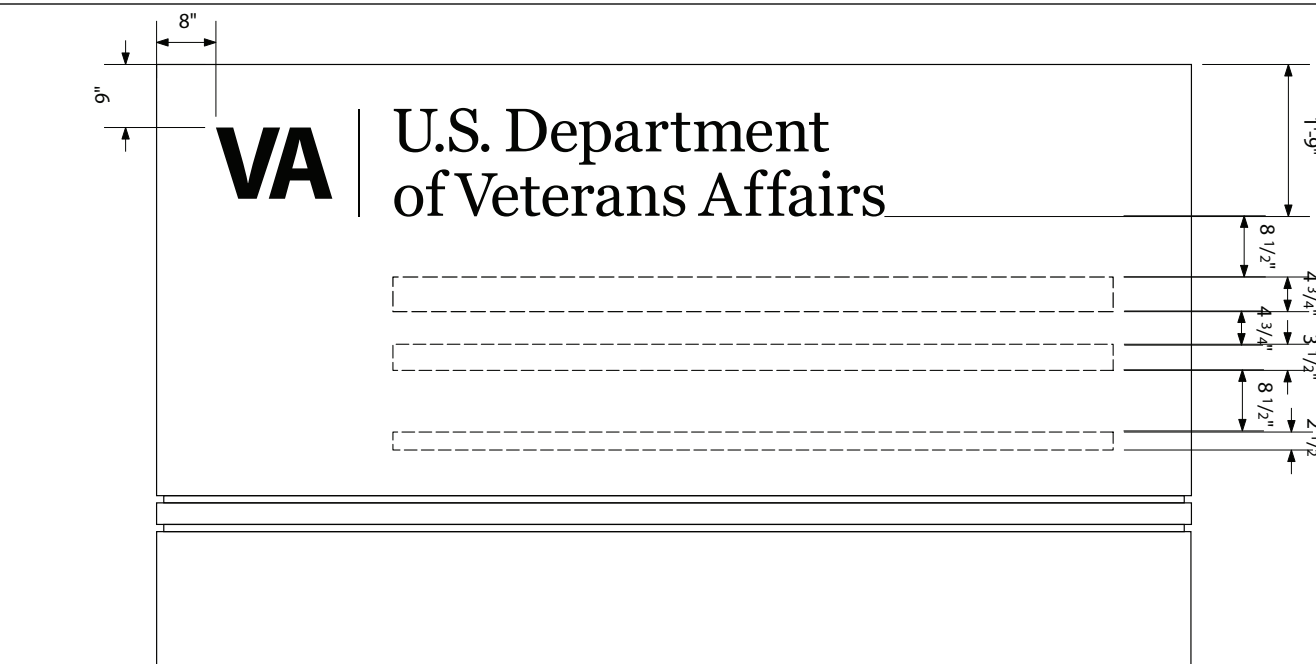
IN-02.12
Security Notice

EN-03.11
Temporary Vehicular
Directional

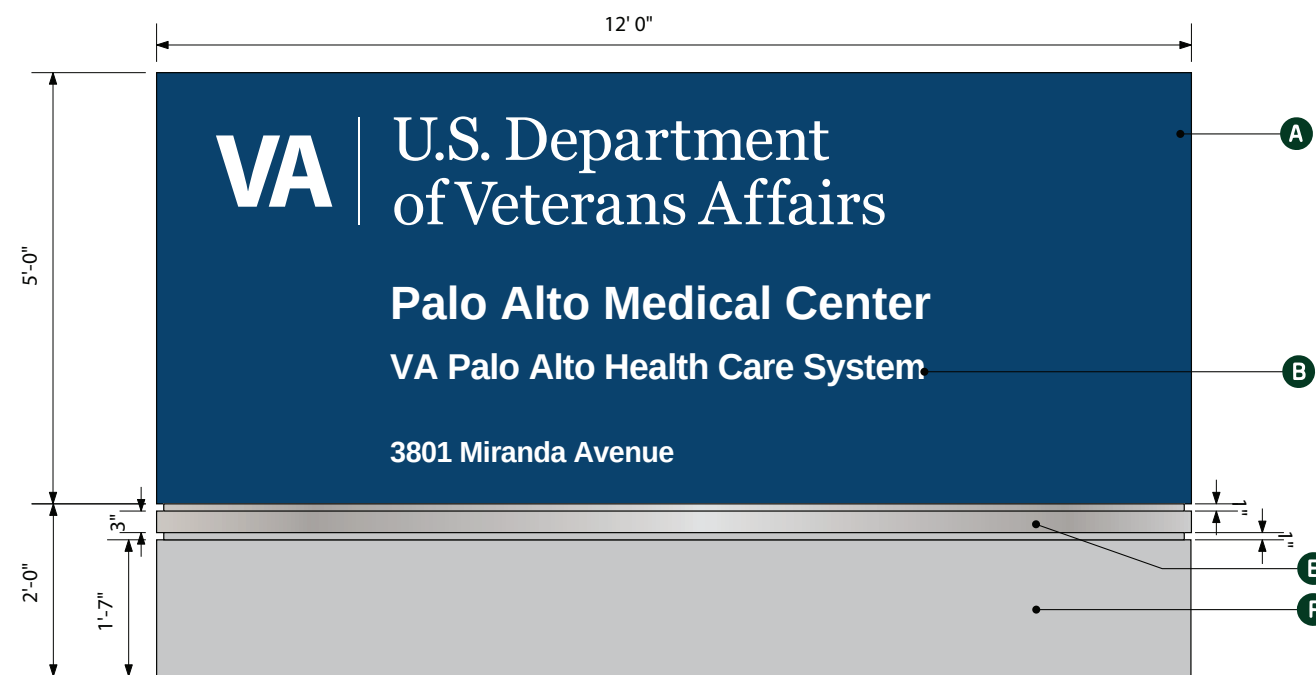
EN-05.05
Temporary Pedestrian
Directional & Information

Site/Facility Identification

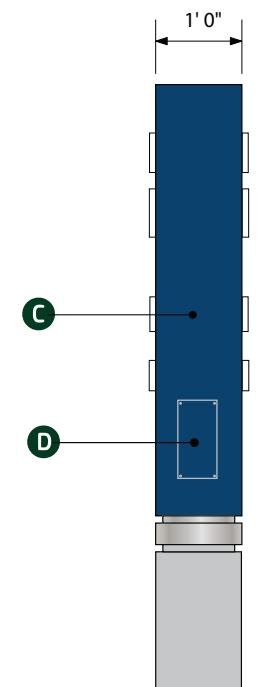
- EI-01.06 Medical Center Identification - Large Horizontal Monument
- EI-01.07 Medical Center Identification - Small Horizontal Monument
- EI-01.08 Medical Center Identification - Large Vertical Monument
- EN-09.12 Medical Center Identification Brick or Stone Wall



GRAPHIC LAYOUT | 1/2"=1'-0"

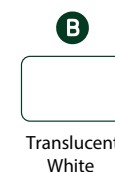
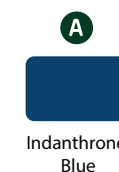


FRONT | 1/2"=1'-0"



SIDE | 1/2"=1'-0"

SIGN COLORS:
(See Preface for Color details)



SIGN TYPE: EI-01.06

SIGN DESCRIPTION:
Medical Center Identification
– Large Horizontal Monument

SIGN USE:
Free standing internally illuminated monument sign for identifying medical center campuses. This large sign is used at the main entrance/drive in locations that can be viewed from a greater distance at approach. Sign should be perpendicular so drivers have a clear unobstructed view of the sign from any intersecting roadway.

SIGN SPECS:

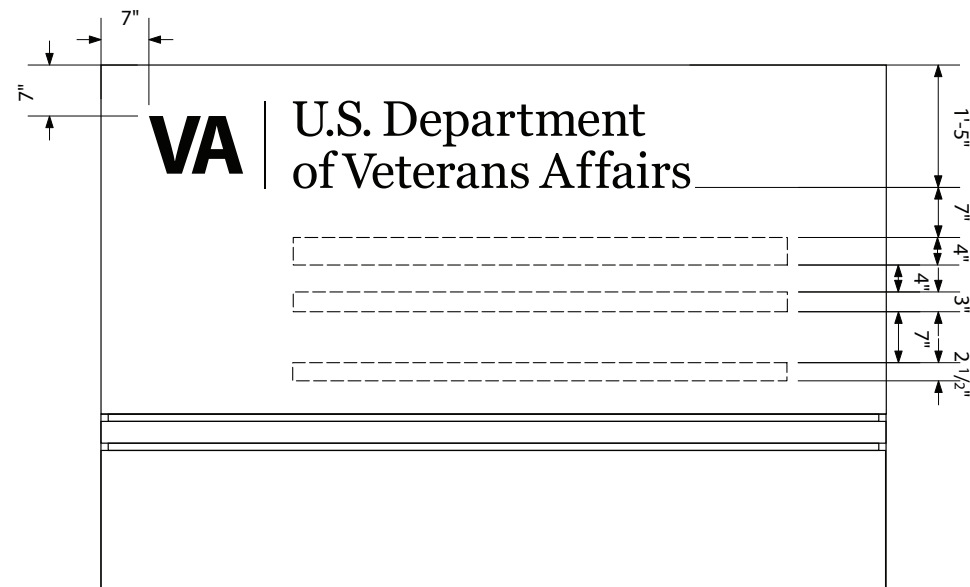
- A CABINET**
Painted fabricated aluminum face with CNC routed letters.
- B LETTER FORMS**
All letter forms to be back lit push-through translucent white polycarbonate. Depth of push-through to be 1/2" proud of sign face. Font: Helvetica Bold
- C ILLUMINATION**
Internally-illuminated by LED
- D ACCESS PANEL**
Weather tight seal. Held in place with push mounted screws. Master electrical switch for sign to be located inside panel.
- E ACCENT BAR**
Brushed aluminum
- F CONCRETE BASE**
Natural color concrete sign base to have smooth troweled finish. VA to review and approve

MOUNTING INFO

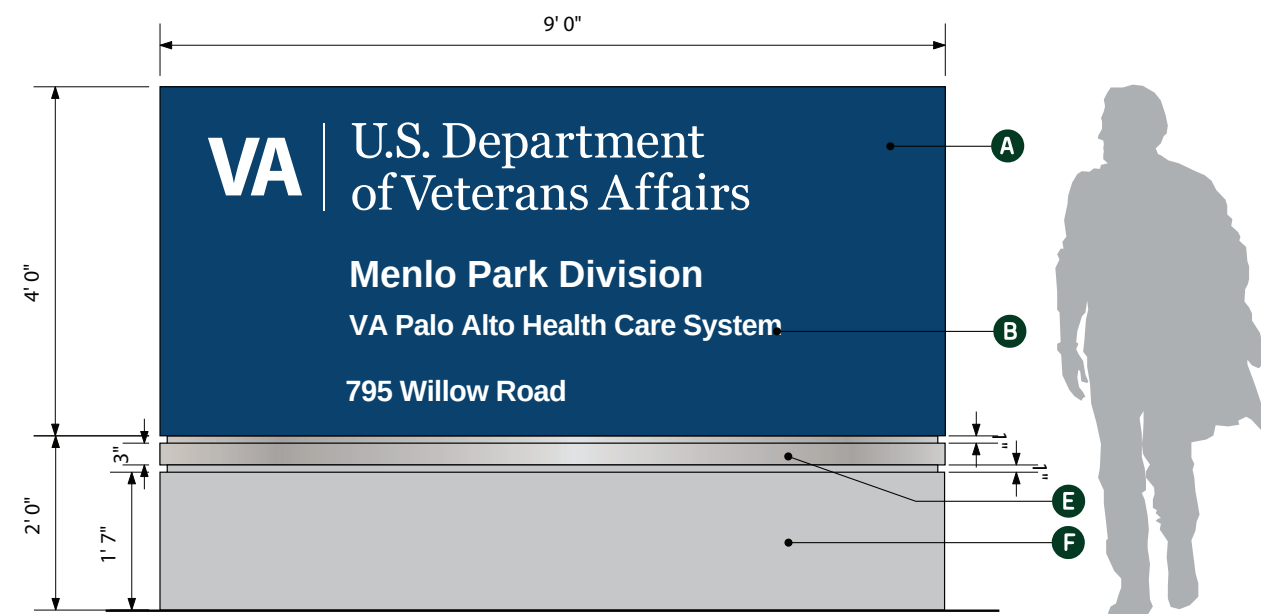
Concrete footing to be determined based on site conditions.

See Appendix for other conditions.

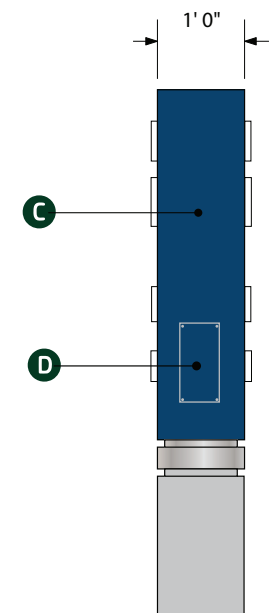
NOTES



GRAPHIC LAYOUT | 1/2"=1'-0"



FRONT | 1/2"=1'-0"



SIDE | 1/2"=1'-0"

SIGN COLORS:

(See Preface for Color details)



Indanthrone
Blue



Translucent
White

SIGN TYPE: EI-01.07

SIGN DESCRIPTION:

Medical Center Identification
– Small Horizontal Monument

SIGN USE:

Free standing internally illuminated monument sign for identifying medical center campuses. This sign is used at the main entrance/drive in locations that can be viewed from a short distance at approach or where space is not available for a larger sign. Sign should be perpendicular to roadway so drivers have a clear unobstructed view of the sign from any intersecting roadway.

SIGN SPECS:

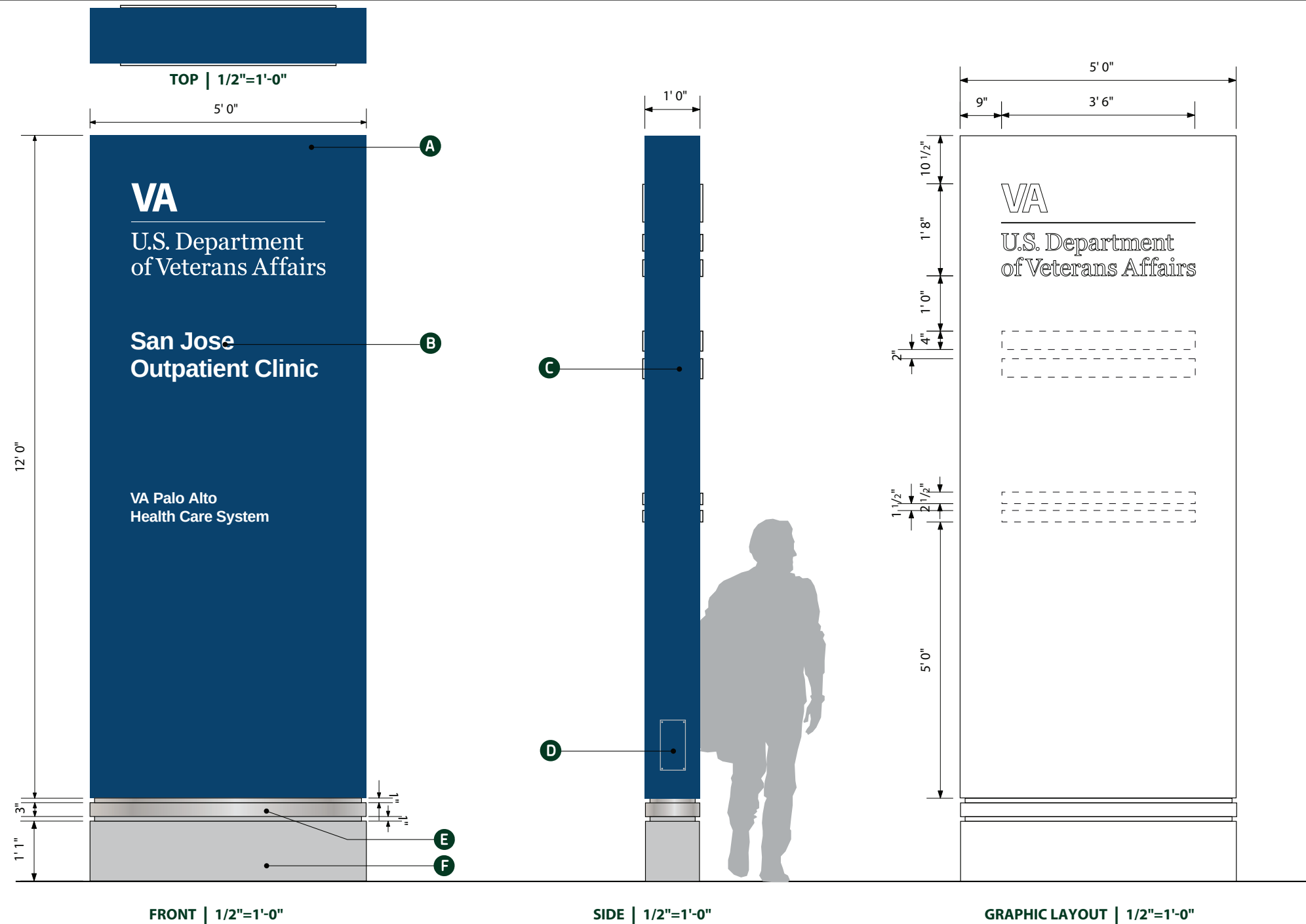
- A CABINET**
Painted fabricated aluminum face with CNC routed letters.
- B LETTER FORMS**
All letter forms to be back lit push-through translucent white polycarbonate. Depth of push-through to be 1/2" proud of sign face. Font: Helvetica Bold
- C ILLUMINATION**
Internally-illuminated by LED
- D ACCESS PANEL**
Weather tight seal. Held in place with push mounted screws. Master electrical switch for sign to be located inside panel.
- E ACCENT BAR**
Brushed aluminum
- F CONCRETE BASE**
Natural color concrete sign base to have smooth troweled finish. VA to review and approve

MOUNTING INFO

Concrete footing to be determined based on site conditions.

See Appendix for other conditions.

NOTES



SIGN COLORS:
(See Preface for Color details)

A

Indanthrone
Blue

B

Translucent
White

SIGN TYPE: EI-01.08

SIGN DESCRIPTION:
Medical Center Identification
– Large Vertical Monument

SIGN USE:

Free standing internally illuminated monument sign for identifying a main entrance or drive of an Outpatient Clinic site. The sign shall be placed at the main entrance drive/intersection of the site. Sign should be positioned perpendicular to roadway so drivers have a clear unobstructed view of the sign from any intersecting roadway.

SIGN SPECS:

- A CABINET**
Painted fabricated aluminum face with CNC routed letters.
- B LETTER FORMS**
All letter forms to be back-lit push-through translucent white polycarbonate. Depth of push-through to be 1/2" proud of sign face. Font: Helvetica Bold
- C ILLUMINATION**
Internally-illuminated by LED
- D ACCESS PANEL**
Weather tight seal.
Held in place with push mounted screws. Master electrical switch for sign to be located inside panel.
- E ACCENT BAR**
Brushed aluminum
- F CONCRETE BASE**
Natural color concrete sign base to have smooth troweled finish. VA to review and approve

MOUNTING INFO

Concrete footing to be determined based on site conditions.

See Appendix for other conditions.

NOTES



PALO ALTO DIVISION SOUTH ENTRANCE



PALO ALTO DIVISION MAIN ENTRANCE

SIGN TYPE: EN-09.12

SIGN DESCRIPTION:
Medical Center Identification
– Brick or Stone Wall

SIGN USE:
Existing brick or stone walls with dimensional letters are located at the Palo Alto Division and the Mountain View Center site. These walls will remain and are supplemented by additional wayfinding elements.

SIGN SPECS:

- A SIGN FACE**
Brick or Stone Veneer
- B LETTER FORMS**
Fabricated stainless steel dimensional letters, painted finish and pin mounted.

MOUNTING INFO

NOTES

Building Identification

EI-01.09	Primary Building Identification
EN-03.05	Secondary Building Identification
EN-06.02	Wall Mounted Building Identification
EN-09.10	Building Identification Dimensional Numbers
EI-09.10	Building Identification Dimensional Letters
EN-09.11	Garage Identification Dimensional (Symbol, Letters, and Numbers)
EN-14	Building Entrance Door Identification

SIGN TYPE: EI-01.09

SIGN DESCRIPTION:

Primary Building Identification

SIGN USE:

Driver oriented illuminated free standing monument sign for identifying primary patient care buildings and parking garages on a medical campus. Sign shall be positioned perpendicular to the flow of traffic for pedestrian and vehicle visibility.

SIGN SPECS:

A REMOVABLE CAP

Fabricated aluminum cap with painted finish to match (D Cabinet). Top to be removable for relamping and maintenance access.

B REVEAL 1

3/8" deep reveal to have painted finish.

C LETTER FORMS

All letter forms to be backlit push-through translucent white polycarbonate. Depth of push-through to be 1/2" proud of sign face. Font: Helvetica Bold

D CABINET

Painted fabricated aluminum cabinet with CNC routed letters. See (C Letter Forms) above. Internally-illuminated by LED

E REVEAL 2

1" deep reveal to have painted finish

F KICK PLATE

Painted fabricated aluminum face

G ILLUMINATION

Internally-illuminated by LED

H ACCESS PANEL

Weather tight seal. Held in place with push mounted screws. Master electrical switch for sign to be located inside panel.

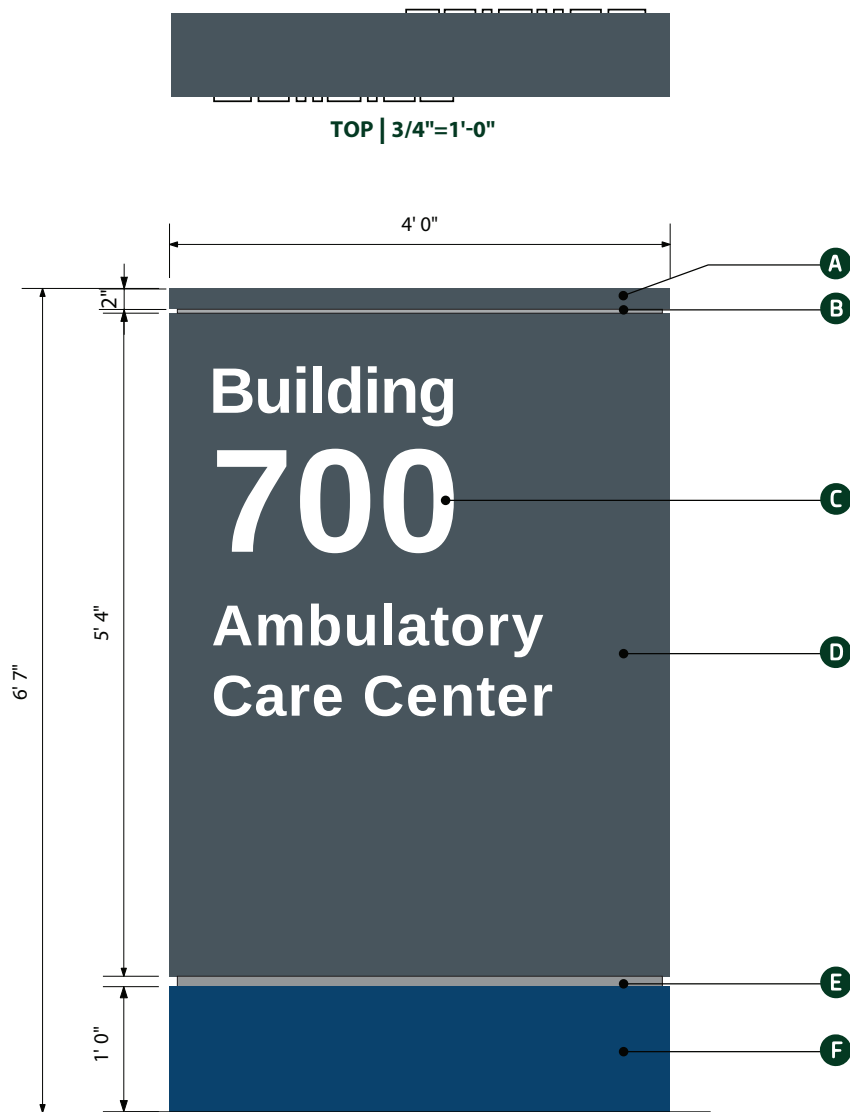
MOUNTING INFO

Concrete foundation to be determined based on site conditions.

See Appendix for other conditions.

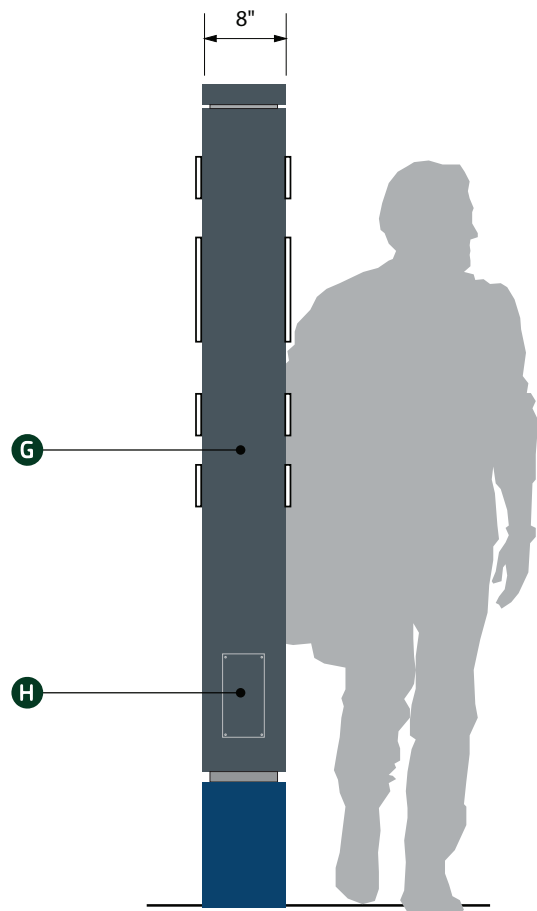
NOTES

Sign can be either single or double sided.

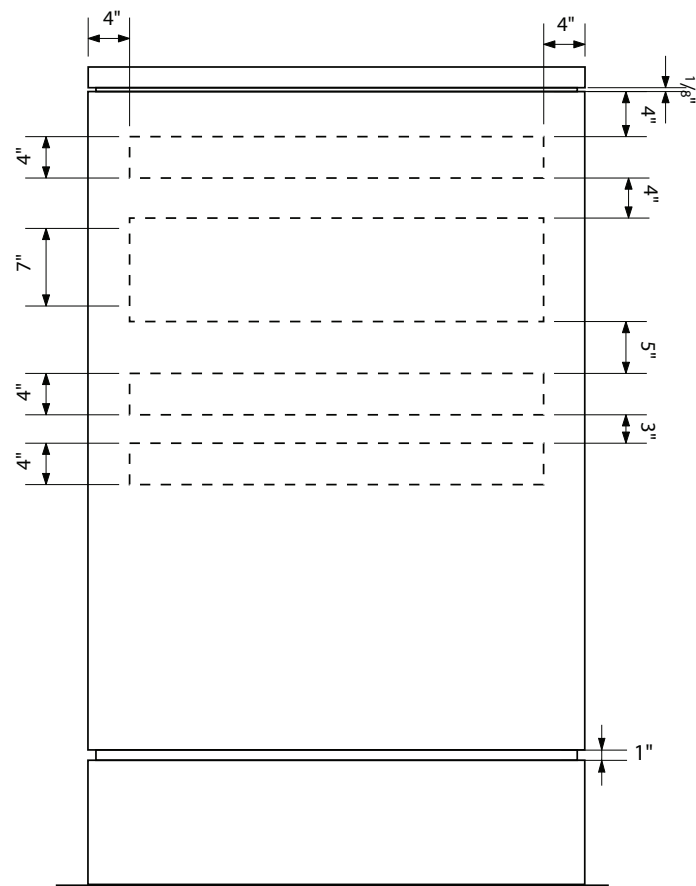


TOP | 3/4"=1'-0"

FRONT | 3/4"=1'-0"

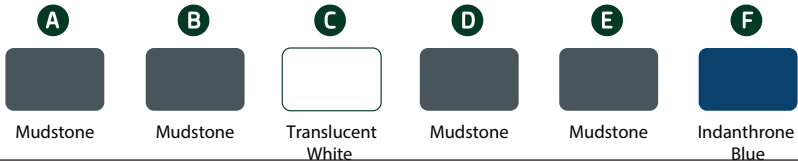


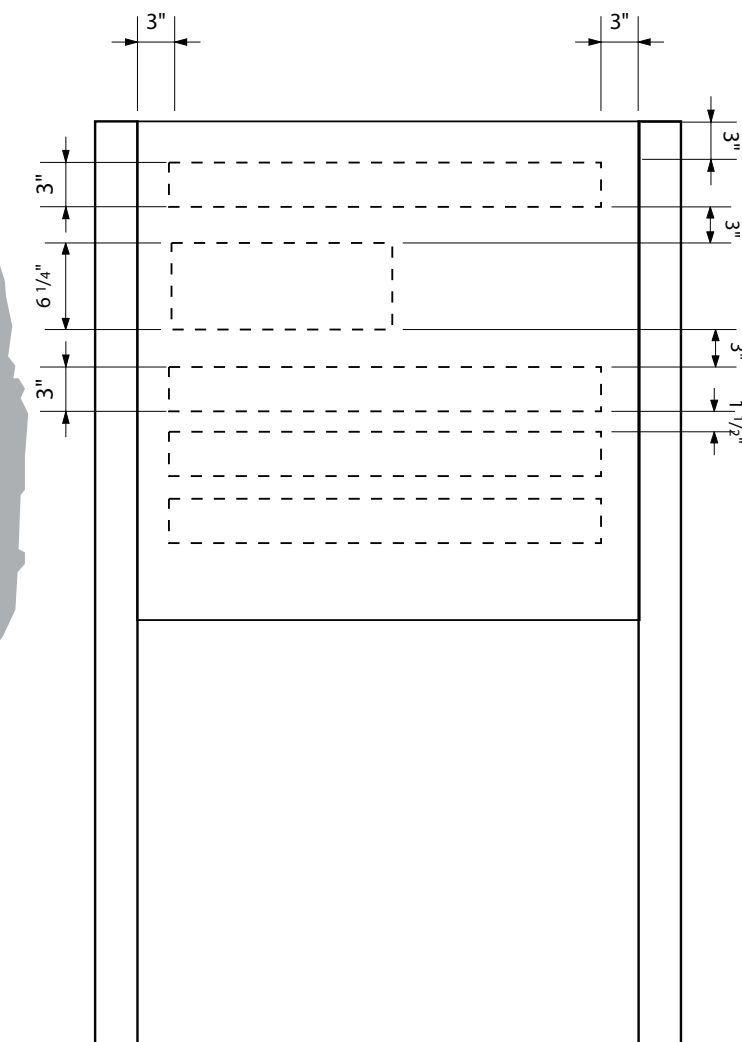
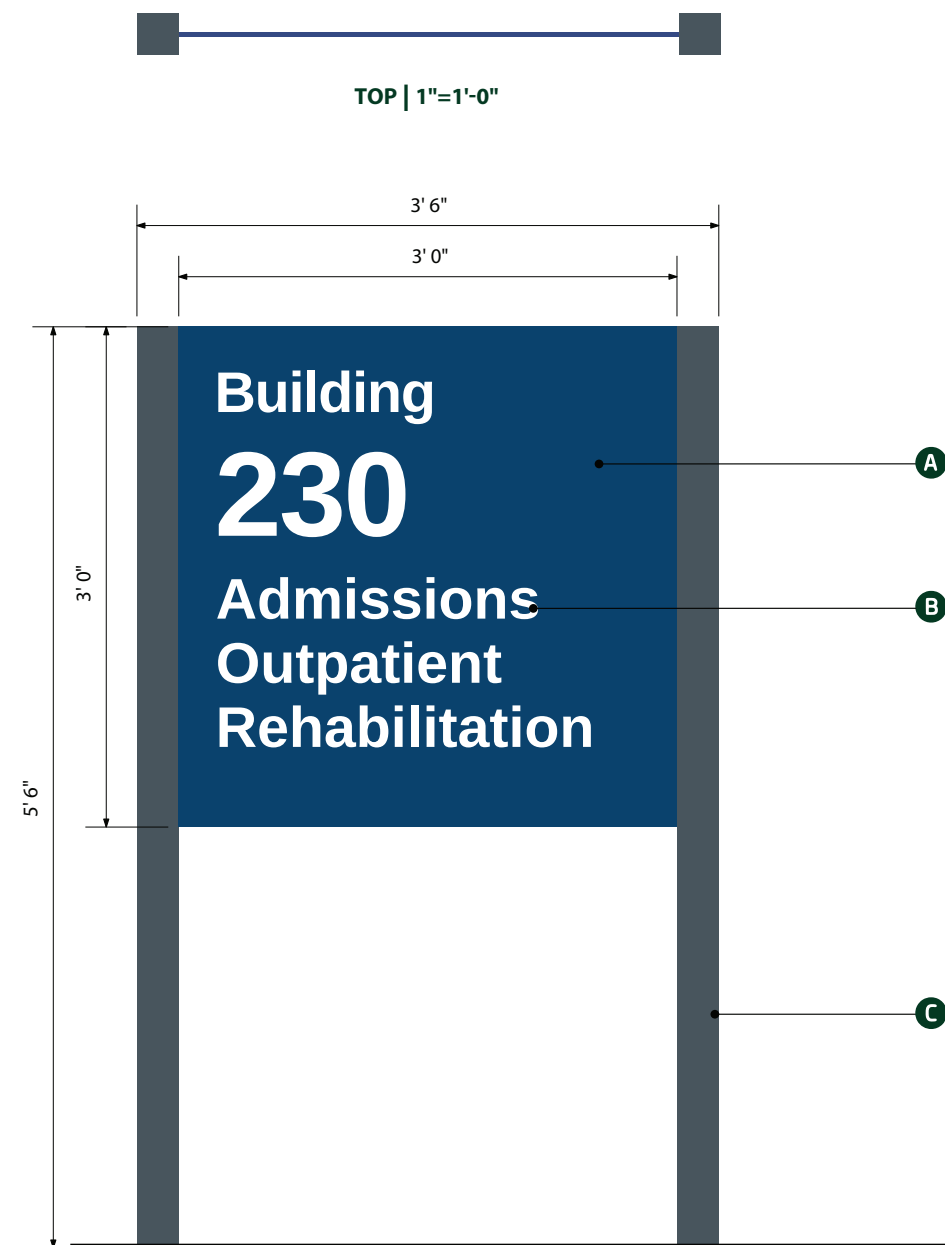
SIDE | 3/4"=1'-0"



GRAPHIC LAYOUT | 3/4"=1'-0"

SIGN COLORS:
(See Preface for Color details)





SIGN TYPE: EN-03.05

SIGN DESCRIPTION:

Secondary Building Identification

SIGN USE:

Large non-illuminated driver oriented building number/identification post and panel sign for identifying a building from a roadway. Sign is typically used for identifying buildings that are not primary patient care focused buildings. Signs should be placed near the roadway when the building is set back and not easily visible.

SIGN SPECS:

- A FACE**
1/4" aluminum panel
Painted finish
- B LETTER FORMS**
Letter forms to be white reflective vinyl
Font: Helvetica Bold
- C POST/CAP**
3" square aluminum post, painted finish
3" square aluminum cap, painted finish

MOUNTING INFO

Concrete footing to be determined based on site conditions.

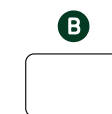
See Appendix for other conditions.

NOTES

Sign can be either single or double sided.

SIGN COLORS:

(See Preface for Color details)



SIGN TYPE: EN-06.02

SIGN DESCRIPTION:
Wall Mounted Building Identification

SIGN USE:
Large wall mounted pedestrian oriented panel sign. Used to identify both patient and administrative building main entrances. This sign is mounted on the building façade adjacent to the main entrance doorway that will be most visible as Veterans/visitors approach.

SIGN SPECS:

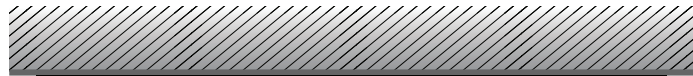
- A** FACE
1/4" aluminum, painted finish
- B** LETTER FORMS
Letter forms to be white reflective vinyl
Font: Helvetica Bold

MOUNTING INFO

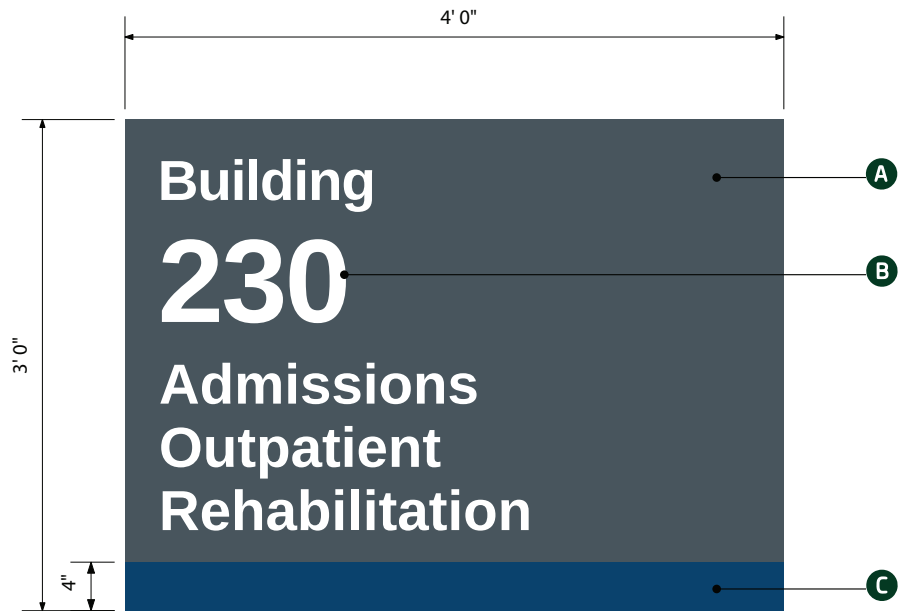
Varies per building
Concealed hardware

See Appendix for other conditions.

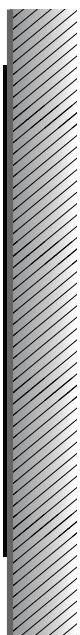
NOTES



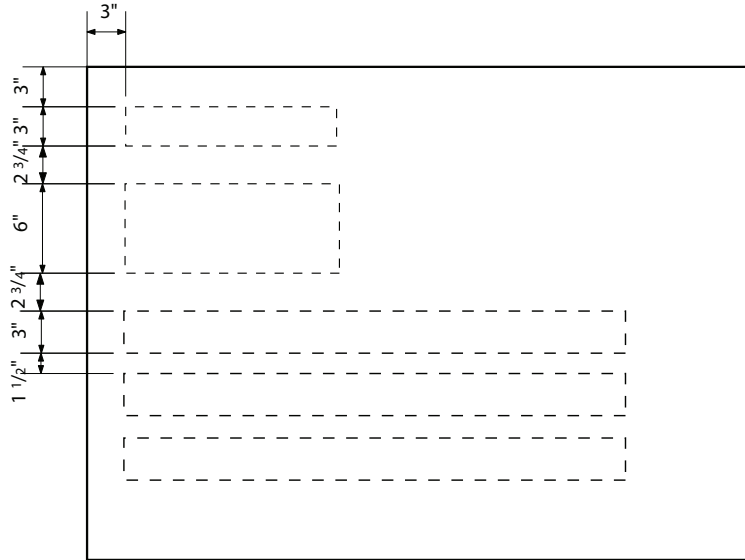
TOP | 1"=1'-0"



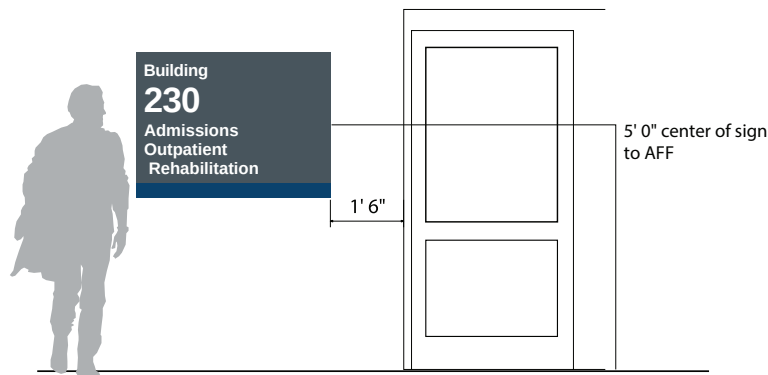
FRONT | 1"=1'-0"



SIDE | 1"=1'-0"



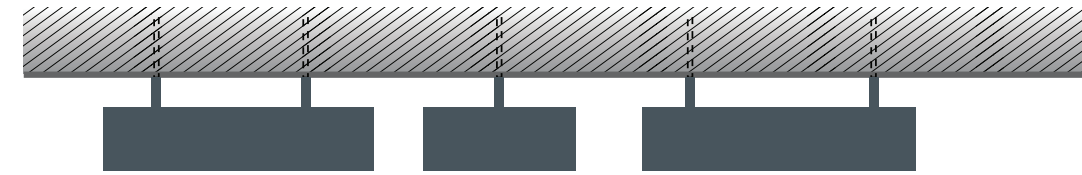
GRAPHIC LAYOUT | 1"=1'-0"



ELEVATION | NTS

SIGN COLORS:
(See Preface for Color details)

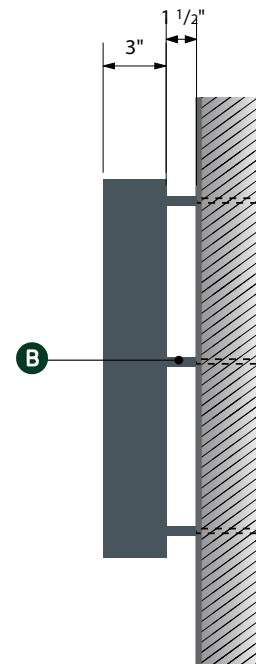




TOP | 1 1/2"=1'-0"



FRONT | 1 1/2"=1'-0"



SIDE | 1 1/2"=1'-0"



RENDERING | NTS

SIGN COLORS:
(See Preface for Color details)



Mudstone



Brushed
Aluminum



Mudstone



Aluminum

OPTIONS for A

OPTIONS for B

SIGN TYPE: EN-09.10

SIGN DESCRIPTION:

Building Identification
Dimensional Numbers

SIGN USE:

Large, non-illuminated, 3-dimensional numbers used to identify buildings. Signs should be placed 1'-2' from the top of facades visible to drivers and pedestrians navigating the campus. All buildings on VA campuses shall have building number signage.

SIGN SPECS:

A FACE

Fabricated stainless steel channel letters with painted finish and edges. Color to contrast with wall surface. Font: Helvetica Bold

B STANDOFF SLEEVES

To match letter color

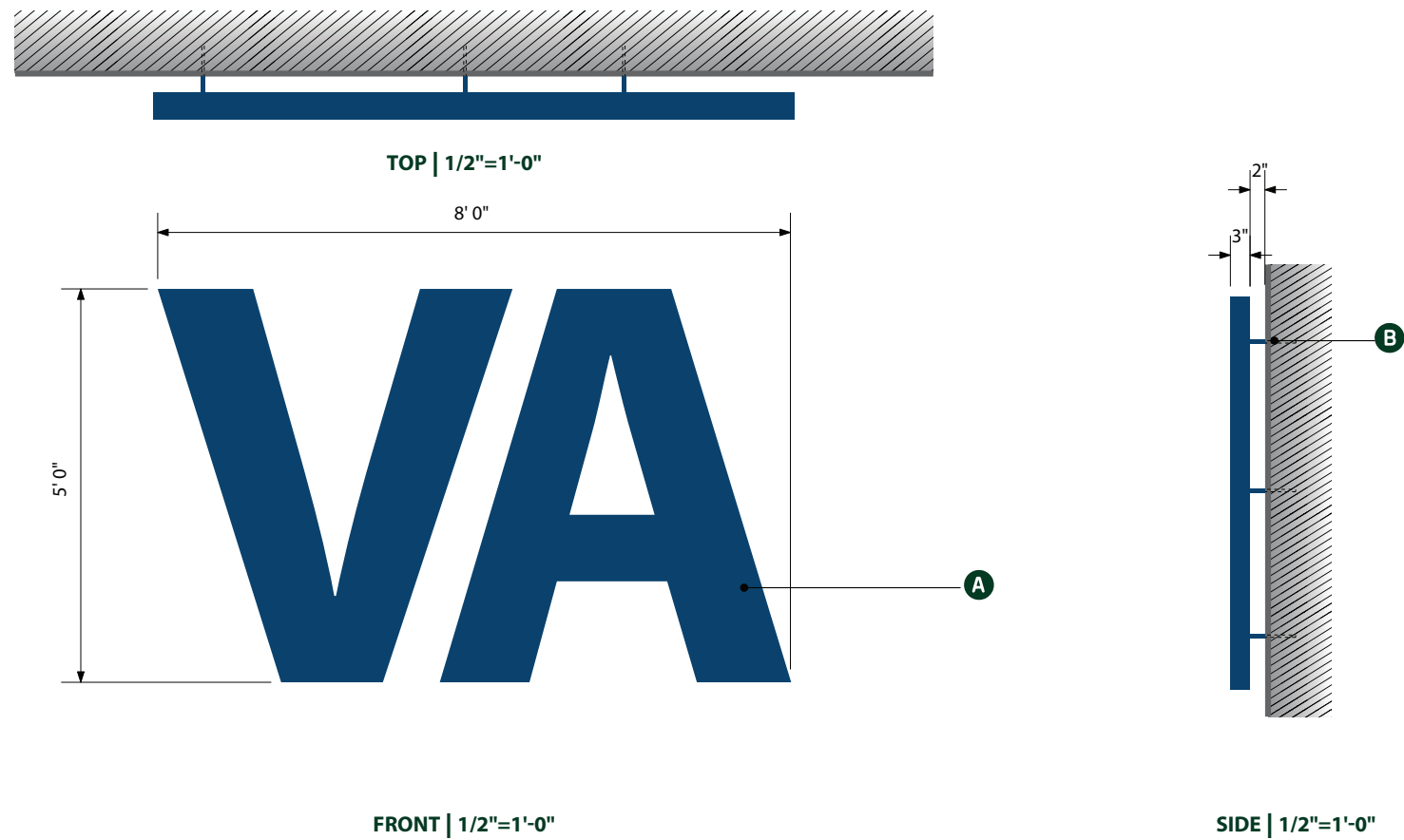
MOUNTING INFO

Threaded pins into secured wall, with standard sleeves to match letter color.

Typical position 1'-2' from corner and top of building. Position of letters shall be determined by architectural constraints

See Appendix for other conditions.

NOTES



SIGN TYPE: EI-09.10

SIGN DESCRIPTION:
Building Identification
Dimensional Letters

SIGN USE:
Large illuminated dimensional VA lettering for the branding of VA buildings. These letters shall be mounted on the main building of an Outpatient Clinic Facility. These signs shall be placed on the front facade of the building where the main entrance is located.

SIGN SPECS:

- A FACE**
3" Painted fabricated aluminum letters with internal white LED lighting. Color to contrast with wall surface. Font: Helvetica Bold
- B STANDOFF SLEEVES**
To match letter color

MOUNTING INFO

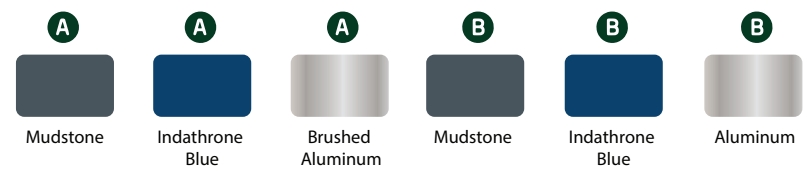
Threaded pins into secured wall, with standard sleeves to match letter color.

Position of letters shall be determined by architectural constraints

See Appendix for other conditions.

NOTES

SIGN COLORS: (See Preface for Color details)



SIGN TYPE: EN-09.11

SIGN DESCRIPTION:
Garage Identification Dimensional
(Symbol, Letters and Numbers)

SIGN USE:
Large, non-illuminated, 3-dimensional
lettering used to identify named
parking garages. Sign includes large
parking symbol and name. Signs should
be placed 1-2' from the top of facades
most visible to drivers and pedestrians
navigating the campus. All parking
garages on VA campuses shall have
parking garage identification signage.

SIGN SPECS:

- A** FACE
Exterior grade aluminum
Painted finish
Font: Helvetica Bold
- B** STANDOFF SLEEVES
To match letter color

MOUNTING INFO

Threaded pins into secured wall, with
standard sleeves to match letter color.

Position of letters shall be determined
by architectural constraints

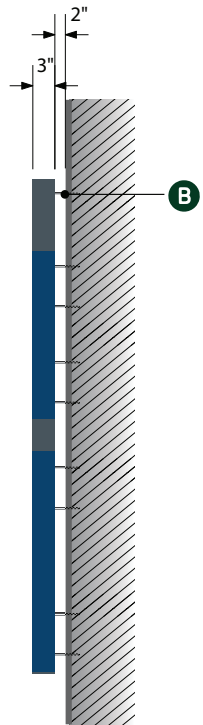
See Appendix for other conditions.

NOTES

Garage entrance shall also have a Primary
Building Identification sign.



GRAPHIC DETAIL

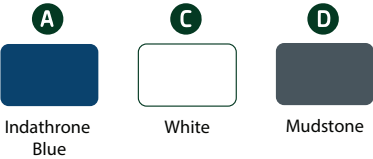


SIDE | 1/2" = 1'-0"



FRONT | 1/2" = 1'-0"

SIGN COLORS:
(See Preface for Color details)

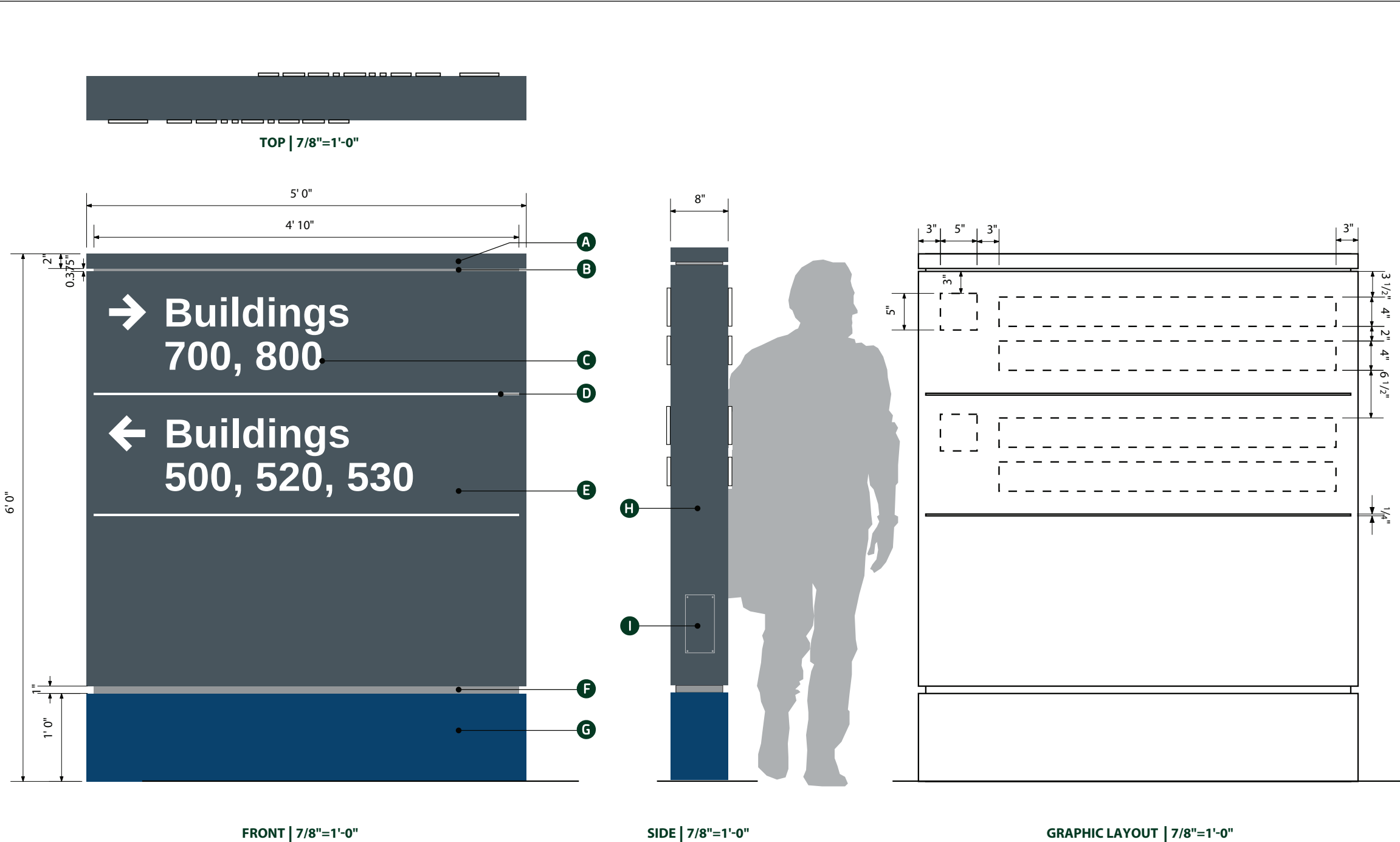




NOTES

Vehicular Directional

EI-02.03	Primary Vehicular Directional
EN-03.07	Secondary Vehicular Directional
EN-03.08	Tertiary Vehicular Directional
EN-03.11	Drop Off Identification
EN-08.04	Ambulance Directional



SIGN TYPE: EI-02.03

SIGN DESCRIPTION:
Primary Vehicular Directional

SIGN USE:
Internally illuminated large vertical driver oriented directional monument sign. Sign should be located at major intersections and on the main entrance drive in front of the medical center.

SIGN SPECS:

- A REMOVABLE CAP**
Fabricated aluminum cap with painted finish to match (D Cabinet). Top to be removable for relamping and maintenance access.
- B REVEAL 1**
3/8" deep reveal to have painted finish.
- C LETTER FORMS**
All letter forms to be backlit push-through translucent white polycarbonate. Depth of push-through to be 1/2" proud of sign face. Typeface is Helvetica Bold.
- D RULE LINE**
1/4" white reflective vinyl
- E CABINET**
Painted fabricated aluminum cabinet with CNC routed letters. See (C Letter Forms) above. Internally-illuminated by LED
- F REVEAL 2**
1" deep reveal to have painted finish
- G KICK PLATE**
Painted fabricated aluminum face
- H ILLUMINATION**
Internally-illuminated by LED
- I ACCESS PANEL**
Weather tight seal. Held in place with push mounted screws. Master electrical switch for sign to be located inside panel.

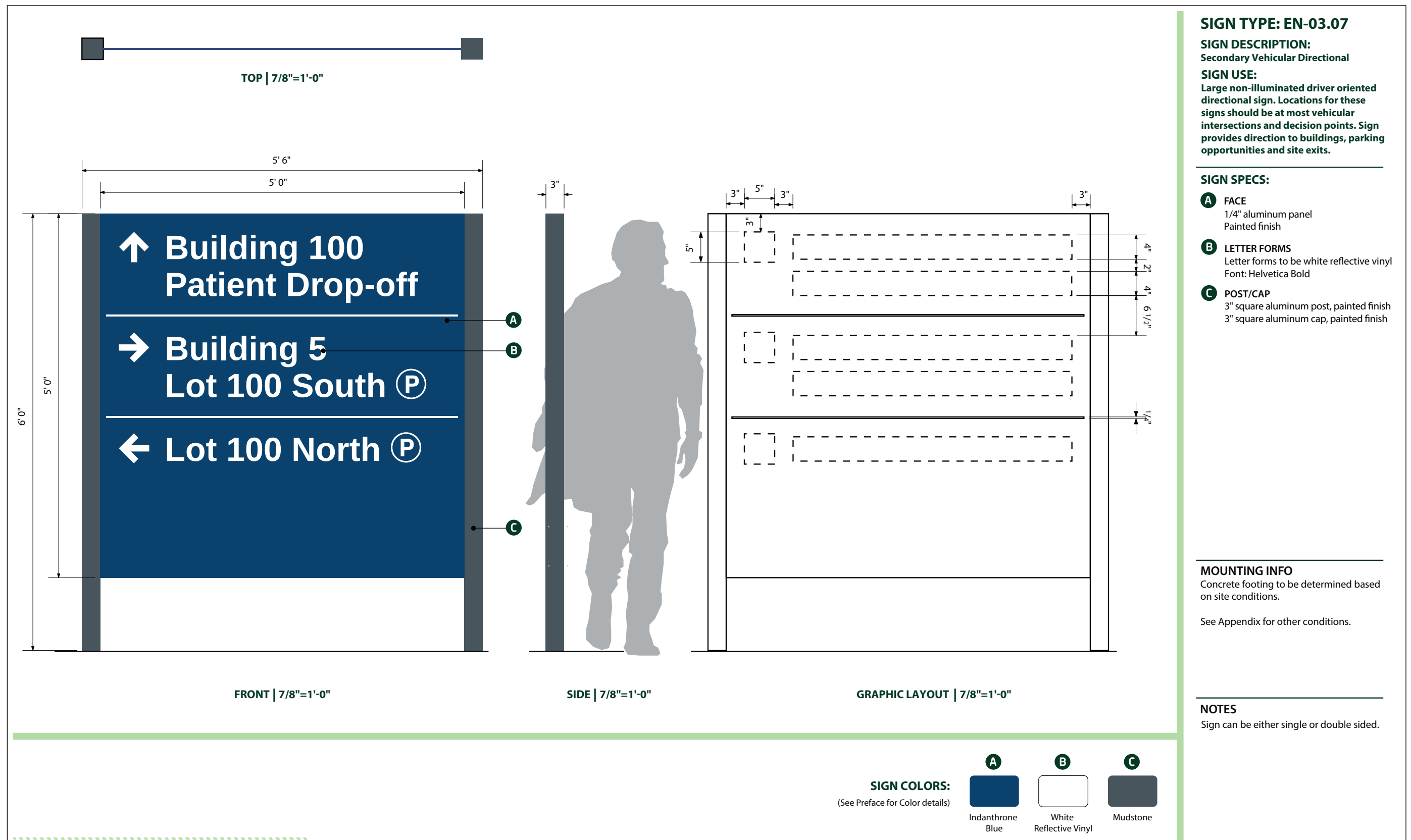
MOUNTING INFO
Concrete foundation to be determined based on site conditions.

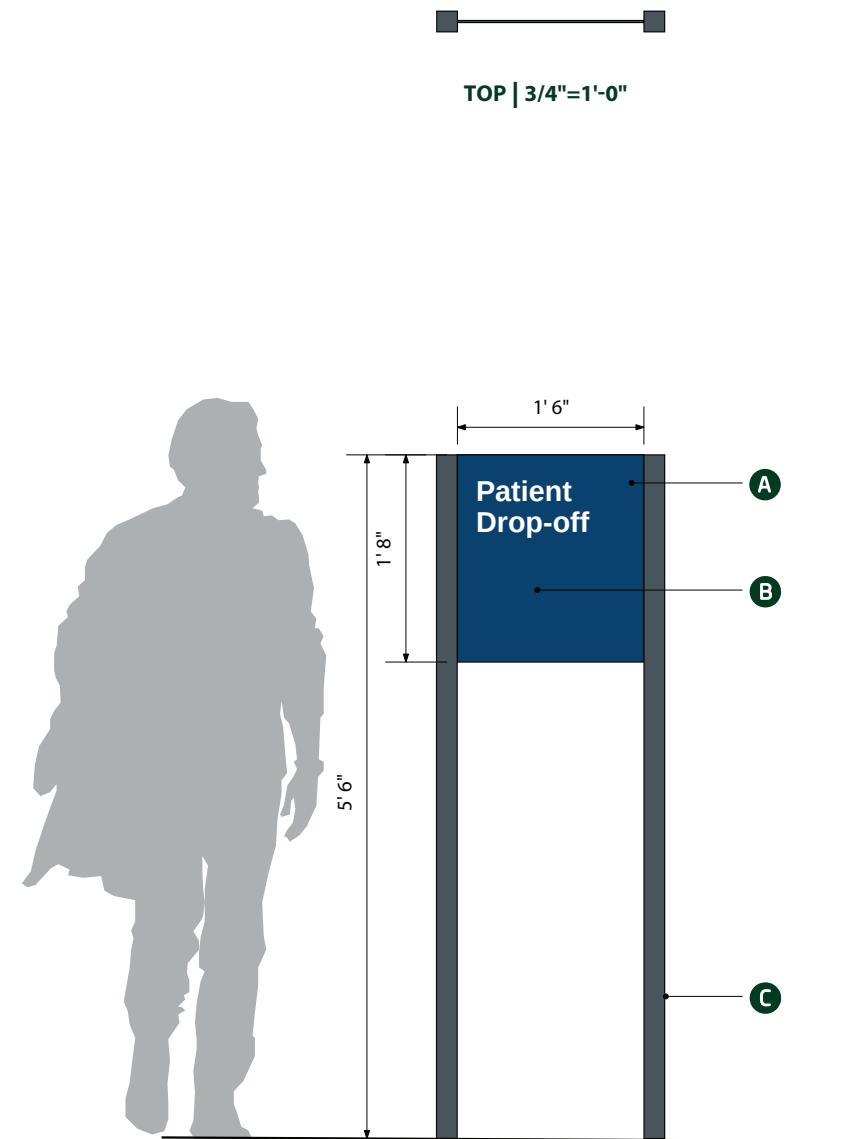
See Appendix for other conditions.

NOTES
Sign can be either single or double sided.

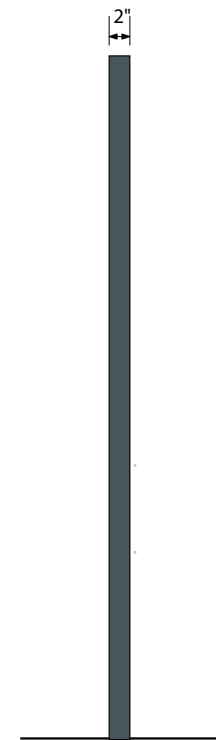
SIGN COLORS:
(See Preface for Color details)

A	B	C	D	E	F	G
Mudstone	Mudstone	Translucent White	White Reflective Vinyl	Mudstone	Mudstone	Indanthrone Blue

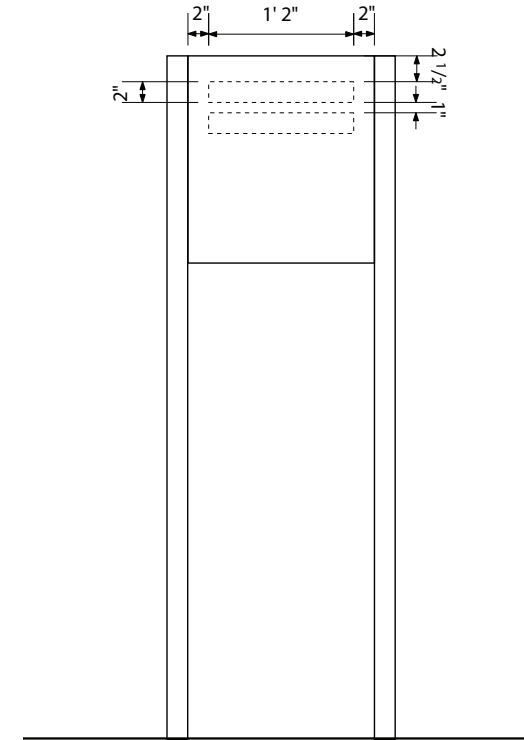




FRONT | 3/4"=1'-0"



SIDE | 3/4"=1'-0"



GRAPHIC LAYOUT | 3/4"=1'-0"

SIGN COLORS:
(See Preface for Color details)



SIGN TYPE: EN-03.11

SIGN DESCRIPTION:
Drop-off Identification

SIGN USE:
Non-illuminated driver oriented informational sign. Locations for these signs should be located in front of buildings that allow for short term parking for patient loading/un-loading. Signs should be utilized when drop off areas are not obvious such as at the roundabout adjacent to Building 7, and in front of Building's 520 and 500.

SIGN SPECS:

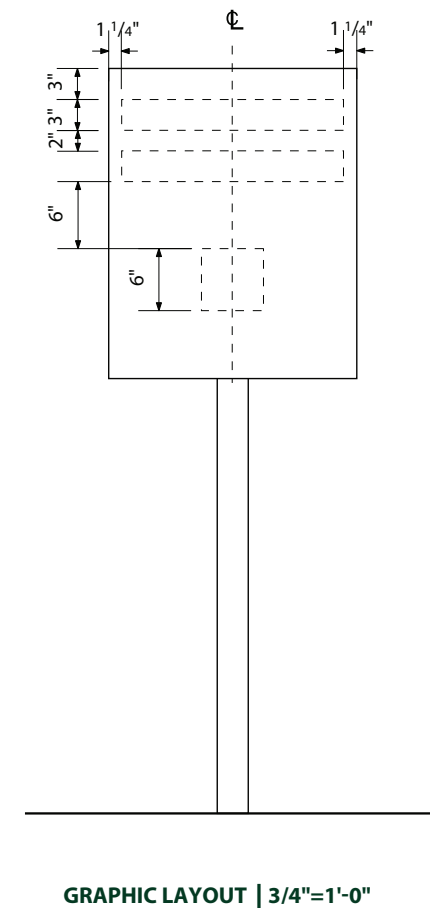
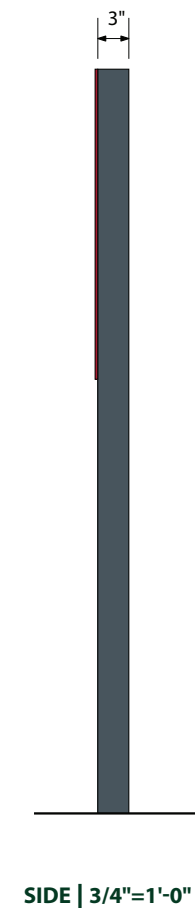
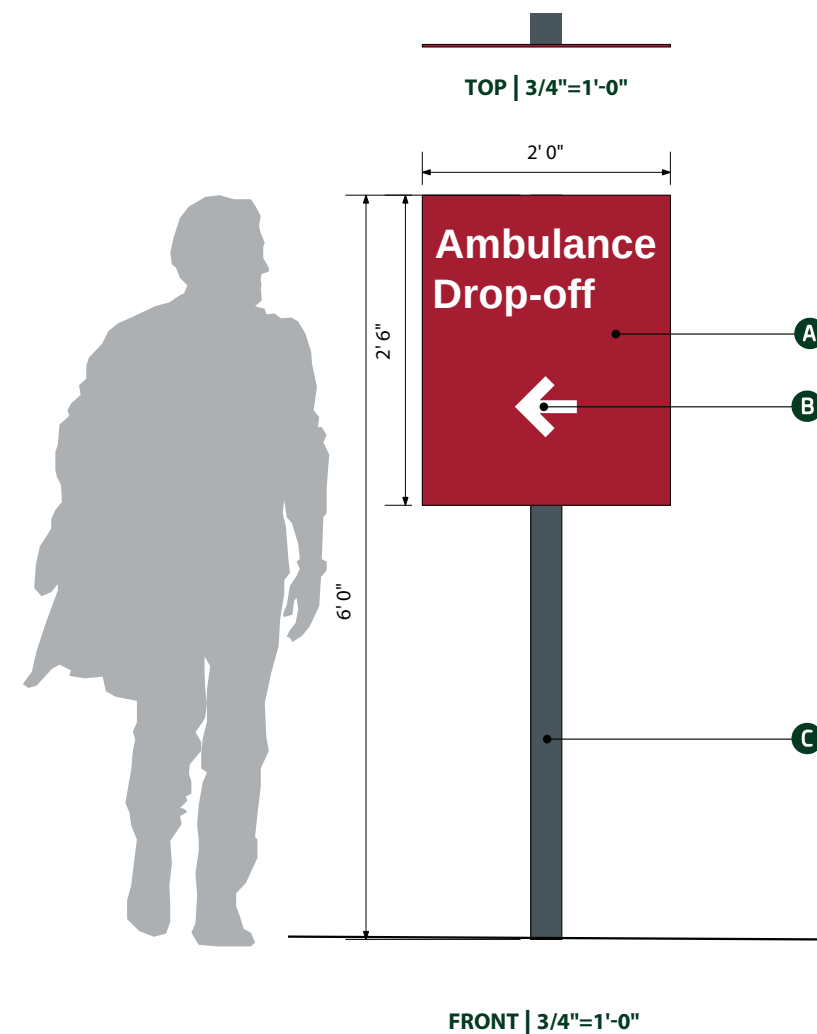
- A FACE**
1/4" aluminum panel with painted finish
- B TEXT**
All letter forms and arrows to be white reflective vinyl applied graphics. Font: Helvetica Bold
- C POST/CAP**
2" square aluminum post, painted finish
2" square aluminum cap, painted finish

MOUNTING INFO

Concrete footing to be determined based on site conditions.

See Appendix for other conditions.

NOTES



SIGN TYPE: EN-08.04

SIGN DESCRIPTION:

Ambulance Directional

SIGN USE:

Large panel on single post sign for ambulance parking designated for patient drop off. Sign placed in parking lots in specific stalls designated by VA leadership.

SIGN SPECS:

- A FACE**
1/4" Exterior grade aluminum, painted
- B LETTER FORMS**
Letter forms to be white reflective vinyl
Font: Helvetica Bold
- C POST/CAP**
3" square aluminum post, painted finish
3" square aluminum cap, painted finish

MOUNTING INFO

Concrete footing to be determined based on site conditions.

See Appendix for other conditions.

NOTES

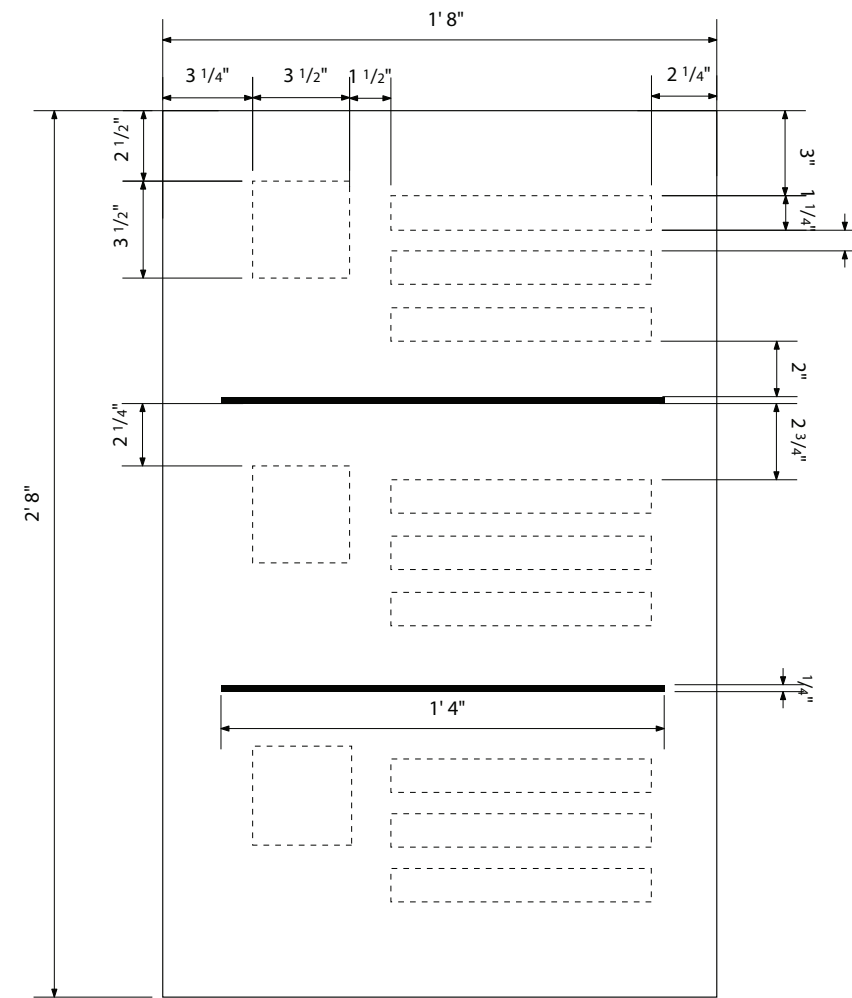
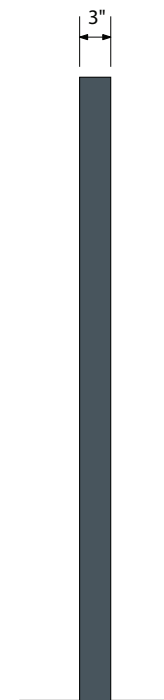
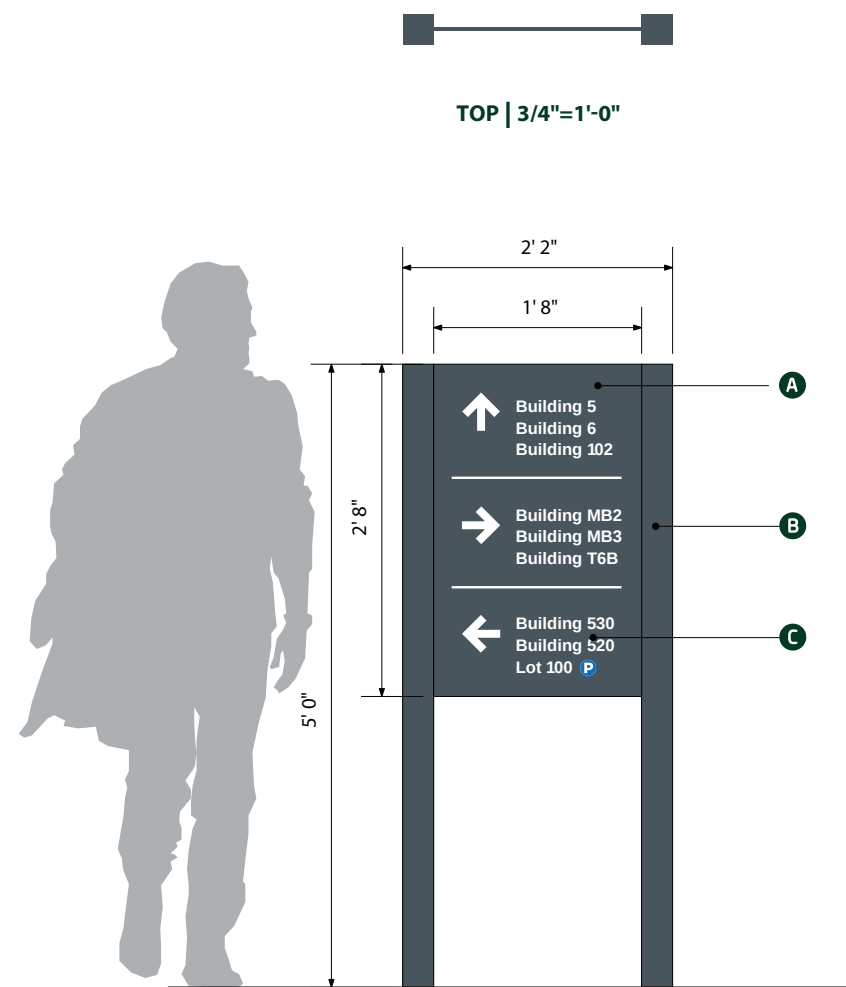
SIGN COLORS:

(See Preface for Color details)



Pedestrian Directional

- EN-03.09 Primary Pedestrian Directional
- EN-03.10 Secondary Pedestrian Directional
- EN-05.04 Accessible Path Directional



SIGN TYPE: EN-03.10

SIGN DESCRIPTION:
Secondary Pedestrian Directional

SIGN USE:
Pedestrian oriented directional sign for building location. Sign includes directional information for buildings/major destinations. Use this sign to provide reassurance directions along paths where primary pedestrian directionals are located and also at minor intersections/or where maps are not needed to communicate building locations.

SIGN SPECS:

- A** FACE
1/4" aluminum panel
- B** POST/CAP
3" square aluminum post, painted finish
3" square aluminum cap, painted finish
- C** DIRECTORY
Digital print vinyl with clear U/V coat
Font: Helvetica Bold

MOUNTING INFO

Concrete footing to be determined based on site conditions.

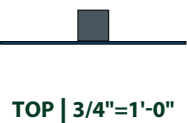
See Appendix for other conditions.

NOTES

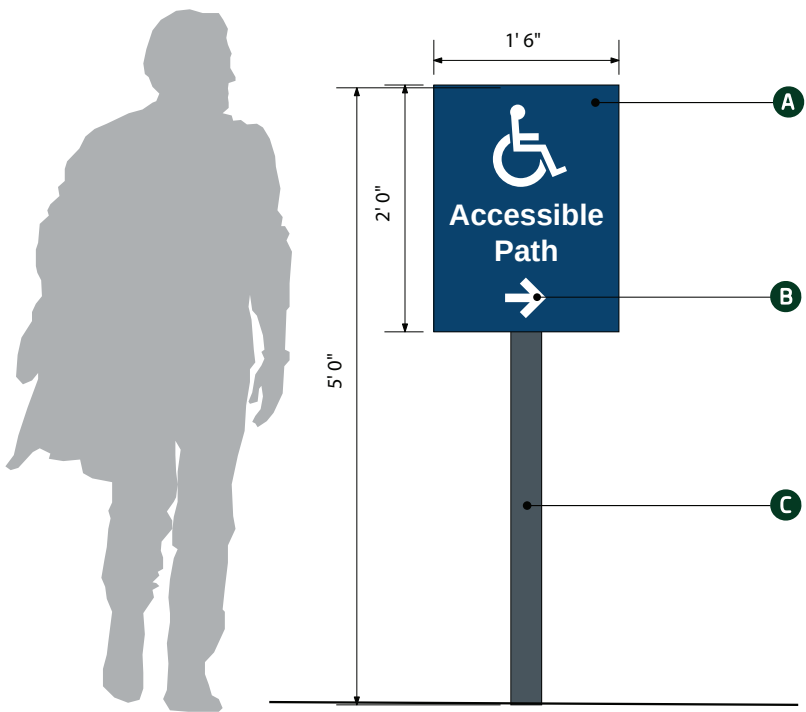
Sign can be either single or double sided.

SIGN COLORS:
(See Preface for Color details)

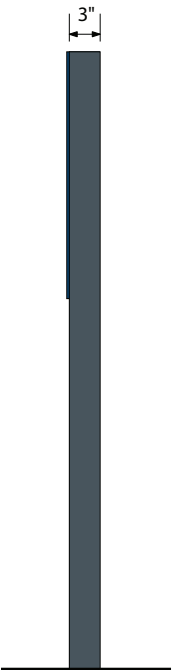




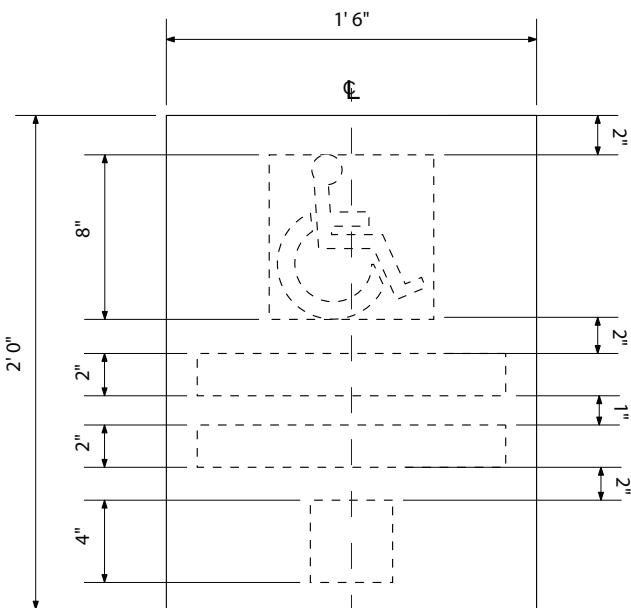
TOP | 3/4"=1'-0"



FRONT | 3/4"=1'-0"



SIDE | 3/4"=1'-0"



GRAPHIC LAYOUT | 1 1/2"=1'-0"

SIGN COLORS:
(See Preface for Color details)

A	B	C
Indanthrone Blue	White Reflective Vinyl	Mudstone

SIGN TYPE: EN-05.04

SIGN DESCRIPTION:
Accessible Path Directional

SIGN USE:
Single post and panel sign used to identify pedestrian pathways that are ADA accessible. These signs should be placed on pedestrian routes to buildings which have inaccessible entrances to identify alternate barrier free entry.

SIGN SPECS:

- A FACE**
1/4" Exterior grade aluminum, painted
- B LETTER FORMS**
Letter forms to be white reflective vinyl
Font: Helvetica Bold
- C POST/CAP**
3" square aluminum post, painted finish
3" square aluminum cap, painted finish

MOUNTING INFO

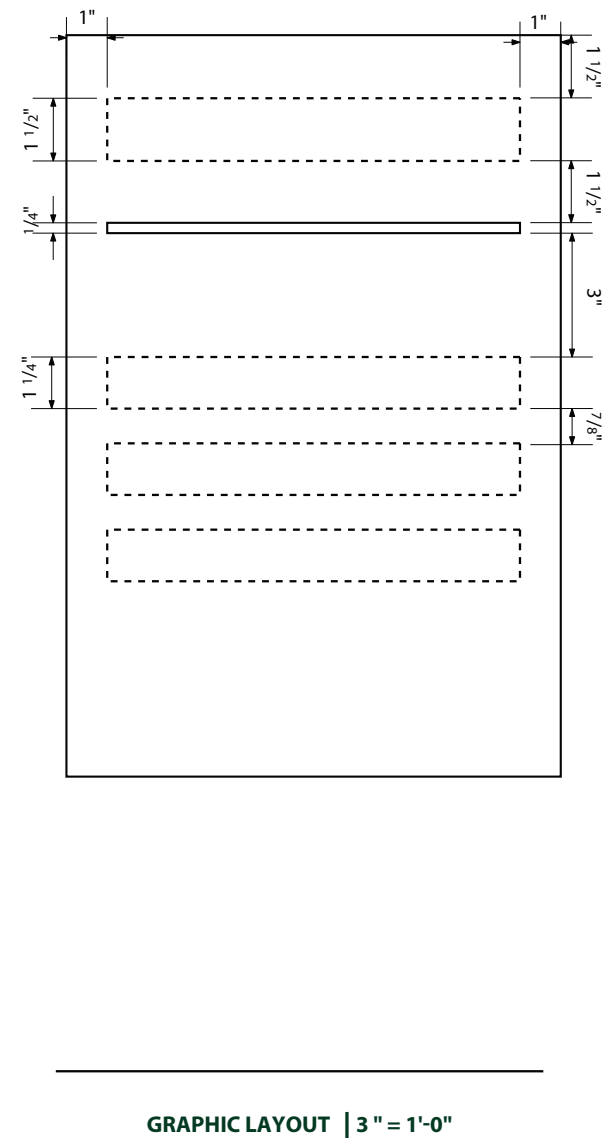
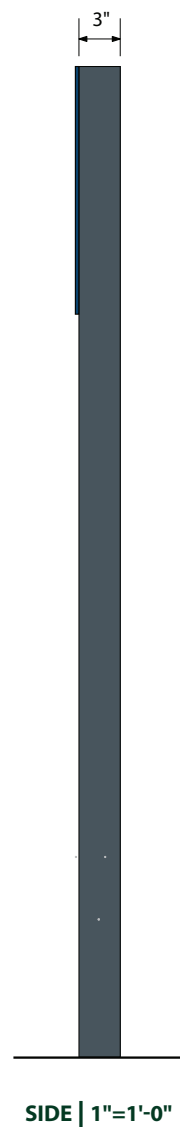
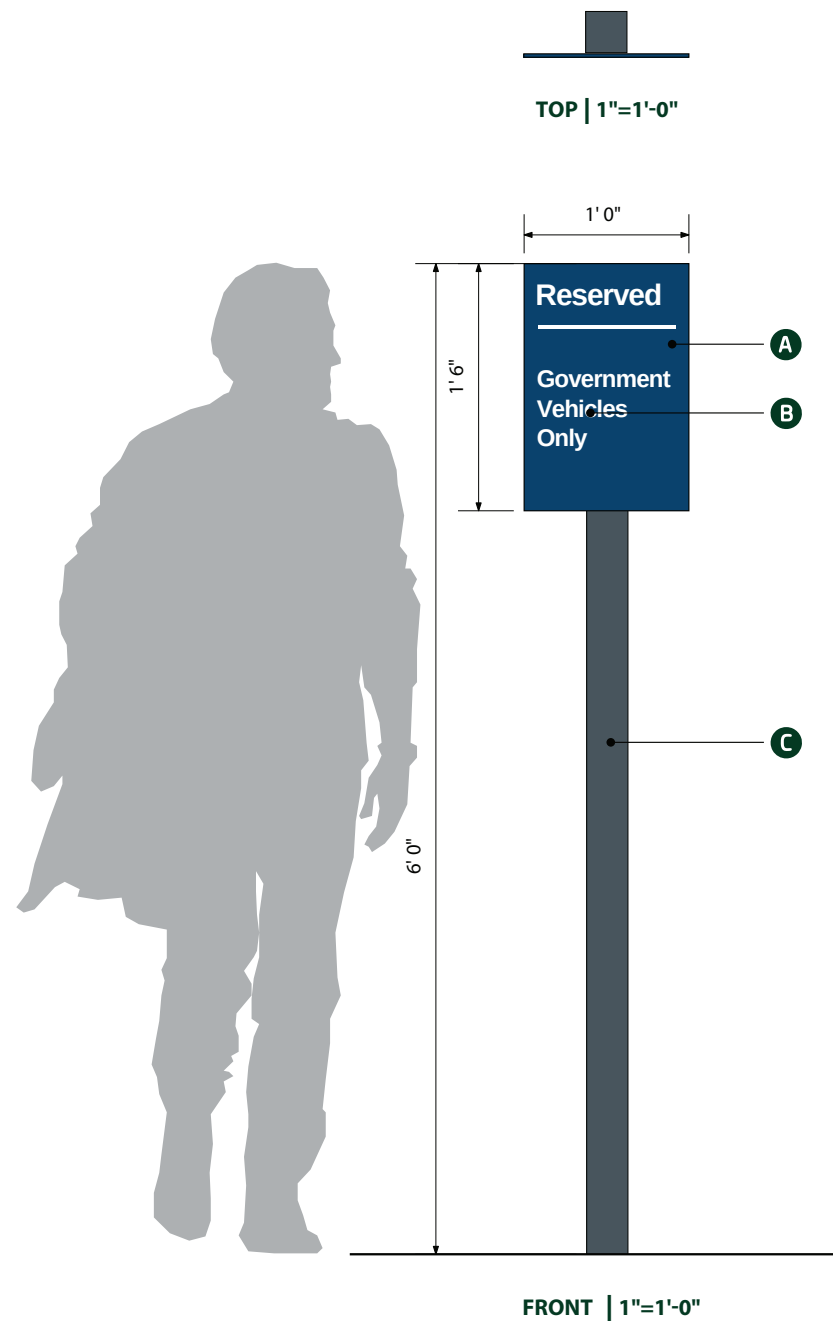
Concrete footing to be determined based on site conditions.

See Appendix for other conditions.

NOTES

Parking Lot

PL-12.01	Parking Lot Identification
PL-12.03	Parking Stall Designation
PL-12.06	Parking Aisle Identification
PL-12.08	Spinal Cord/Permit Parking
PL-12.10	Accessible Parking Space
PL-12.11	Bus Stop



SIGN COLORS:
(See Preface for Color details)

A	B	C
Indanthrone Blue	White Reflective Vinyl	Mudstone

SIGN TYPE: PL-12.03

SIGN DESCRIPTION:
Parking Stall Designation

SIGN USE:
Small single post and panel sign used to designate parking lot for specific vehicular use or to communicate parking information to visitors. Stall designations should be used at any location where VA needs to place restrictions on access or time of parking stall use. Each designated parking stall shall have a Parking Stall Designation sign.

SIGN SPECS:

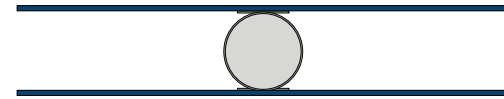
- A FACE**
1/4" aluminum panel, painted
- B LETTER FORMS**
All letter forms and arrows to be white reflective vinyl applied graphics. Font: Helvetica Bold
- C POST/CAP**
3" square aluminum post, painted finish
3" square aluminum cap, painted finish

MOUNTING INFO
Mounted to a square aluminum post with tamper proof mechanical fasteners.

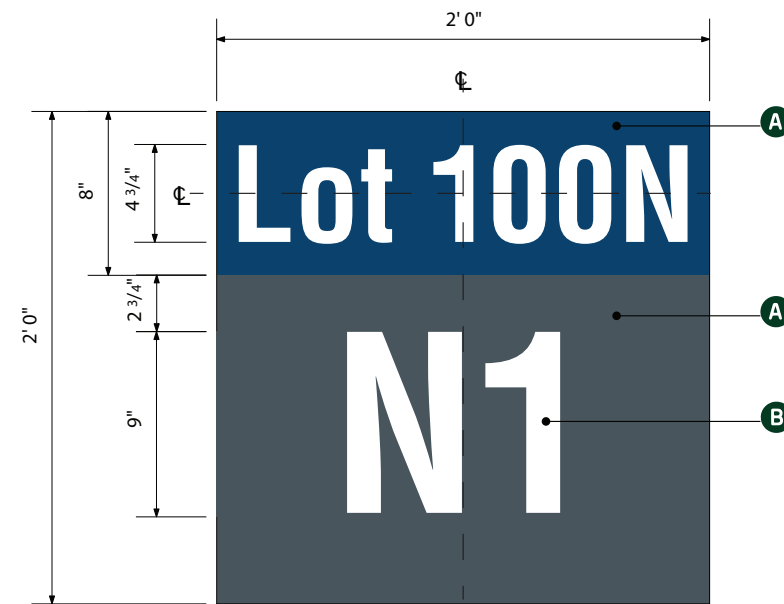
Concrete footing to be determined based on site conditions.

See Appendix for other conditions.

NOTES



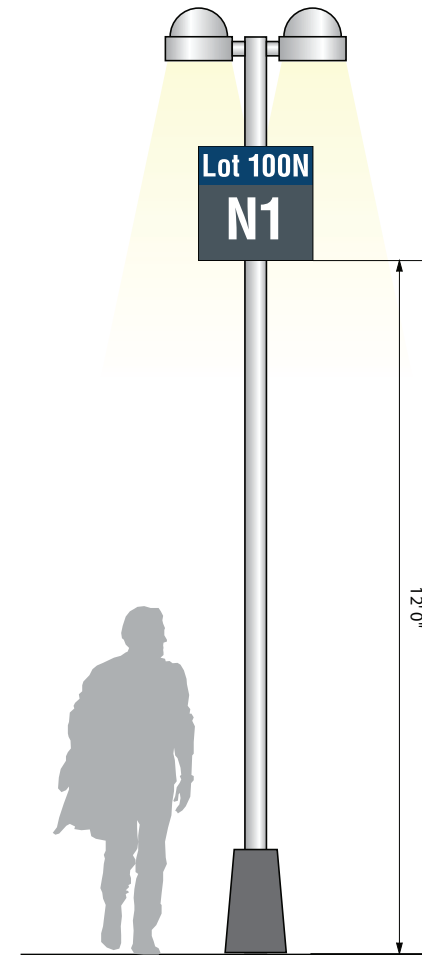
TOP | 1 1/2"=1'-0"



FRONT | 1 1/2"=1'-0"



SIDE | 1 1/2"=1'-0"



ELEVATION | NTS

SIGN COLORS:
(See Preface for Color details)



SIGN TYPE: PL-12.06

SIGN DESCRIPTION:
Parking Aisle Identification

SIGN USE:
Pole mounted sign used to identify parking aisles in large parking lots. Signs should identify lot number and aisle number. Signs should be placed strategically at the ends and middle of each aisle on lamp posts. Alpha-numeric codes should get larger as they move away from the building the parking lot supports.

SIGN SPECS:

- A FACE**
1/4" aluminum panel painted.
- B LETTER FORMS**
All letter forms and to be white reflective vinyl applied graphics. Font: Helvetica Bold Cond

MOUNTING INFO

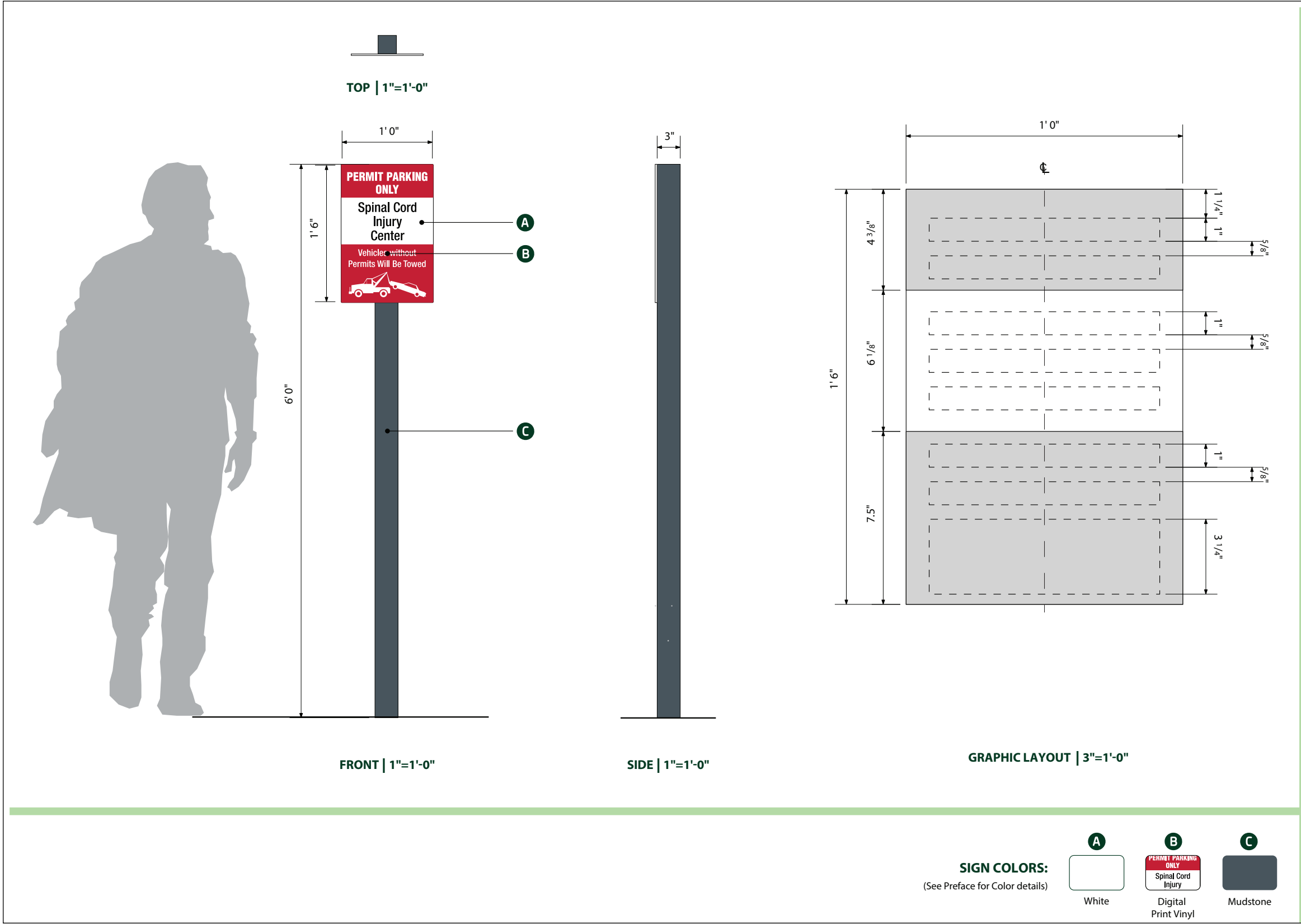
Bracket & Screws



See Appendix for other conditions.

NOTES

This is a single sided sign mounted to existing light standard in pairs, two single sided signs per location. Signs to have two-tone painted finish, front and back graphics on first surface to be white reflective vinyl. Sign to be placed perpendicular to the flow of drive aisle traffic.



SIGN TYPE: PL-12.08

SIGN DESCRIPTION:
Spinal Cord/Permit Parking Sign

SIGN USE:
Small single post and panel sign used to designate permit parking for the Spinal Cord Injury Center in campus parking lots. Stall designation shall be done in coordination with the Spinal Cord Injury Center to identify location and quantity.

SIGN SPECS:

- A FACE**
1/4" aluminum panel
- B LETTER FORMS**
Digital print vinyl with clear U/V coat
Font: Helvetica Bold Condensed and Helvetica Regular
- C POST/CAP**
3" square aluminum post, painted finish
3" square aluminum cap, painted finish

MOUNTING INFO

Mounted to a square aluminum post with tamper proof mechanical fasteners.

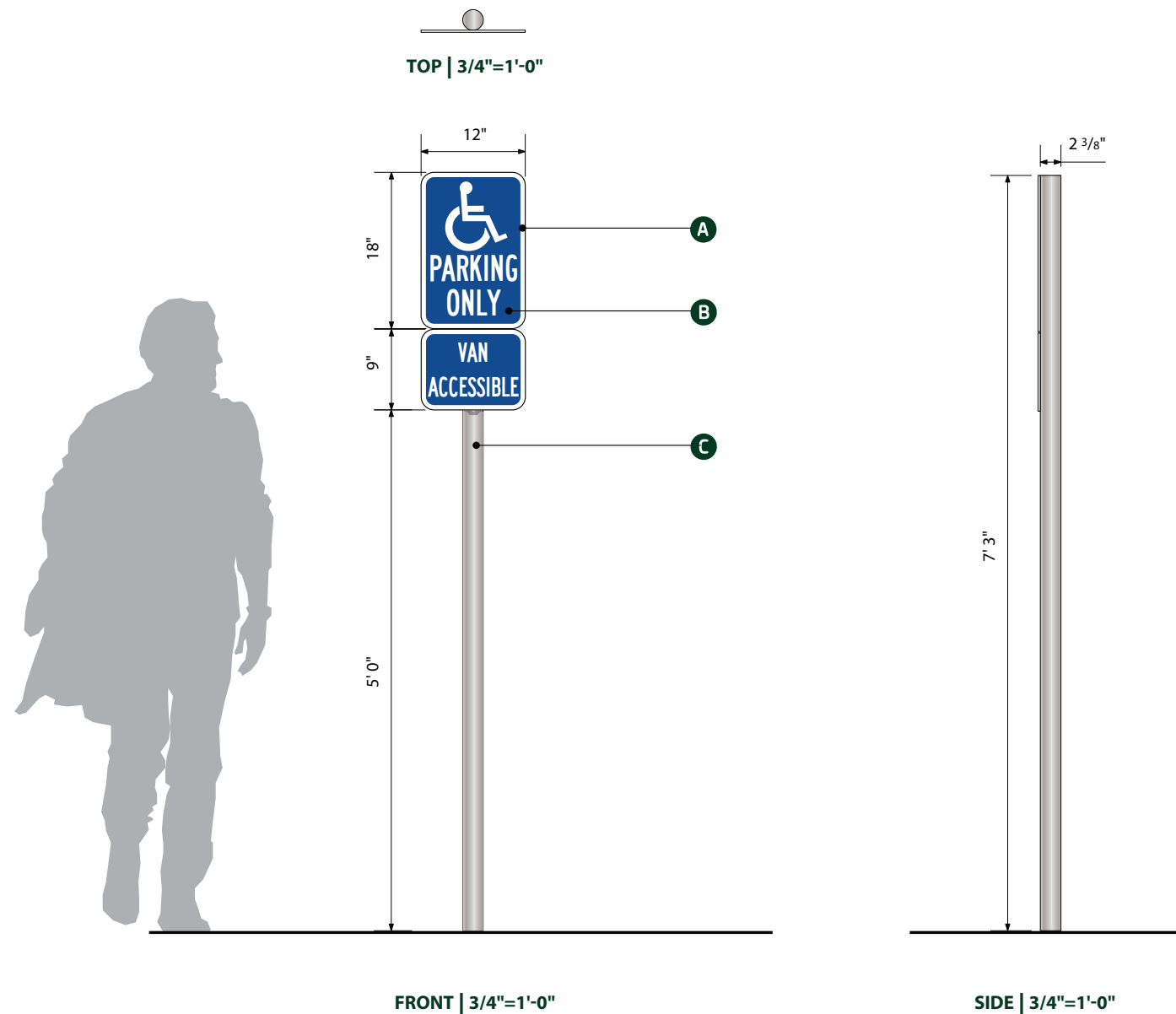
Concrete footing to be determined based on site conditions.

See Appendix for other conditions.

NOTES

SIGN COLORS:
(See Preface for Color details)

- A**
White
- B**
Digital Print Vinyl
- C**
Mudstone



SIGN TYPE: PL-12.10

SIGN DESCRIPTION:
Accessible Parking Spaces

SIGN USE:
Small R99 CA compliant single post and panel sign used to designate parking for accessible approved vehicular use. Stall designations should comply with parking code and designated ADA parking spaces.

SIGN SPECS:

- A** FACE
1/4" aluminum panel painted
- B** LETTER FORMS
All letter forms and icons to be white reflective vinyl applied graphics. Will purchase off the shelf.
- C** POST/CAP
2 3/8" diameter galvanized steel post
2 3/8" diameter galvanized steel cap

MOUNTING INFO

Mounted to round post with tamper proof mechanical fasteners.

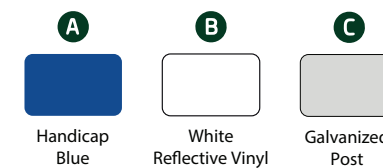
Concrete footing to be determined based on site conditions.

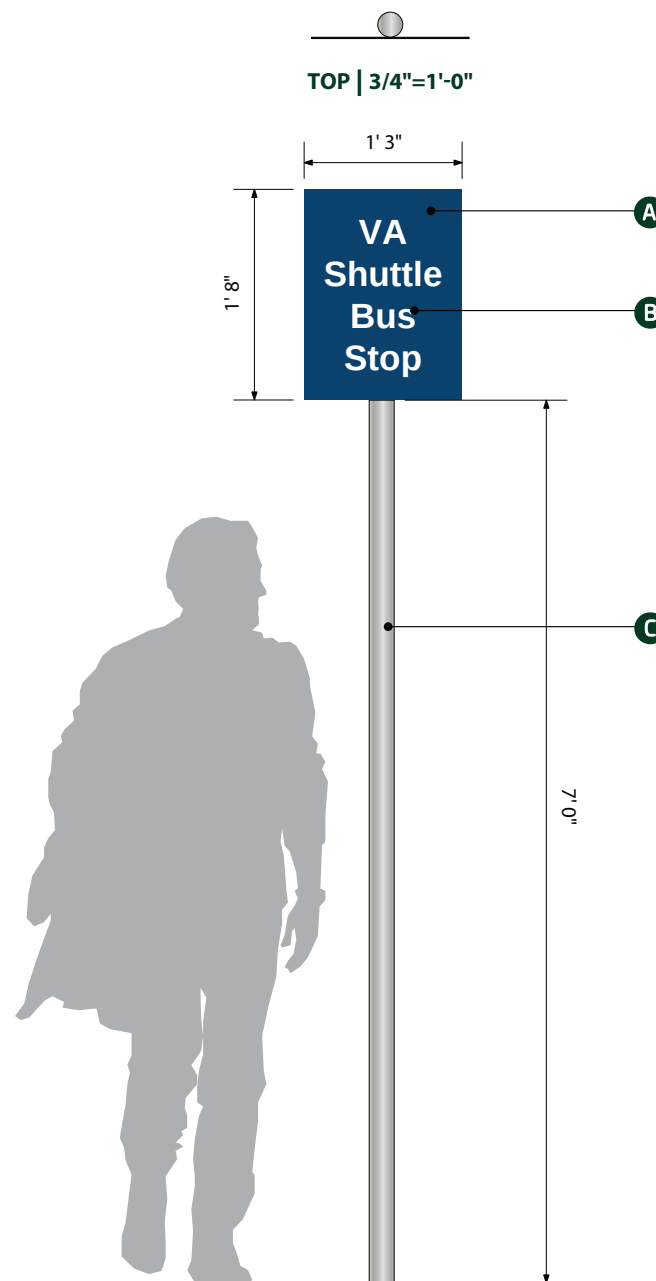
See Appendix for other conditions.

NOTES

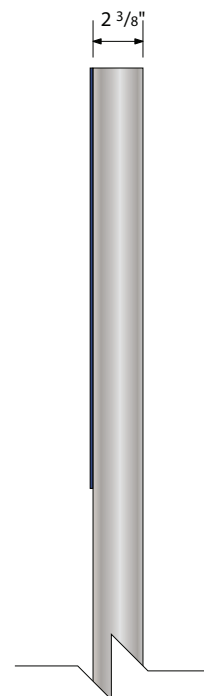
SIGN COLORS:

(See Preface for Color details)

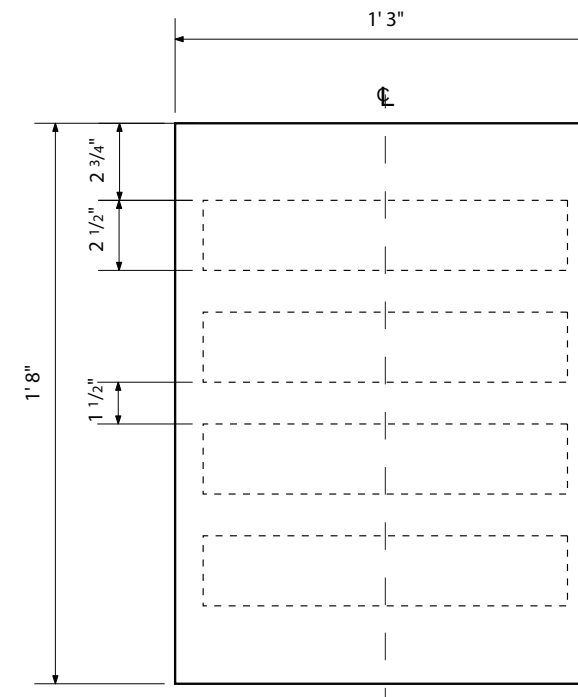




FRONT | 3/4"=1'-0"



SIDE | 1 1/2"=1'-0"



GRAPHIC LAYOUT | 2"=1'-0"

SIGN COLORS:
(See Preface for Color details)

A	B	C
Indanthrone Blue	White Reflective Vinyl	Galvanized Post

SIGN TYPE: PL-12.11

SIGN DESCRIPTION:
Bus Stop

SIGN USE:
Small panel on single post sign used to identify VA shuttle stops. Signs should be placed adjacent to bus/shuttle shelters for VA sponsored shuttle and bus service.

SIGN SPECS:

- A FACE**
1/4" aluminum panel painted
- B LETTER FORMS**
All letter forms to be white reflective vinyl applied graphics.
Font: Helvetica Bold
- C POST/CAP**
2. 3/8" diameter galvanized steel post
2 3/8" diameter galvanized steel cap

MOUNTING INFO

Mounted to round post with tamper proof mechanical fasteners.

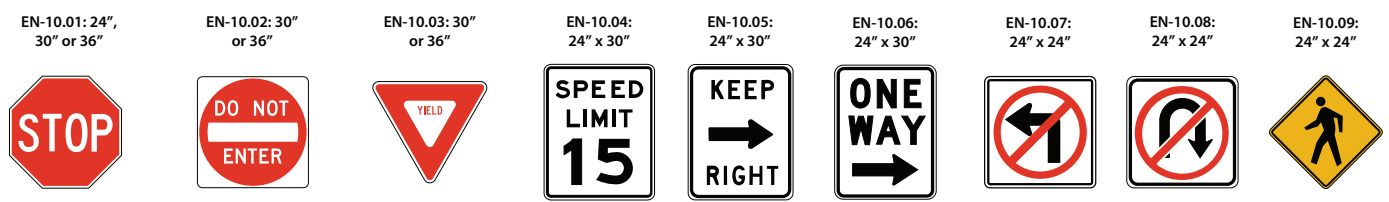
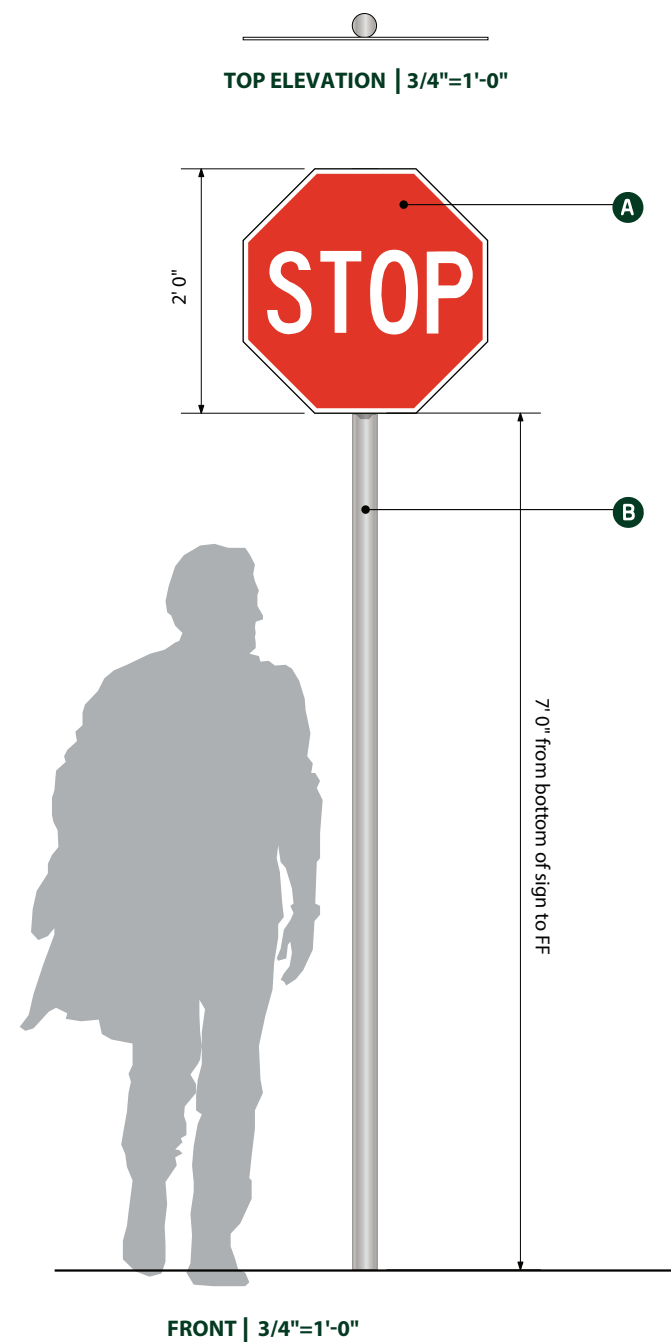
Concrete footing to be determined based on site conditions.

See Appendix for other conditions.

NOTES

Roadway

EN-10	Traffic Regulatory
EN-11.01	Double Blade Street Sign
EN-11.02	Single Blade Street Sign



OTHER SIGN LAYOUTS | NTS

Scenario 1
Single new post at lot entrance

Scenario 2
Existing posts at lot entrance

Scenario 3
Large lots with parking zone identifiers

Speed limit and No Weapons signs are to be located at the entrance of parking lots and interior of large lots as needed.

SIGN TYPE: EN-10
SIGN DESCRIPTION:
 Traffic Regulatory
SIGN USE:
 Traffic regulator signs used to direct traffic on campus. Signs should comply with CA DOT transportation signage sizes. Sign should be placed at intersections and along roadways to communicate traffic laws and potential driving hazards. Signs should be located in accordance with CA state law and VA Police and Safety requirements.

- SIGN SPECS:**
- A** FACE
1/4" aluminum panel with MUTCD standard color
 - B** POST/CAP
2 3/8" diameter galvanized steel post
2 3/8" diameter galvanized steel cap

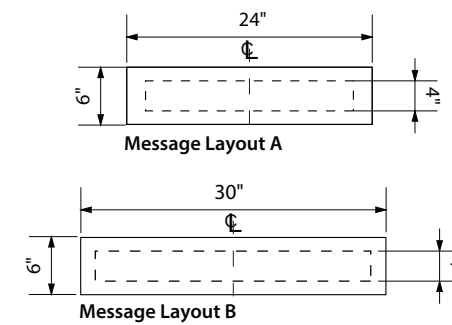
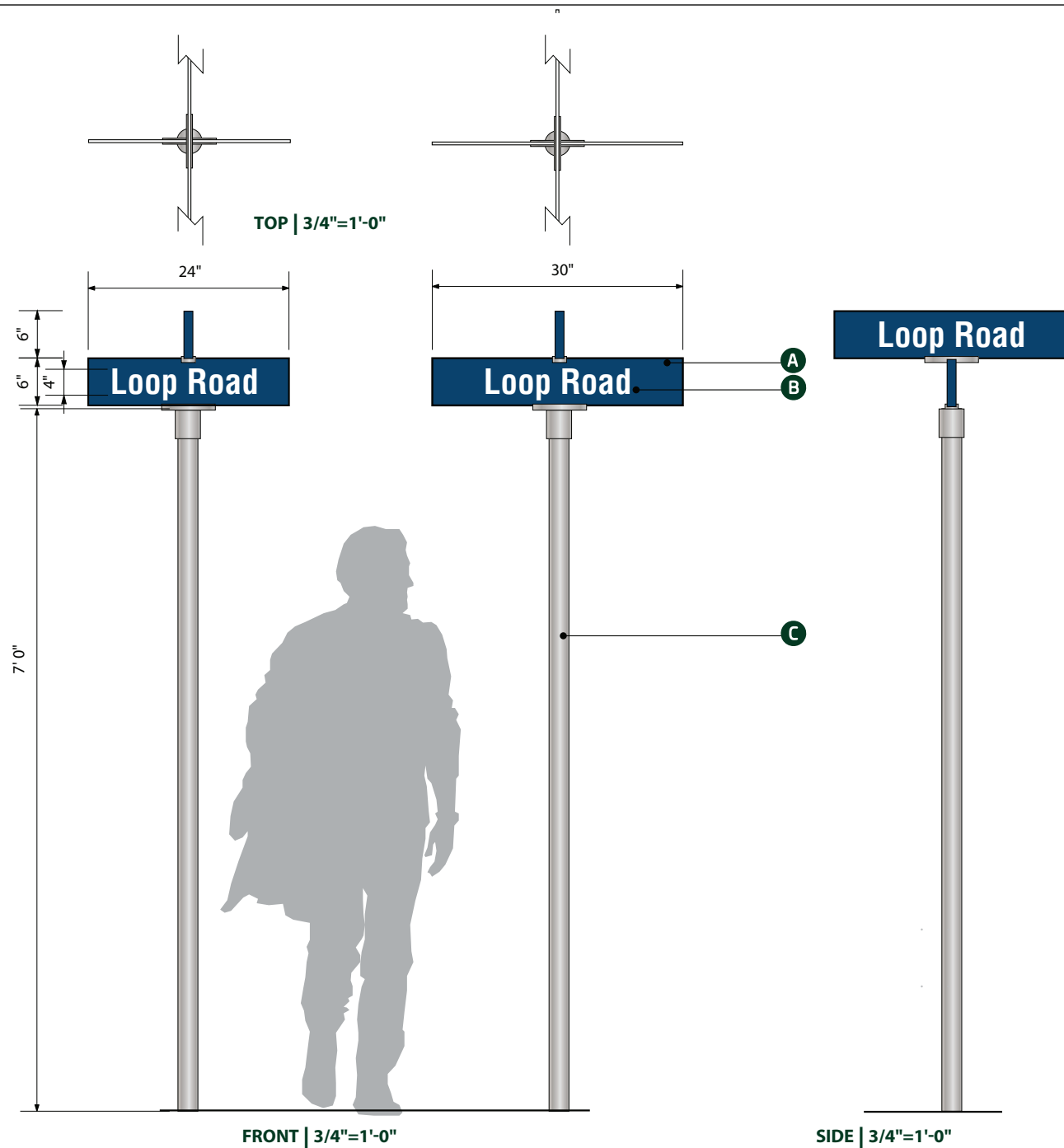
MOUNTING INFO
 7' 0" from bottom of sign to FF .
 Mounted to round post with tamper proof mechanical fasteners.
 Concrete footing to be determined based on site conditions.
 See Appendix for other conditions.

NOTES
 Signs design and locations shall follow Federal Highway Administration (FHA) Manual on Uniform Traffic Control Devices (MUTCD)

SIGN COLORS:
 (See Preface for Color details)

A
Determined by Sign Face

B
Galvanized Post



GRAPHIC LAYOUT | NTS



ISOMETRIC | NTS

SIGN COLORS:
(See Preface for Color details)

A	B	C
Indanthrone Blue	White Reflective Vinyl	Galvanized Post

SIGN TYPE: EN-11.01

SIGN DESCRIPTION: Double Blade Street Sign

SIGN USE:

Tall double bladed street sign. Sign used to identify roads at intersections. Signs should be placed where two roads intersect to communicate road names.

SIGN SPECS:

- A SIGN FACE**
Double blade aluminum panel
painted finish
- B LETTER FORMS**
All letter forms to be white reflective
vinyl applied graphics.
Font: Helvetica Bold Condensed
- C POST/CAP**
2 3/8" diameter galvanized steel post
3" diameter galvanized steel cap

MOUNTING INFO

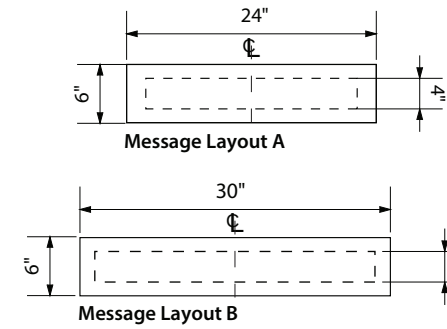
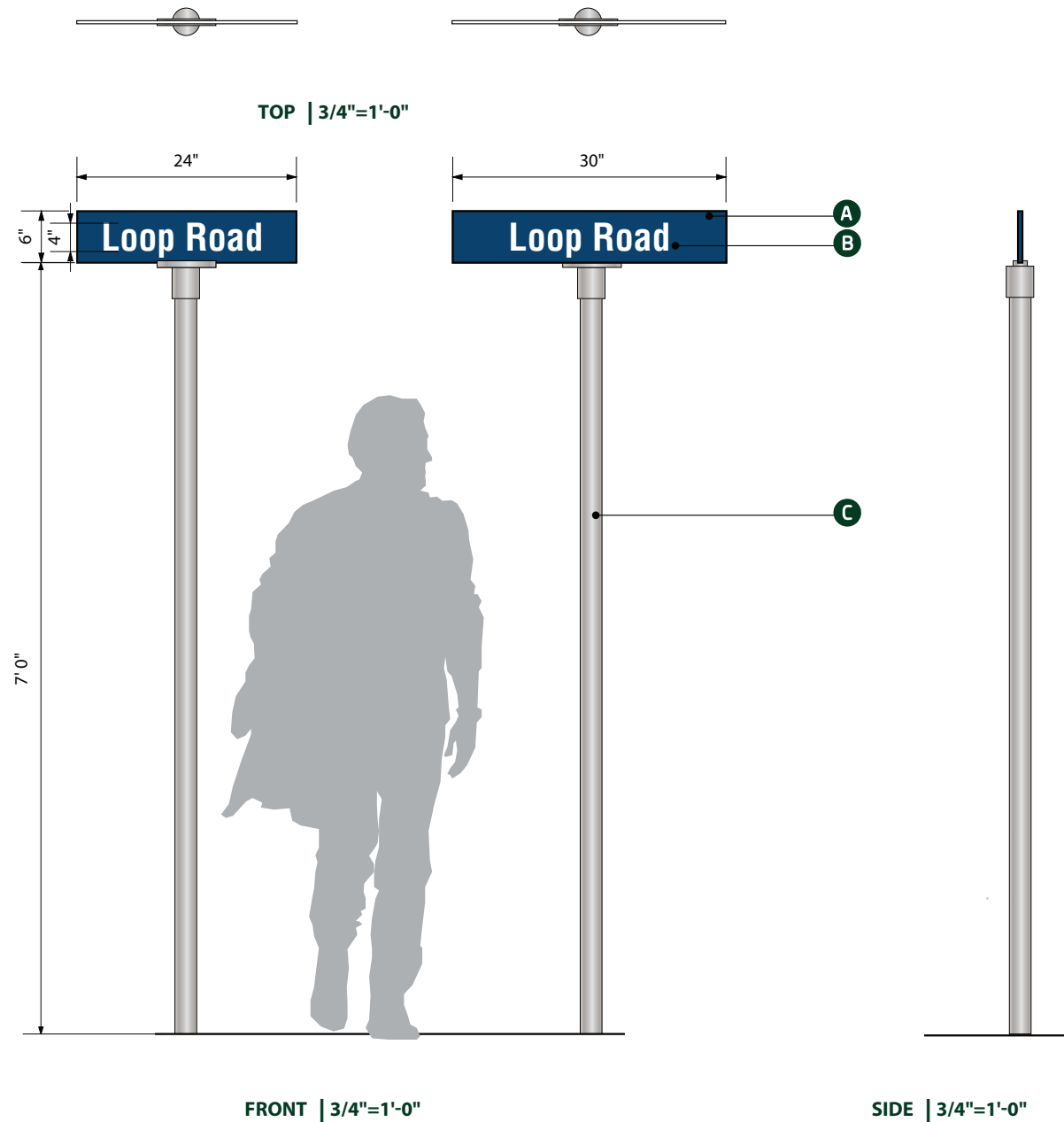
Mounted to round post with tamper proof mechanical fasteners.

Concrete footing to be determined based on site conditions.

See Appendix for other conditions.

NOTES

Use the 24" sign for messages up to 9 characters in length. Use the 30" sign for messages between 9 and 12 characters.



GRAPHIC LAYOUT | NTS



ISOMETRIC | NTS



SIGN TYPE: EN-11.02

SIGN DESCRIPTION: Single Blade Street Sign

SIGN USE:

Tall Single blade street sign. Used to identify roads at intersections or exiting parking areas. Signs should be placed at one road intersections, i.e., when exiting a parking lot onto a named roadway.

SIGN SPECS:

- A SIGN FACE**
Single blade aluminum panel painted finish
- B LETTER FORMS**
All letter forms to be white reflective vinyl applied graphics.
Font: Helvetica Bold Condensed
- C POST/CAP**
2 3/8" diameter galvanized steel post
3" diameter galvanized steel cap

MOUNTING INFO

Mounted to round post with tamper proof mechanical fasteners.

Concrete footing to be determined based on site conditions.

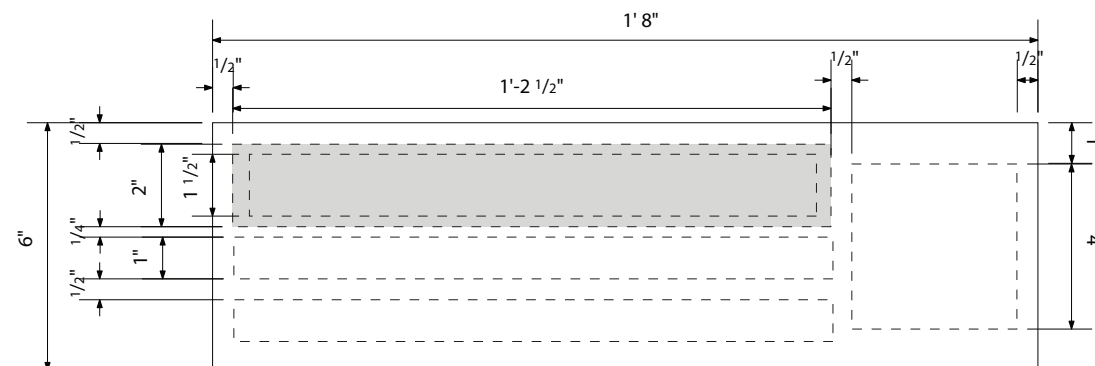
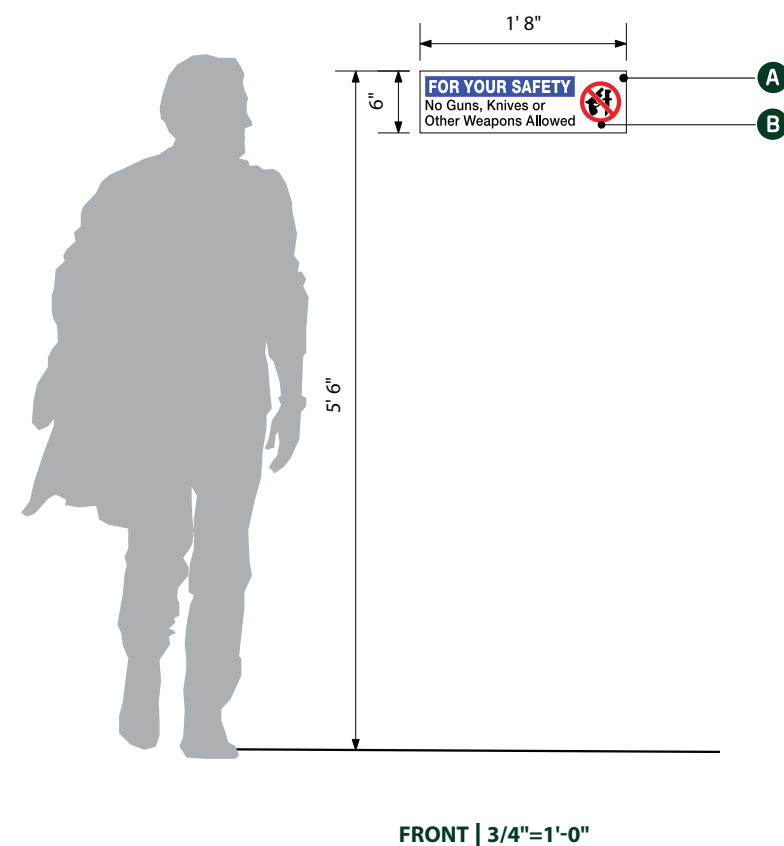
See Appendix for other conditions.

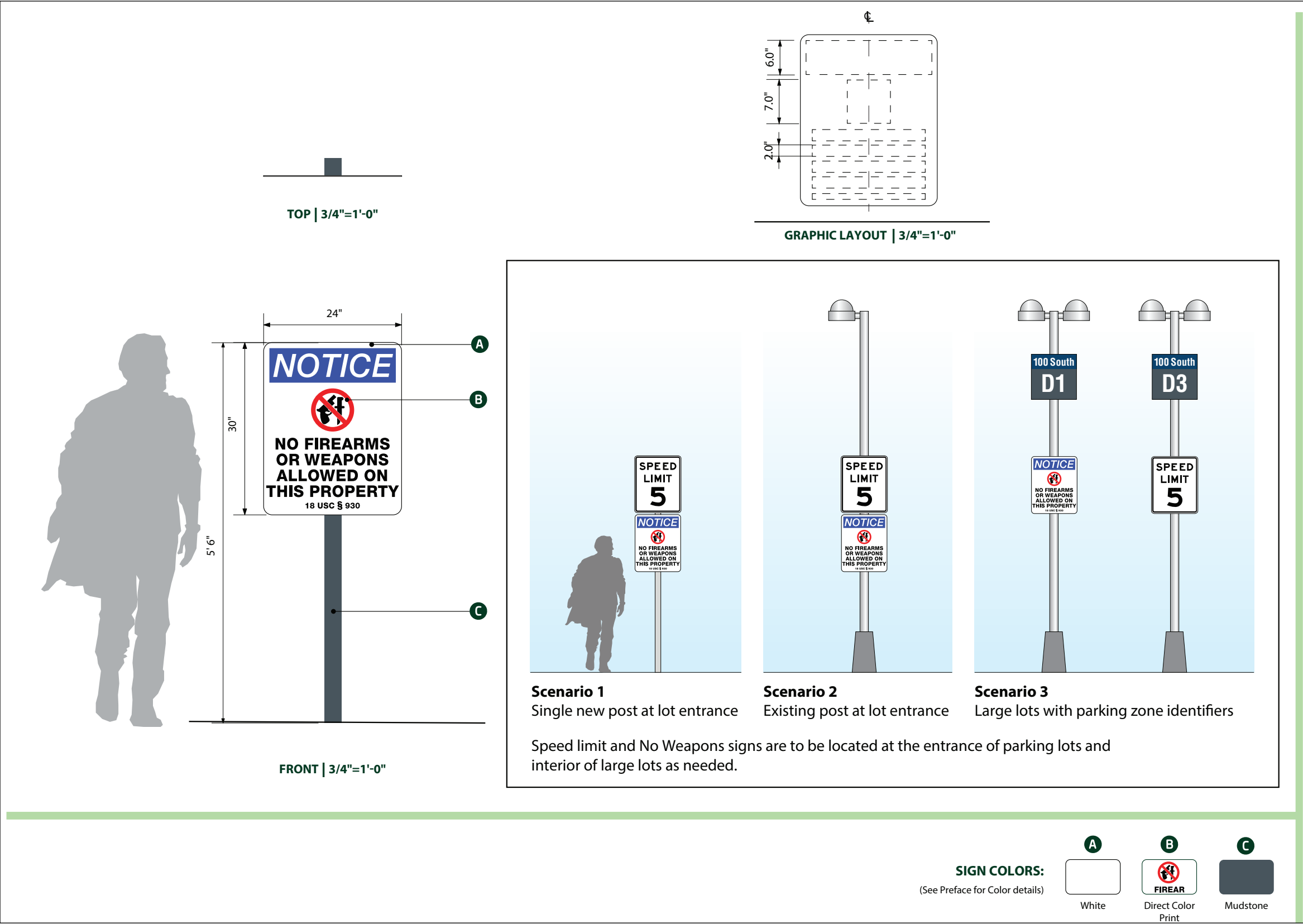
NOTES

Use the 24" sign for messages up to 9 characters in length. Use the 30" sign for messages between 9 and 12 characters.

Mandatory VA Policy

IN-02.06	Parking Notice
IN-02.10	No Weapons Sign-Small
IN-02.11	No Weapons Sign-Large
IN-02.12	Security Notice





SIGN TYPE: IN-02.11

SIGN DESCRIPTION:
No Weapons Sign-Large

SIGN USE:
Single post large sign that communicates that firearms and weapons are not permitted on VA campuses. These signs should be placed at campus entrances for visitors to read prior to entering VA property and in all parking lots. This sign is typically placed to the right of the driveway and grouped with other mandatory signs.

SIGN SPECS:

- A FACE**
1/4" Exterior grade aluminum, painted
- B LETTER FORMS**
Direct Color Print, first surface
Font: Helvetica Medium and Helvetica Oblique
- C POST/CAP**
3" square aluminum post, painted finish
3" square aluminum cap, painted finish

MOUNTING INFO

Bracket & Screws



Concrete footing to be determined based on site conditions.

See Appendix for other conditions.

NOTES

SIGN TYPE: IN-02.12

SIGN DESCRIPTION:

Security Notice Sign

SIGN USE:

Single post large sign which communicates tobacco and vaping is prohibited on campus. These signs should be placed at campus entrances for visitors to read prior to entering VA property. This sign is typically placed to the right of the driveway and grouped with other mandatory signs.

SIGN SPECS:

- A** FACE
1/4" Exterior grade aluminum, painted
- B** LETTER FORMS
All letter forms and images to be white reflective vinyl applied graphics. Font: Helvetica Bold
- C** POST/CAPS
3" square aluminum post, painted finish
3" square aluminum cap, painted finish

MOUNTING INFO

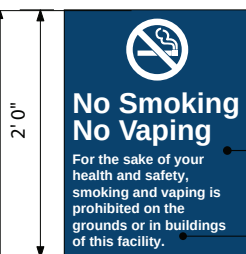
Concrete footer to be determined based on site conditions.

See Appendix for other conditions.

NOTES

TOP | 3/4"=1'-0"

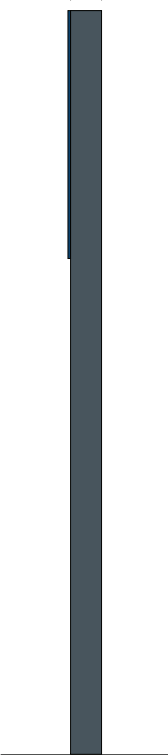
1' 6"



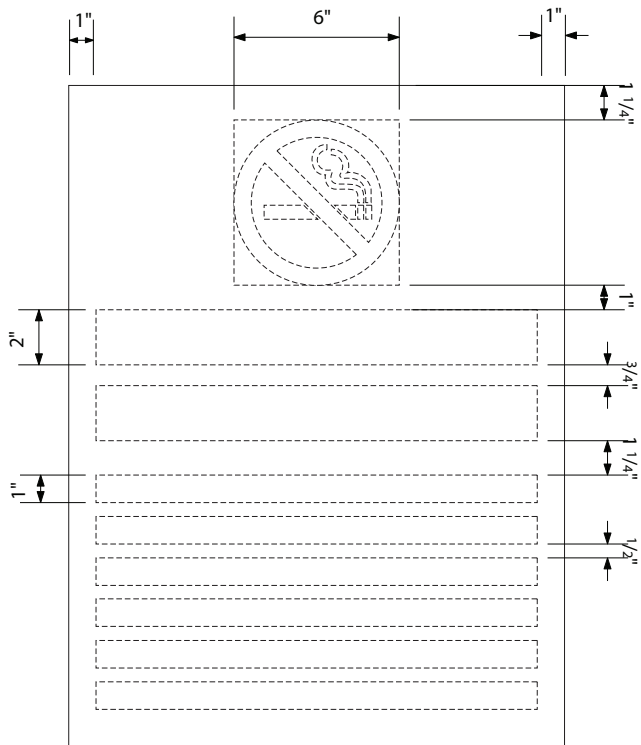
6' 0"

FRONT | 3/4"=1'-0"

3"



SIDE | 3/4"=1'-0"



GRAPHIC LAYOUT | 2"=1'-0"

SIGN COLORS:

(See Preface for Color details)

A



B

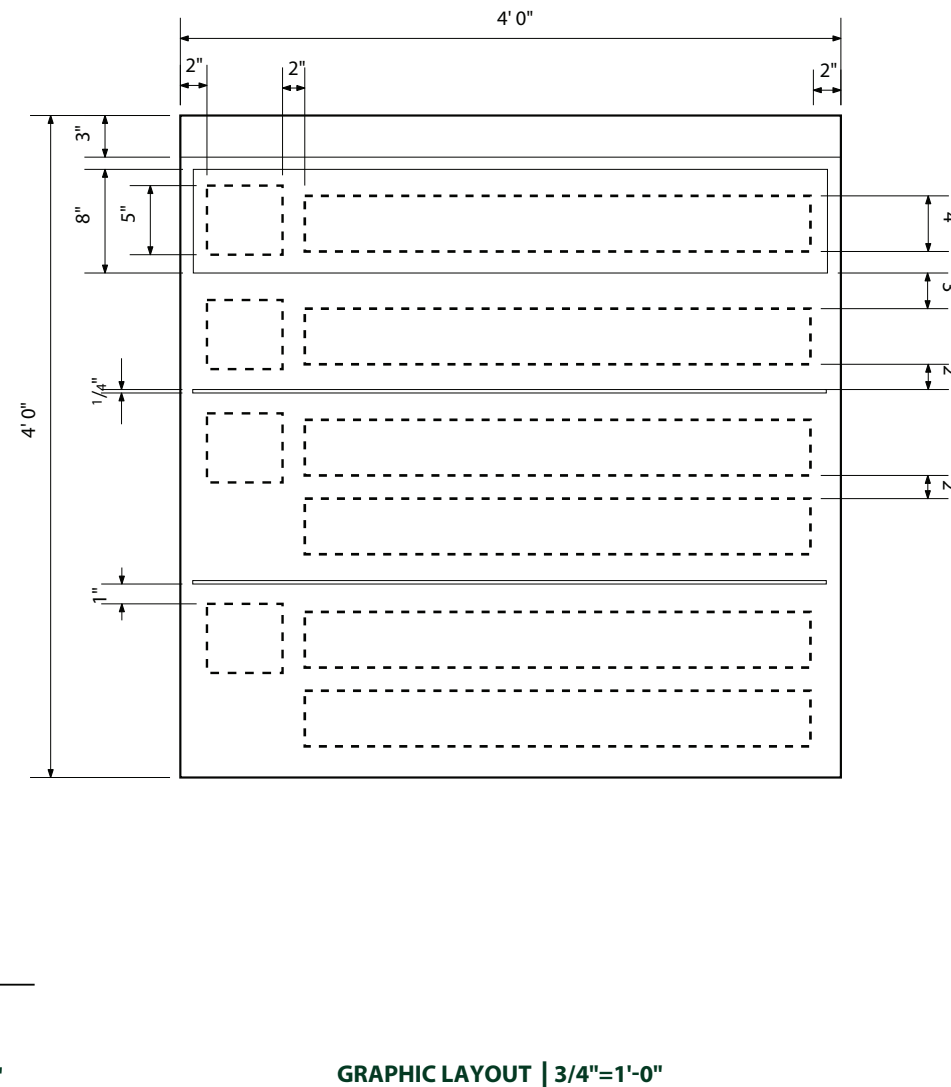
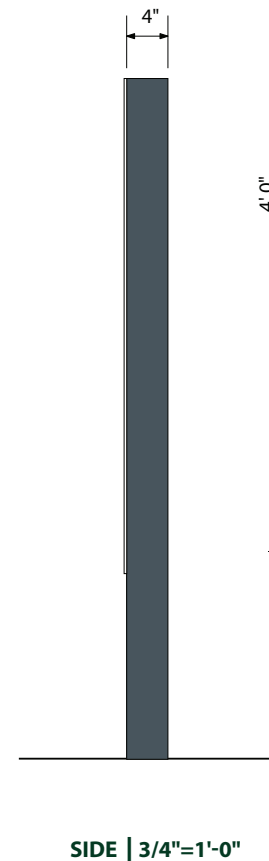
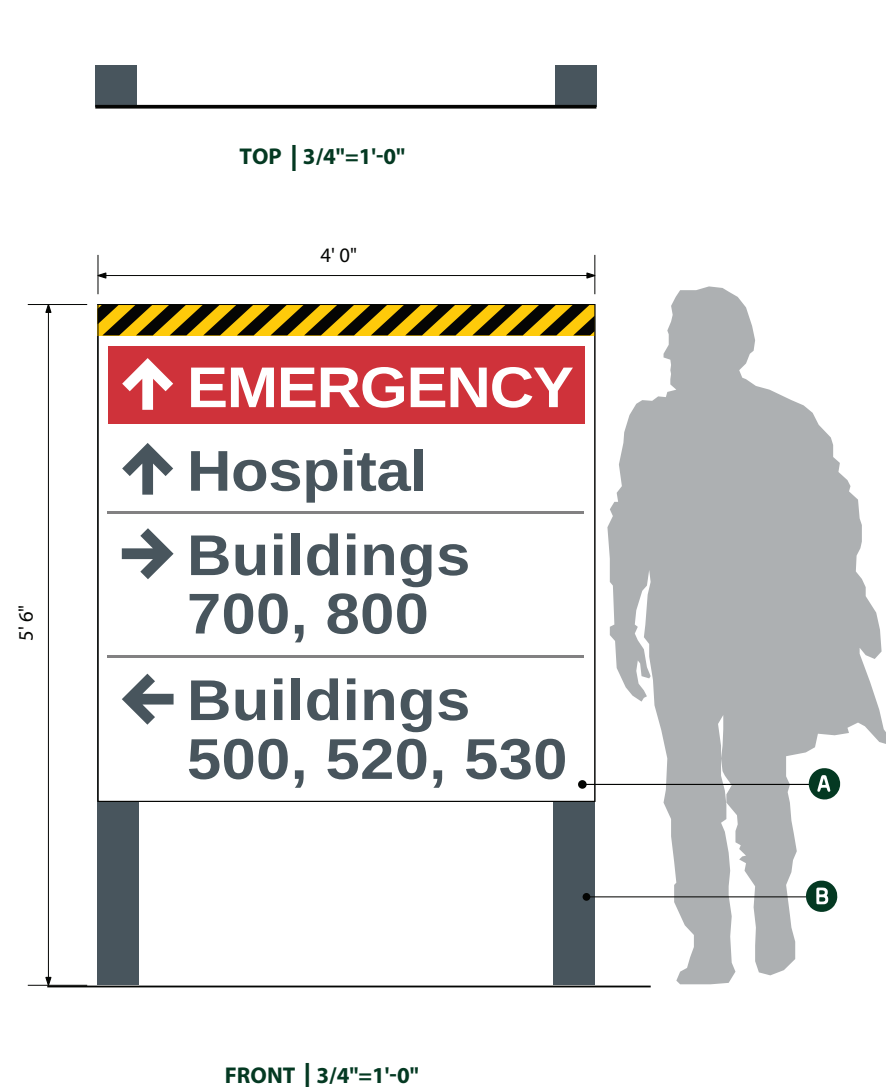


C



Temporary

EN-03.12	Temporary Vehicular Directional
EN-05.05	Temporary Pedestrian Directional & Information



SIGN TYPE: EN-03.12

SIGN DESCRIPTION:
Temporary Vehicular Direction

SIGN USE:
Large driver oriented post and panel sign used for long term temporary changes to messaging/wayfinding needs. Sign should be placed at vehicular decision points where current vehicular directionals are located but temporarily inaccurate due to traffic re-routing due to construction

SIGN SPECS:

- A FACE**
1/4" MDO Plywood or exterior grade
PVC board
Direct print on board
Font: Helvetica Bold
- B POSTS**
4" square wooden posts
with painted finish.

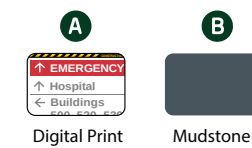
MOUNTING INFO

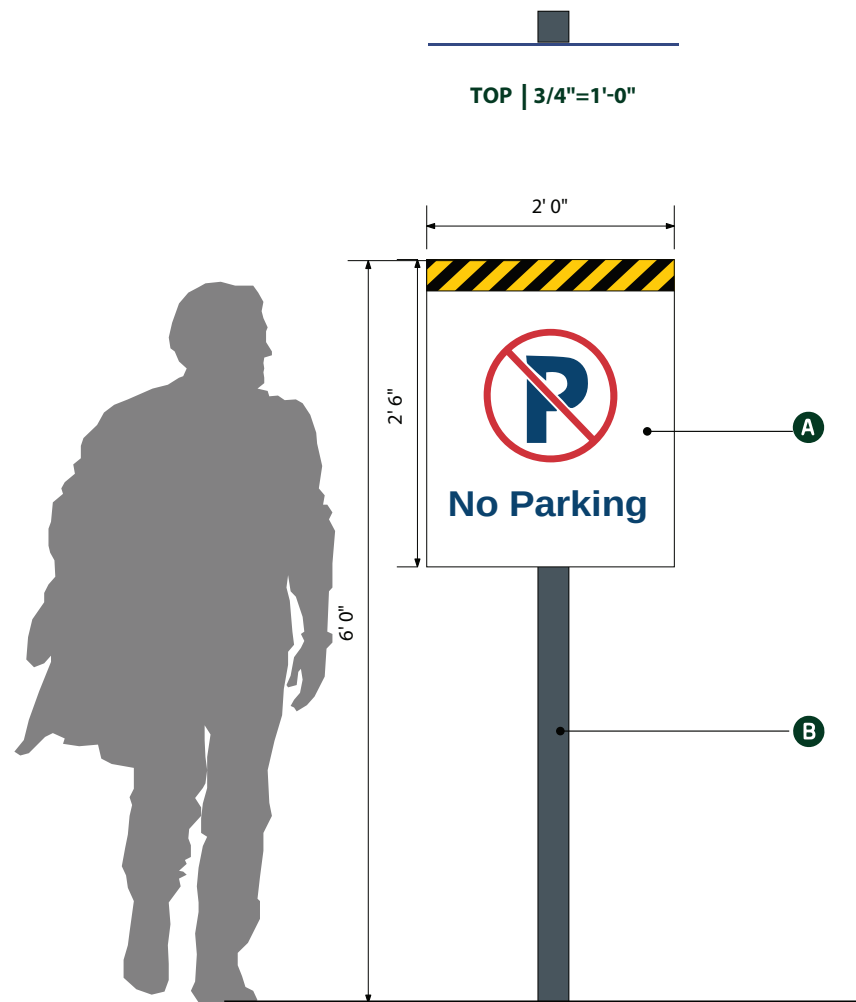
Sign posts to be buried to depth as required by conditions. Fabricator/installer to recommend depth based on site conditions. VA to approve.

See Appendix for other conditions.

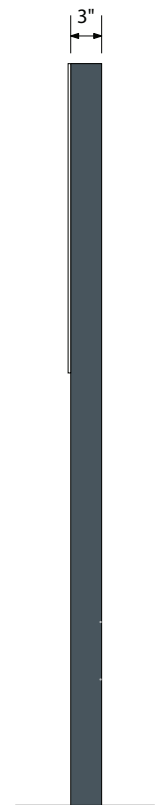
NOTES

SIGN COLORS:
(See Preface for Color details)

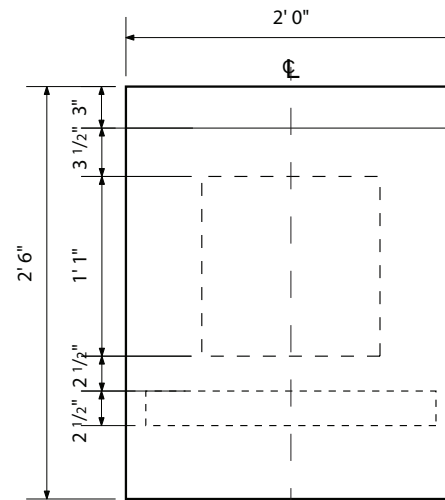




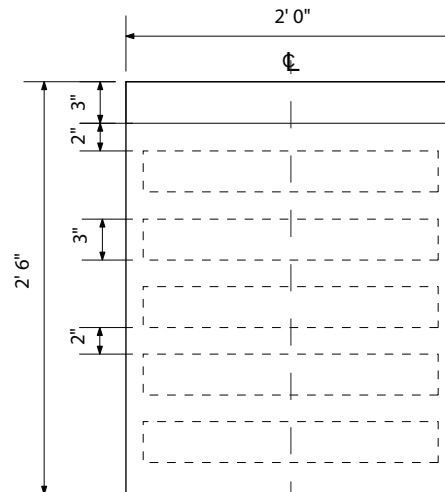
FRONT | 3/4"=1'-0"



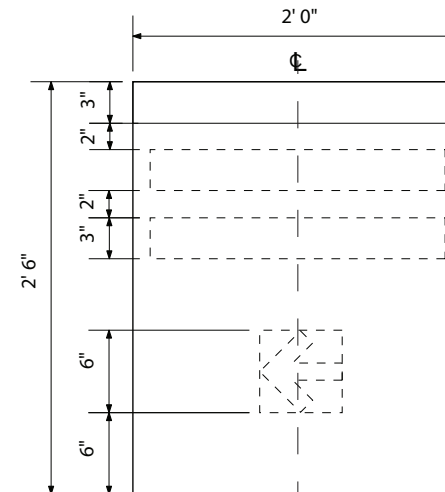
SIDE | 3/4"=1'-0"



EN-05.5A



EN-05.5B



EN-05.5C

GRAPHIC LAYOUTS | 1"=1'-0"

SIGN COLORS:
(See Preface for Color details)



SIGN TYPE: EN-05.05

SIGN DESCRIPTION:
Temporary Pedestrian
Directional & Information Signs

SIGN USE:
Pedestrian and driver oriented single post with large face sign that provides information/directions for temporary changes on campus. Signs can be used in parking lots, along pedestrian pathways or in front of buildings. Signs should be used when current conditions have been temporarily interrupted due to construction or campus events.

SIGN SPECS:

- A** FACE
1/4" MDO Plywood or exterior grade PVC board
Direct print on board
Font: Helvetica Bold
- B** POST
3" square wooden post with painted finish.

MOUNTING INFO

Sign posts to be buried to depth as required by conditions. Fabricator/installer to recommend depth based on site conditions. VA to approve.

See Appendix for other conditions.

NOTES

Sign Drawing Appendix

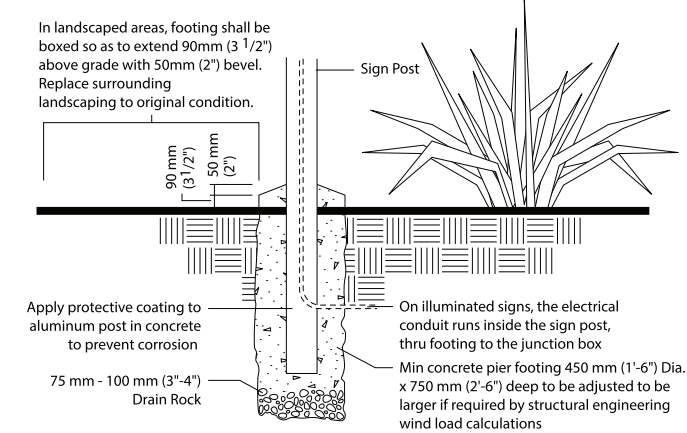
EXTERIOR MOUNTING

Footing: Post & Panel Signs

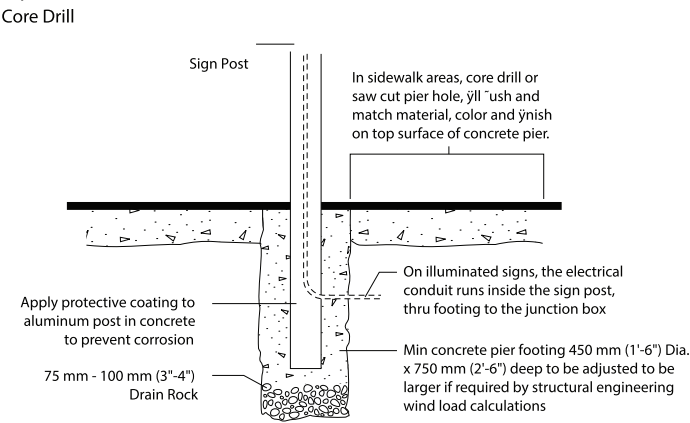
All footings must meet width and depth requirements to accommodate height and size of sign, soil conditions, wind loads and winter ground freezing.

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

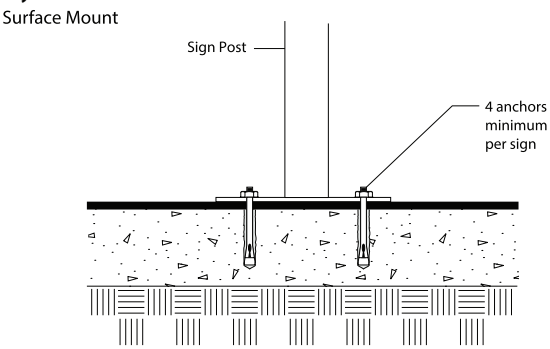
Style 1



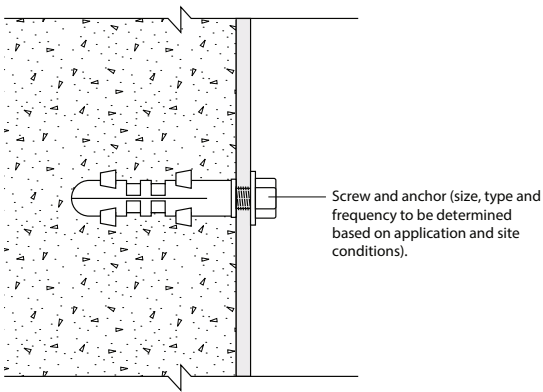
Style 2



Style 3



Wall Mounting: Sign Panels



3.21 Section 3 References and Endnotes

3.1 Detailed Recommendations from the VA Design Manual 2012

- TIL Reference Exterior Signs, Planning Page 4-2-1 to 4-2-3.

3.3 Detailed Recommendations from the VA Design Manual 2012

- TIL REFERENCE: EI-01.01 Exterior Signs, Site Monument. Page 4-6-1 to 4-6-10
- TIL REFERENCE: EI-01.01 Exterior Signs, Monumental Primary Directional. Page 4-6-11 to 4-6-12
- TIL REFERENCE: EI-01.01 Exterior Signs, Monumental Secondary Directional. Page 4-6-13 to 4-6-14

Consult TIL Exterior Signs 4.2.1 – 4.3.2 for:

- Locations
- Placement
- Types and Sizes of Signage
- Message Content
- Message Layout

3.4 Detailed Recommendations from the VA Design Manual 2012

- EN-03.05 Exterior Signs, Primary Building Identification. Page 4-7-11 to 4-7-12

- EN-03.05 Exterior Signs, Secondary Building Identification & Informational. Page 4-7-13 to 4-7-14
- Section 7 – Mandatory VA Policy Signs 7-2-1 to 7-6-1
- Section 8 – Code and Life Safety Signs
- Planning, 8-2-1 to 8-2-2
- Helpful Hints, 8-3-1
- Overview, 8-4-1 to 8-4-8
- fvv Signs, 8-5-1 to 8-5-70
- Specification, 8-6-1
- Construction, 8-7-1
- Installation, 8-8-1 to 8-8-5

3.5 Detailed Recommendations from the VA Design Manual 2012

- EN-06.01 Exterior Signs, Wall Mounted Overhead. Page 4-7-29 to 4-7-30
- EN-06.02 - 6.06 Exterior Signs, Wall Mounted Building Identification. Page 4-7-31 to 4-7-40

3.6 Detailed Recommendations from the VA Design Manual 2012

- Overview, Exterior Signs. Page 4-5-5 to 4-5-9.
- EI-02.02 Exterior Signs, Monument Secondary Directional. Page 4-6-13 to Page 4-6-14.
- EI-03.02 Exterior Signs, Primary Directional Post and Panel. Page 4-6-17 to Page 4-6-18.
- EI-04.01-04.02 Exterior Signs, Post and Panel

- Directional. Page 4-6-19 to Page 4-6-22.
- EN-03.02 Exterior Signs, Primary Directional Post and Panel. Page 4-7-5 to 4-7-6.
- EN-03.03 Exterior Signs, Secondary Directional Post and Panel. Page 4-7-7 to 4-7-8.
- EN-03.04 Exterior Signs, Secondary Post and Panel. Page 4-7-9 to 4-7-10.
- EN-03.05 Exterior Signs, Primary Building Identification. Page 4-7-12.
- EN-03.05 Exterior Signs, Secondary Building Identification & Informational. Page 4-7-13 to 4-7-14.
- EN-04.01 Exterior Signs, Primary Directional Post and Stacking Bar. Page 4-7-15 to 4-7-16.
- EN-04.02-4.04 Exterior Signs, Secondary Directional Post and Stacking Bar. Page 4-7-17 to 4-7-22.

3.9 Detailed Recommendations from the VA Design Manual 2012

- Section 10 – You Are Here Maps and Directions
- Section Overview, 10-2-1
- Presentation of Information, 10-3-1 to 10-3-4
- Exterior Vehicular Maps, 10-3-5
- Exterior Pedestrian Maps, 10-3-6
- Interior Pedestrian Maps, 10-3-7
- Evacuation Map, 10-3-8 to 10-3-9
- Electronic Directories and Digital Signage, 10-3-10 to 10-3-11

- Directories, 10-4-1 to 10-8-2

3.11 Detailed Recommendations from the VA Design Manual 2012

Section 6 – Parking Lot Signs

- Planning, 6-2-1 to 6-2-2
- Helpful Hints, 6-3-1 to 6-3-2
- Overview, 6-4-1 to 6-4-3
- Parking Lot Signs, 6-5-1 to 6-5-19
- Specification, 6-6-1
- EN-05.01 Exterior Signs, Large Single Post Informational. Page 4-7-23 to 4-7-24
- EN-05.02 Exterior Signs, Medium Single Post Informational. Page 4-7-25 to 4-7-26
- EN-05.03 Exterior Signs, Small Single Post Informational. Page 4-7-27 to 4-7-28
- EN-06.07 - 6.08 Exterior Signs, Wall Mounted Informational. Page 4-7-41 to 4-7-44

3.15 Detailed Recommendations from the VA Design Manual 2012

- SP 21.01 Specialty Signs, Small Freestanding Signs. 11-4-1 to 11-4-4

3.16 Detailed Recommendations from the VA Design Manual 2012

- Section 4 – Illuminated Sign Types, 4-6-1 to 4-6-44

Endnotes:

1. Adapted for the VA from material @2012-2017 Carpman Grant Associates, Wayfinding Consultants

2. Carpman, J.R. and Grant, M.A. Directional Sense: How to Find Your Way Around, Boston: Institute for Human Centered Design.

3. Carpman, J.R. and Grant, M.A. Design that Cares: Planning Health Facilities for Patients and Visitors, 3rd edition, Jossey Bass, 2016.

4. Levine, Marvin, “You Are Here Maps: Psychological Considerations,” Environment & Behavior 14.2 (1982): 221-237.

5. <https://www.colourblindawareness.org/>

6. <https://towardsdatascience.com/two-simple-steps-to-create-colorblind-friendly-data-visualizations-2ed781a167ec>

7. Inclusive Design: Environments and products that are designed to be usable by as many people as possible considering many aspects of human diversity such as ability, language, culture, gender, and age. “What is Universal Design. . . Inclusive Design. . . Design-for-All?” Institute for Human Centered Design, 2018.

8. The percentage of disabled drivers/ passengers is much higher in the veteran population. From VA BARRIER FREE DESIGN STANDARD rev 2/1/22

9. Inclusive Design of Workplaces for People Who are Low-vision or Blind, Part 4: Current state of the art of Inclusive Wayfinding, Institute for Human Centered Design, 2020.

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MTS

People
Signs

Page 101 of 388

PN# 640-20-300 | Integrated Wayfinding Master Plan
Department of Veterans Affairs (VA) Palo Alto Health Care System

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Section 4

Interior Wayfinding Element Recommendations

Interior Wayfinding Element Recommendations

- 4.1 Interior Wayfinding Sign Guidelines
- 4.2 Interior Identification Signs
- 4.3 Interior Restroom Signs
- 4.4 Interior Directional Signs
- 4.5 Code and Life Safety Signs
- 4.6 Mandatory VA Policy Signs
- 4.7 Parking Structure Signs
- 4.8 Temporary Interior Wayfinding Signs
- 4.9 Interior Wayfinding Related Architecture and Design
- 4.10 Interior Wayfinding Landmarks
- 4.11 Interior Wayfinding Related Lighting
- 4.12 Interior Sign Type Drawings
- 4.13 Section 4 Endnotes

4.1 Interior Wayfinding Sign Design Guidelines¹⁻⁷

The interior signage recommendations were developed from detailed, onsite interior wayfinding analyses, in-person and remote interviews with key stakeholders, an online wayfinding survey with staff and volunteers, and the extensive experience of the Integrated Wayfinding Master Planning team.

Refer to Section 10 in the Appendix “Interior Wayfinding Challenges” for additional context for the recommendations.

Accuracy

- Make sure wayfinding messages are accurate and up-to-date.

Legibility

- Make sure the typeface (font) is easy to read.

Primary Text	Secondary Text	Pictogram	Reading Distance
3"	1.75"	6"	90'
4"	2.11"	8"	120'
6"	3.5"	12"	180'
8"	1.75"	16"	240'

Figure 4.1-1. Text Size vs. Reading Distance Chart.
Source: Port Authority of NY and NJ Standards Manual June 2008

- Make sure the text size is large enough to read from predicted viewing distances. See Figure 4.1-1.
- To maximize legibility, use “caps and case” (initial capital letters followed by lowercase letters) on most signage unless

all caps are required by standards or codes. (In some cases, “all caps” will provide the desired emphasis, such as identification signage.)

Readability

- Make sure users can correctly interpret the information on wayfinding signs from predicted distances.
- Make sure nomenclature is consistent across wayfinding elements. See Appendix Section 10.6 for VAPAHCS nomenclature.
- Letter spacing for signs who’s purpose is to be read when standing in front of or from a near distance should use a normal letter spacing ratio.
- Letter spacing for signs who’s purpose is to be ready from a distance or have illuminated letter forms should use distance letter spacing.

Sufficient Contrast

- Make sure there is sufficient contrast between the text color and the background color and between the sign and the surface on which it is mounted. VA requires a minimum light reflective value (LRV) of 70% for contrast.
- Use a tool like this one to check color contrast: <https://www.tpgi.com/color-contrast-checker/>

Located Where It Is Needed

- Place wayfinding directional signs at

decision points (places where people need to decide how to proceed).

- Place interior wayfinding signs and maps perpendicular to the flow of foot traffic.
- Be sure to use the ISA (International Symbol of Accessibility) to identify alternative accessible routes when not all routes are accessible.
- Place signs in areas that users expect to find information.

Avoid the Following:

Insufficient Lighting

- Make sure interior directional signage is illuminated if it is located in shadow.

Reflection and Glare

- Avoid reflectivity and glare—from a combination of signage materials and lighting—that make it hard for everyone, including people with vision limitations, to see and read signs and maps.
- Avoid using glass, glossy plexiglass, aluminum, or other reflective materials for sign messages, backgrounds, or coverings.
- Avoid using vinyl lettering on glass – unless there is also a backer board, as this is reflective, provides insufficient contrast between text and background, and is viewed in reverse from the back.

General Map Design

Colors Used with Inconsistent Meaning

- If color is used to have a particular meaning (such as being associated with a floor number) only use it that way. Do not also use that color to have another meaning or “just for decoration.”

Avoid the Following:

Text Printed over images or textures

- As a rule, do not put text over images or textures unless the text remains legible, and the contrast is strong.

Text rotated to a vertical position or stacked letters

- Do not rotate sign message text so that it reads sideways.
- Do not stack sign letters one on top of another.

4.2 Interior Identification Signs

Interior identification signs show the names of various destinations, including services, departments, patient units, patient rooms, and amenities such as food services. Destinations repeated throughout the building such as restrooms, elevators, and stairs also need identification signs. Unique destinations, such as the Auditorium, the Chapel, ATMs, and the Canteen, also need to be identified with signage. Directional signs lead users to destinations; identification signs let them know they have arrived. Identification signs may be wall-mounted, parallel to the flow of foot traffic, although they are easier to see when they project or are perpendicular to the flow of foot traffic.

Recommendations

Identification sign types for clinical services and departments, patient units

- Provide both wall-mounted and projecting (or ceiling-hung) identification signage. Consistently designed identification sign types will help users know what to look for when they are seeking destinations.

Address architectural features, such as soffits, alcoves, and sub-corridors

- In some cases, identification signage can be utilized on soffits or other spaces above the entry doors to services and departments.

- Provide identification signage at the main corridor and at the destination itself when a department or destination entrance is located in an alcove or a sub-corridor off a main corridor.

Compliance

- Ensure that permanent wall-mounted identification signage complies with the requirements of ABAAS, or other relevant codes and standards.

Legibility

- Ensure that ceiling-hung and wall-mounted identification signage is legible from a distance. In general signs should have lettering heights of 1” capital letter height for 30’ of legibility.

Sign sizes

- Provide sufficiently large sign sizes, sufficiently large font sizes, and a high degree of contrast between text and background to contribute to legibility, especially for Veterans and families with low vision.

Avoid white vinyl letters on glass

- Avoid designing or implementing identification signs comprising vinyl letters on a glass background. These are not legible due to reflectivity and lack of sufficient contrast between messages and backgrounds. They appear reversed when viewed from the opposite direction.

Dimensional Lettering

- Avoid dimensional lettering (unless required by code) as this can cause shadows that detract from legibility.

Days/Hours of Operation

- Include listings for days and hours of operation when wall-mounted signage identifies a destination, such as a clinic, patient unit or ICU with limited days and/or hours.
- Consider using a sign type that has a slide-in section for paper that can be easily replaced as changes are made to the schedule.

Clarify Transitions from One Building to Another

- Make sure identification signs inform users when they proceed from one building to another- (for instance, “Leaving Building 100, Entering Building 101”).

Consistent nomenclature

- Ensure that the nomenclature used on identification signs is consistent with that used on other wayfinding elements such as the appointment postcard. See Appendix 10.6 for VAPAHCS departmental nomenclature standards.

Identifying the Emergency Entrance in Building 100, PAD

- Ensure that the Emergency Department identification signage is large enough to be legible from the entry doors to Building 100.
- Place Emergency Department signage perpendicular to the flow of foot traffic. Consider lighting the Emergency sign internally or providing additional ambient lighting at the Emergency Department entrance to make the entrance stand out.

Identifying elevators

- Identify elevators with ceiling-hung or projecting identification signs. This is especially important when elevators are located in alcoves.
- Identify elevators with wall-mounted or other signage at or on the elevators themselves. Where applicable, include information about the intended users, such as “Public Elevators” or “Staff Elevators.”
- Identify each bank of elevators with a unique name, such as “Elevator 1,” “Blue Elevator,” or “Building 100, Main Elevator.” This will make it easier to give and follow directions involving elevators.

Elevator Areas

In elevator lobbies, provide the following as users face the elevators:

- Elevator identification

- An elevator directory, with the building name in the header and the present floor highlighted)
- Clearly identifiable elevator call buttons (VAPAHCS may have little control over this, but it is important to note that these are often confusingly designed.)
 - Given the importance of elevator button floor numbers, if they are not consistent with floor numbers in the building, consider replacing the buttons.
- An Emergency Egress (EE) map

In elevator lobbies, provide the following as users exit the elevators:

- Provide wayfinding information viewable as people exit an elevator:
 - Building and floor number.
 - Directional sign
 - (Optional) Unique artwork or another type of landmark that does not cover wayfinding signage or maps and that is not located where those elements should go. Identical artwork should not be replicated on multiple floors.
- Clarify potentially confusing buttons, elevator floor abbreviations, or markings using small signs.
- List elevators as a destination (message) on directional signs
- Post directories outside elevators, telling which floors the elevator accesses, and listing major destinations located on those floors.

Identifying Stair Areas

Identify stairs as required by codes and standards, and as recommended in the VA Design Manual 2012.

Provide the following as users approach stairs:

- A sign containing unique identification of the stair.
- Both a projecting identification sign and wall-mounted identification sign.
- Identify stairs with a unique name or ID number, such as “Stair 1,” “Blue Stairs,” or “Building 100, Main Stairs”. This will make it easier to give and follow directions involving stairs.

Provide the following as users exit stairs:

- Building and floor number identification.
- An Emergency Egress (EE) map.

Identifying Rooms

- Identify rooms with signs mounted on the latch side of door openings.
- Identify rooms with ABAAS-compliant signs that have tactile and braille messages and are mounted within specified mounting zone.
- Ensure room IDs are easily updatable and maintainable.
- Corridors and alcoves may also be identified with room numbers on room ID signs as necessary.

- No name, only a number, is required for back-of-house rooms, e.g., mechanical rooms, IT closets that has an entrance on the exterior of the building.
- Room names should align with approved patient-friendly nomenclature.

Identifying Amenities

- Consider providing unique identification signage for Veteran and family amenities, such as food service and coffee areas, vending areas, ATMs, Chapel, Auditorium, and the Retail Store. These identification signs need to follow the recommendations for legibility, but may be more decorative than other identification signs.

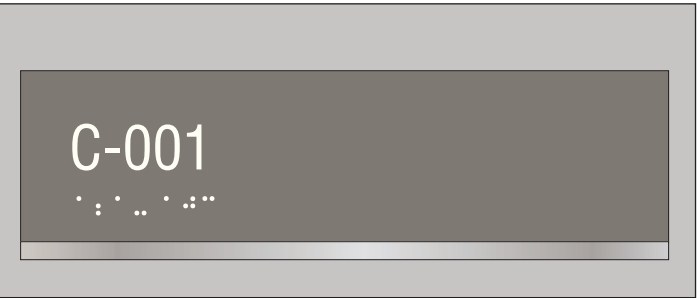
Identifying Floor Numbers

- Identify floor numbers consistently.
- Use the word “Floor” followed by the floor number, such as “Floor 1.”
- Avoid “superscript ordinals” such as “st” or “nd” (e.g., 1st, 2nd.)
- Avoid spelling out “First” “Second,” etc.
- Use consistent nomenclature for floors below grade and those above the top numbered floor.
- Consider how floor numbers will be coordinated with corresponding elevator buttons so the numbers are consistent.

Sign Type IN-03.01

Room Number Identification

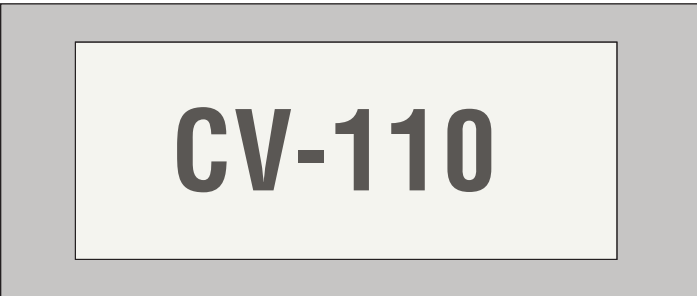
Room number only sign used on exterior entrance doors to mechanical and engineering rooms. Sign shall be placed on the latch side of the door.



Sign Type IN-03.02.A

Corridor Sign

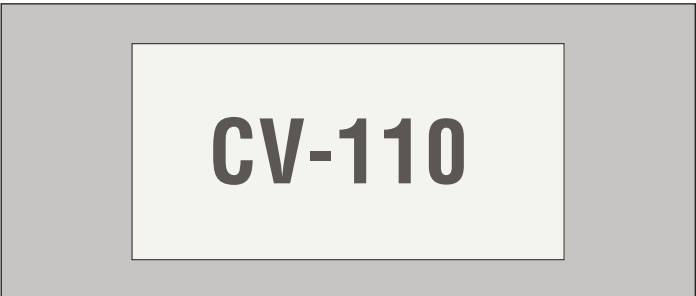
Corridor Sign with room number used to identify corridors and alcoves.



Sign Type IN-03.02.B

Room I Tag

Room ID Tag is used for identifying assets, room, monitoring equipment, and tracking maintenance activities



Sign Type IN-04.01

Primary Room Identification,
Permanent Message

Interior room sign used to identify room functionality and room number. This sign should be used when a room’s function is permanent or will not change. These signs should be placed at the entry to the room on the latch side of the door.



Sign Type IN-04.01.1

Room Number with Message, Anti-
Ligature

Interior room sign used to identify room functionality and room number. This sign type is used in areas that personal safety is a concern, such as inpatient mental health spaces. These signs should be placed at the entry to the room on the latch side of the door.



Sign Type IN-04.01.2

Patient Room Identification, Anti-Ligature Sign

Interior room sign used to identify patient room with graphic and room number. This sign type is used in areas that personal safety is a concern, such as inpatient mental health spaces. These signs should be placed at the entry to the room on the latch side of the door.



Sign Type IN-04.01.3

Anti-Ligature Sign – Room Sign, Large

Interior wall mounted room sign used to identify restrooms with graphic and room number. This sign type is used in areas that personal safety is a concern, such as inpatient mental health spaces. These signs should be placed at the entry to the room on the latch side of the door.



Sign Type IN-04.01.4

Anti-Ligature Sign – Informational

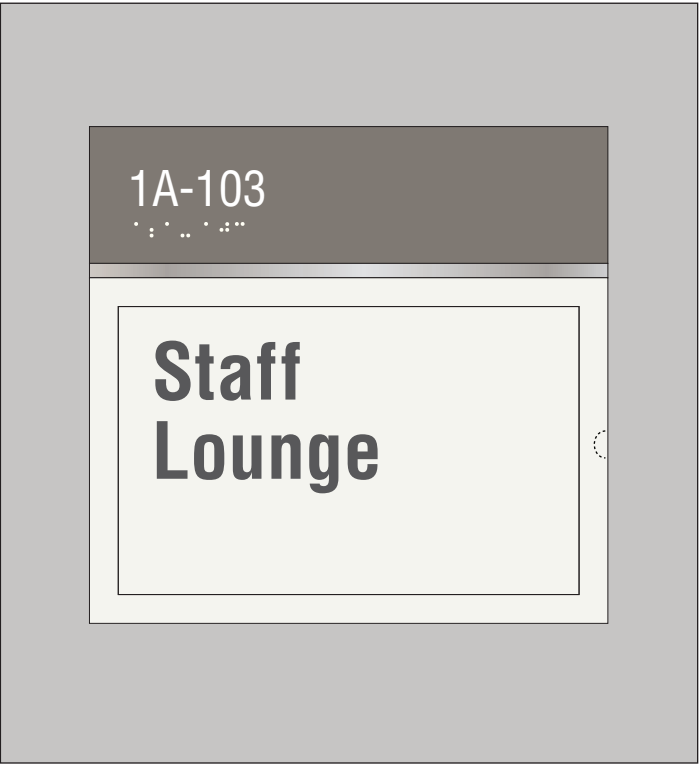
Interior room sign used to identify patient beds with graphic number. This sign type is used in areas that personal safety is a concern, such as inpatient mental health spaces. These signs should be placed above or adjacent to a patient bed.



Sign Type IN-04.03

Primary Room Identification with 8.5x5 Paper Insert

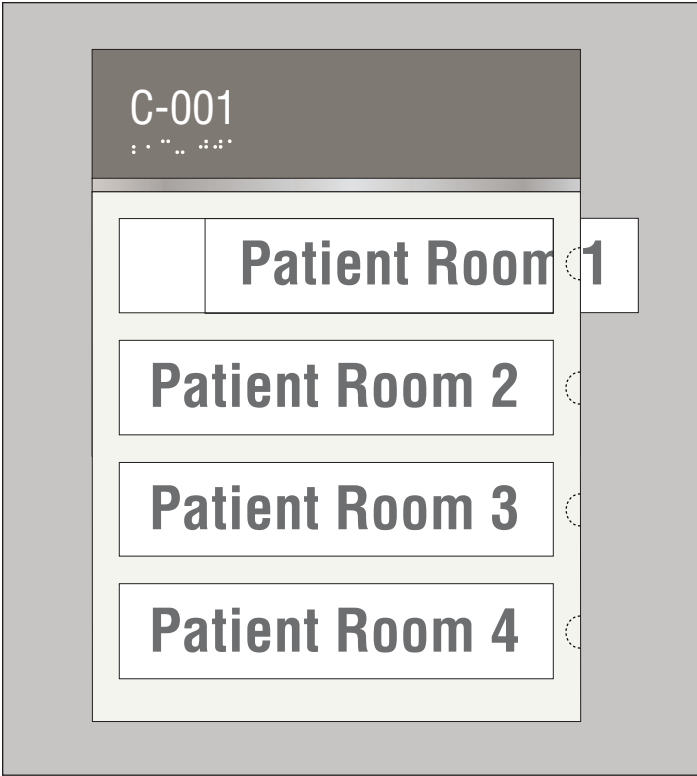
Interior room sign used to identify room functionality and room number. This sign has a permanent room number and a paper insert. These signs should be used when a room's function or occupants change. These signs should be placed at the entry to the room on the latch side of the door.



Sign Type IN-04.04.2

Patient Room Identification with 4 Paper Inserts

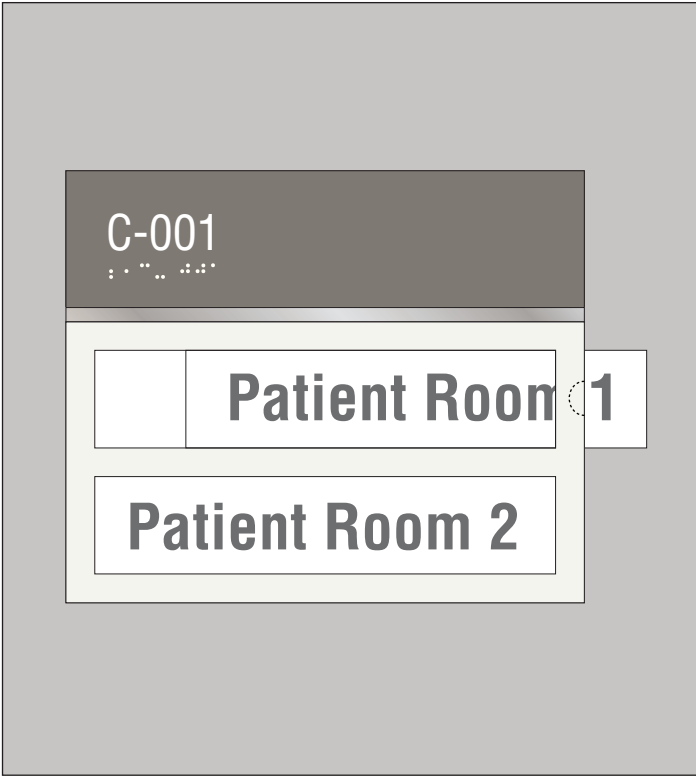
Interior room sign used to identify room number and patient bed occupants of inpatient bedrooms. This sign has a permanent room number and four paper inserts. These signs should be used to identify inpatient rooms with up to four occupants. These signs should be placed at the entry to the room on the latch side of the door.



Sign Type IN-04.04.3

Patient Room Identification with 2 Paper Inserts

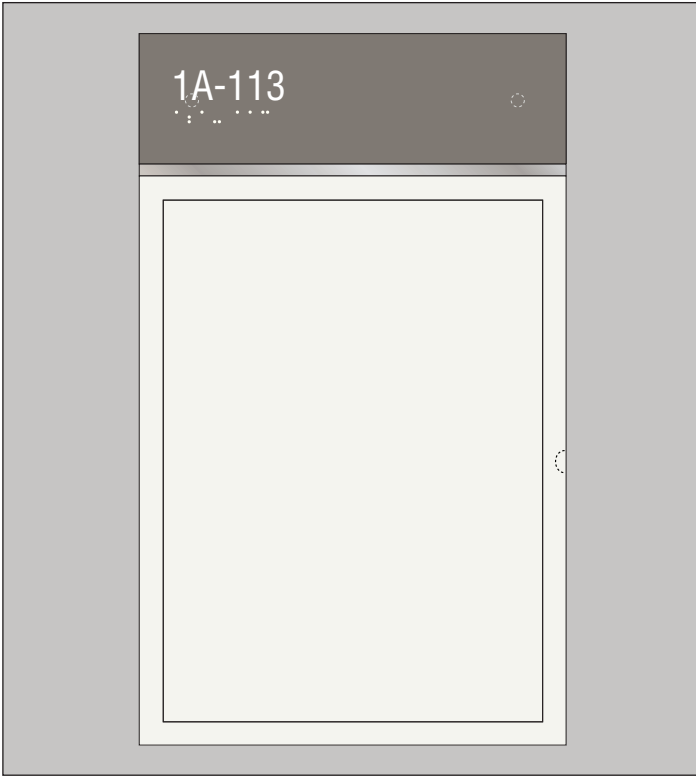
Interior room sign used to identify room number and patient bed occupants of inpatient bedrooms. This sign has a permanent room number and two paper inserts. These signs should be used to identify inpatient rooms with up to two occupants. These signs should be placed at the entry to the room on the latch side of the door.



Sign Type IN-04.50

Primary Room Identification with 8.5x11 Paper Insert

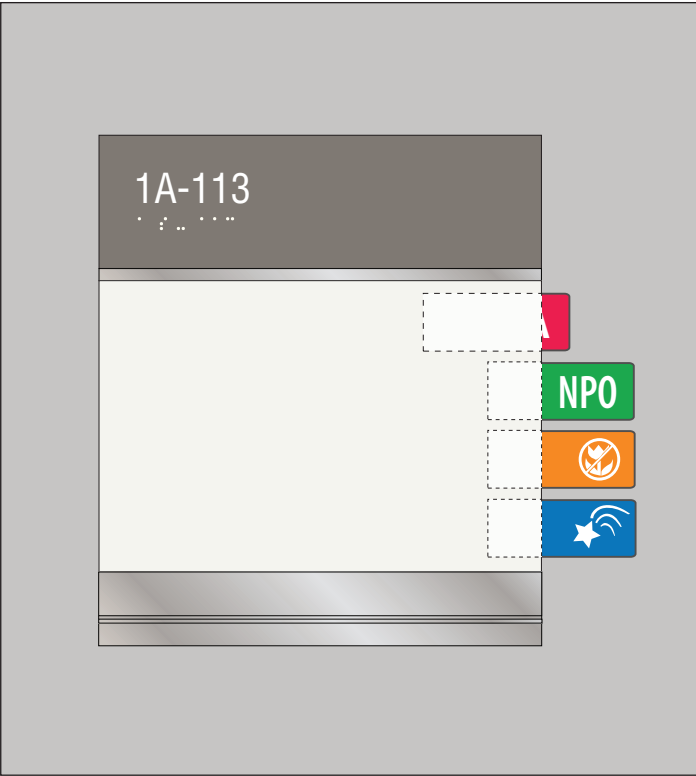
Interior room sign used to identify room functionality and room number. This sign has a permanent room number and a paper insert. These signs should be used when a room's function or occupants may change. These signs should be placed at the entry to the room on the latch side of the door.



Sign Type IN-05.07

Patient Room Identification with Patient Condition Pull Outs

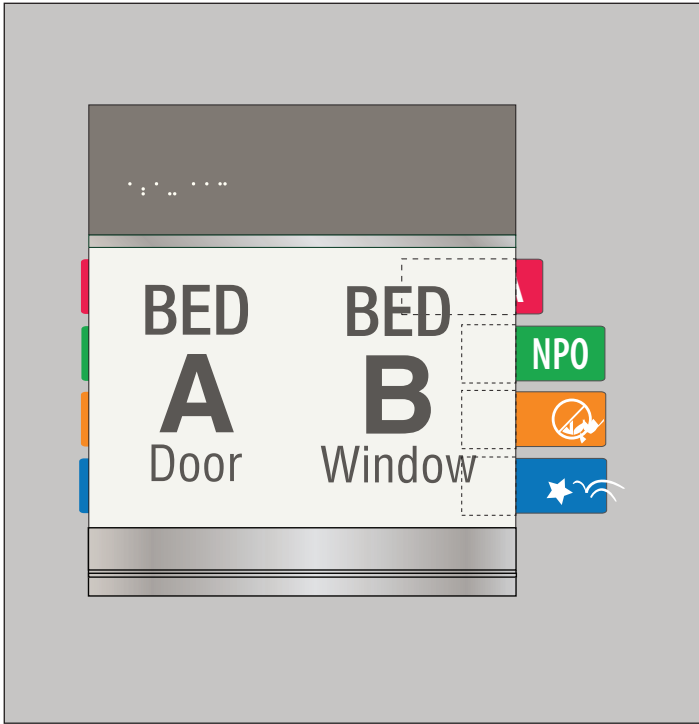
Interior room sign used to identify room number and patient occupancy of inpatient bedrooms. This sign has a permanent room number and four patient condition indicators. These signs should be used to identify inpatient rooms with occupants that have special conditions that need to be communicated prior to entry. These signs should be placed at the entry to the room on the latch side of the door.



Sign Type IN-05.08

Patient Room Identification with Patient Condition Pull Outs Two Bed Rooms

Interior room sign used to identify room number and patient occupancy of inpatient bedrooms with up to two beds. This sign has a permanent room number and four patient condition indicators. These signs should be used to identify inpatient rooms with occupants that have special conditions that need to be communicated prior to entry. These signs should be placed at the entry to the room on the latch side of the door.



Sign Type IN-06.05

Patient Bed Sign

Interior room sign used to identify patient beds in open treatment areas with patient bays. These signs should be placed above the patient bed either on a soffit or wall.



Sign Type IN-06.05.1

Patient Bed Sign with Paper Bar Clip

Interior room sign used to identify patient beds in open treatment areas with patient bays. This sign includes a clip to attach paper information needed by providers. These signs should be placed above the patient bed on a wall.



Sign Type IN-07.01.03

Conference Room Sign with Indicator

Interior room sign used to identify room functionality, room status and room number. These signs should be used when a room's function is permanent or will not change and the room usage needs to be communicated to those outside the room to prevent disruption. These signs should be placed at the entry to the room on the latch side of the door.



Sign Type IN-08.01

No Smoking/Prohibit Instructional and Control

Interior room sign used to communicate prohibitions due to campus policy. Signs should be placed on wall or center of door.



Sign Type IN-08.02

Prohibit Instructional and Control

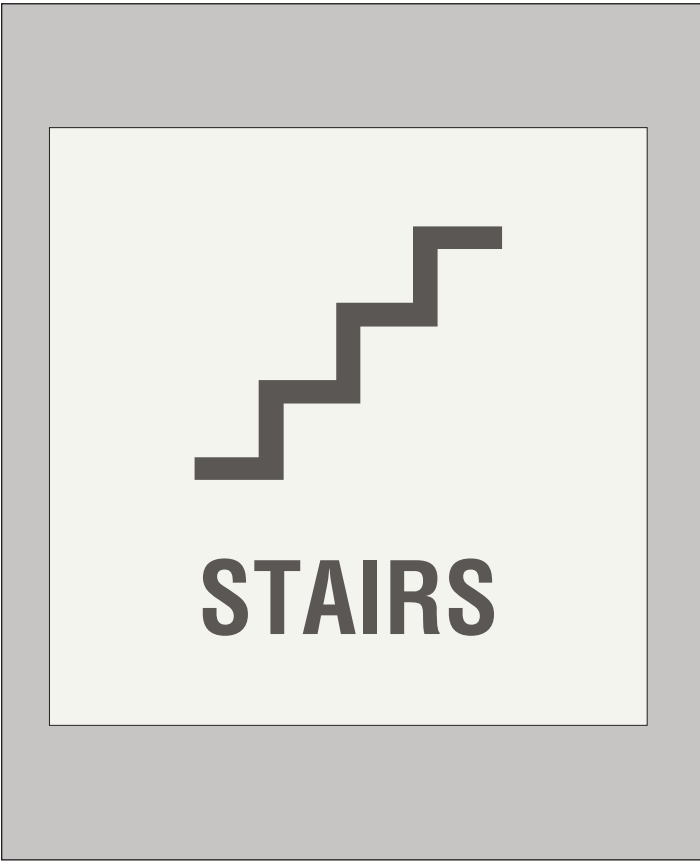
Interior room sign used to communicate prohibitions due to campus policy. Sign should be placed on wall or center of door.



Sign Type IN-09.08

Pictogram/Symbol

Interior room sign used to communicate the location of a service with symbols and text. Sign should be located at the entry of the service area.



Sign Type IN-09.08G

Pictogram/Symbol – Emergency Eye Wash

Interior room sign used to communicate the location of an eye wash with symbols and text. Signs should be located on the wall above or adjacent to the eye wash.



Sign Type IN-09.08H

Pictogram/Symbol – Emergency Shower

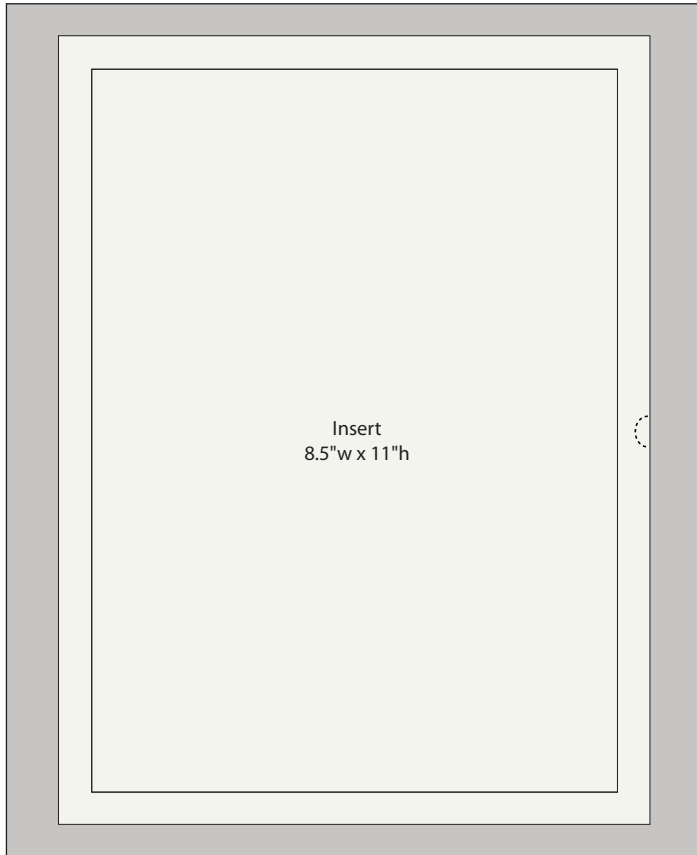
Interior room sign used to communicate the location of an emergency shower with symbols and text. Signs should be located on the wall above or adjacent to the emergency shower.



Sign Type IN-10.05

Sign Frame 8.5x11

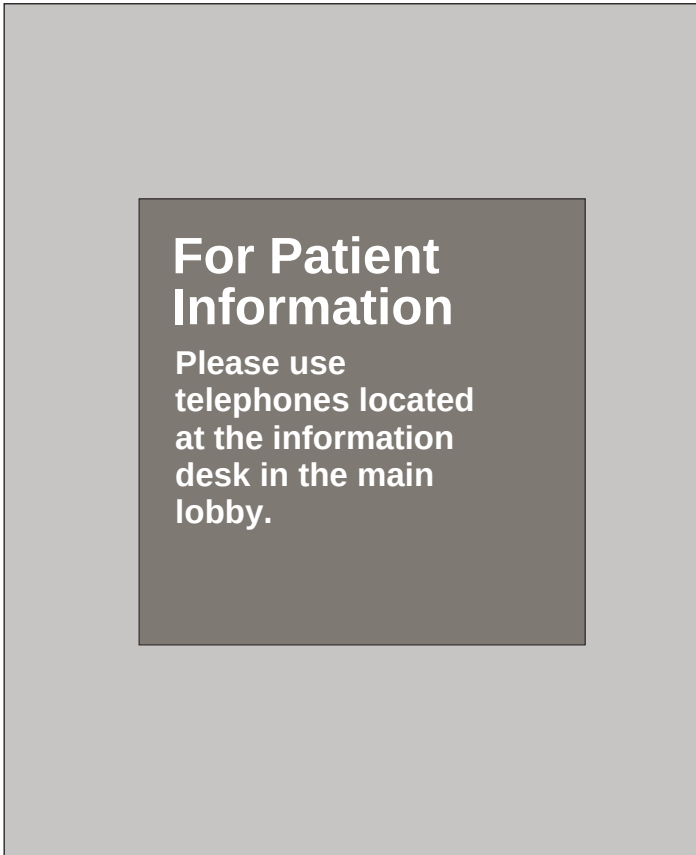
Interior room sign used to hold posters, fire alarm schedules or other information sheets. Sign insert comes in multiple sizes. Sign should be located at the entry of the service area. Signs should be placed on latch side of door or center of door.



Sign Type IN-11.01

Informational/Instructional

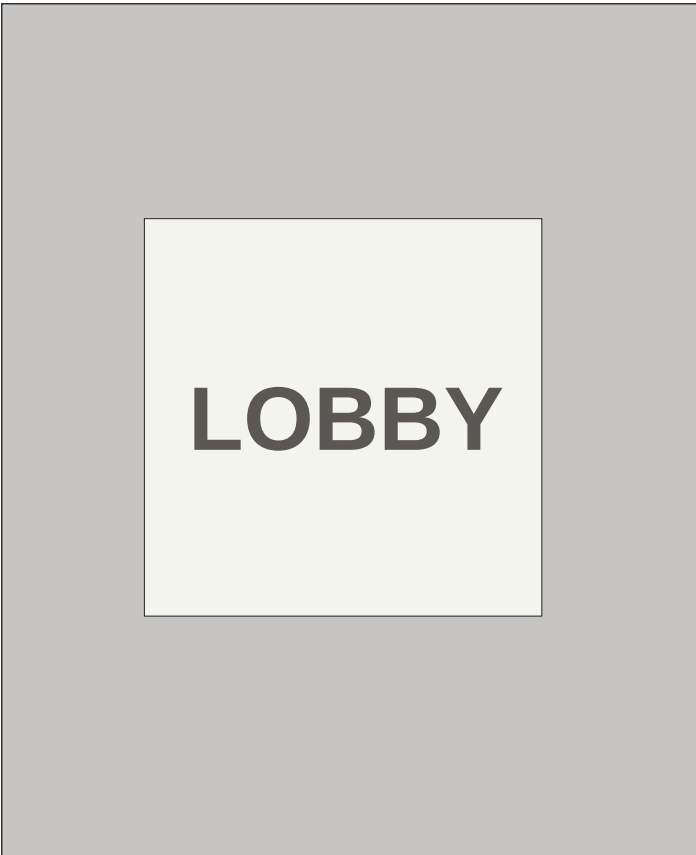
Interior room sign used to present brief general information in corridors, waiting areas, and interior spaces. Messages should be short and concise. Signs should be placed on latch side of door or center of door or at a destination.



Sign Type IN-11.02.1

Wall Mounted Entrance Identifier

Interior wall mounted sign used to provide departmental information. Sign should be used in corridors to identify service entries when there is no space overhead.



Sign Type IN-13.01

Flag Mount Elevator/Stairs

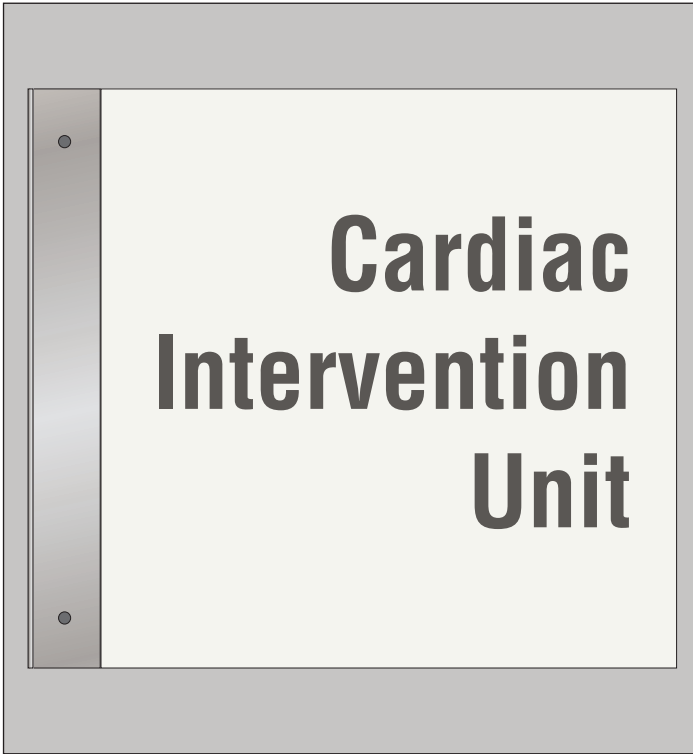
Interior wall mounted projecting/flag sign used to identify services or locations with both words and symbols. Sign should be mounted above the door/entryway to the service it is communicating.



Sign Type IN-13.C

Flag Mount Service

Interior wall mounted projecting/flag sign used to identify services with both words and symbols. Sign should be mounted above the door/entryway to the service it is communicating.



4.3 Interior Restroom Signs

Identifying Restrooms

- Consistently identify all restrooms, including:
 - Nomenclature: “Restroom” or “Toilet Room”; “Men” “Women”; “All Genders”.
 - Symbols for men, women, all genders, and baby-changing tables
 - Accessibility compliance using nomenclature and symbols including the International Symbol of Accessibility (ISA). If any restrooms in a building are not accessible, use the ISA pictogram to identify accessible restrooms.
 - Nomenclature and symbols related to CA Title 24 requirements
- When possible, identify restrooms with ceiling-hung or projecting signs as well as wall-mounted signs, and door signs. This is especially important when restrooms are located in alcoves.
- Make sure restroom identification signs are legible from a distance.

Sign Type IN-13A

Flag Mount Restroom

Interior wall mounted projecting/flag sign used to identify locations of restrooms from a corridor using symbols. Sign should be mounted above the door/entryway to the restrooms.



Sign Type IN-13B

Restroom Wall Sign

Interior wall mounted sign used to identify restrooms and room numbers using words and symbols. Sign should be mounted on the latch side of the door to the restroom.



Sign Type IN-13C

California Title 24 Restroom Door Sign

Interior door mounted sign used to identify restroom and using words and symbols. Sign should be mounted on the center of the door to the restroom.



Sign Type IN-13E

Changing Station Wall Sign

Interior wall mounted sign used to identify the restrooms that contain baby changing stations. Sign should be mounted on the latch side of the door to the restroom.



4.4 Interior Directional Signs

Interior directional signage lists major destinations and amenities and, using arrows, informs users whether to keep going straight ahead, turn right, or turn left. Directional signage is typically located at “decision points” where users need to determine how to proceed. Interior directional signs may be ceiling-hung or wall-mounted. Ceiling-hung signs should be duplicated on the wall for people who need to get close to read them. Directional signs are not the same as directories.

Recommendations

Directional sign types

- As appropriate and required by VA standards use the following types of directional signs:
 - Wall-mounted directional signs (including reassurance directional signs, as needed along long corridors)
 - Ceiling-hung directional signs
 - Soffit-mounted directional signs
 - Wall-mounted directional signs that duplicate ceiling-hung directional signs so people with vision limitations to get close enough to view them.
- The decision to use wall-mounted signs or ceiling-hung directional signs depends on several factors:

- Wall-mounted signs are preferable if there is sufficient wall surface area at an intersection and the number of destinations will fit on the sign.
- Overhead signs can be used when there is a small number of destinations on the sign and/or if directional information needs to be read from a distance.

Directional sign locations

- Locate directional signs at decision points, oriented perpendicular to the flow of foot traffic. Decision points are places, including but not limited to corridor intersections, where patients need to decide if they should keep going straight, turn right, turn left, or go back.
- Locate wall-mounted directional signs:
 - So the center of the sign is a standard height from the floor.
 - So the sign can be read from predictable distances.
- Locate “reassurance” directional signs along long corridors, at changes in the environment (e.g., at doorways, where floor materials change), or at other locations where customers are likely to question whether they are (still) on the right track.

Directional sign messages

- On wall-mounted signs, include a header identifying the floor number. This is an important cue that lets users know where they are.
- Include a complete trail of messages from origin to destination. That is, once a directional message appears on a directional sign, it should reappear on all signs at decision points leading to that destination.
- Include building exit messages on directional signs located on the same floor as the building exit.
- As needed, provide directional signs to numbered inpatient units and inpatient rooms
- Carefully plan interior directional sign messages to provide accurate information where needed. Guidelines include:
 - Include major destinations on the floor where the sign appears.
 - Include public elevators, stairs, and restrooms.
 - Include exiting information on floors where public exits occur.
 - Avoid using abbreviations and acronyms, unless these are the official nomenclature for a destination.
- Keep in mind that, with very few exceptions (such as the Emergency Department or Canteen), directional signs guide people to destinations on the same floor as the sign.

- So that wayfinding information is legible and easy to follow, use these guidelines for directional sign messages:
 - (If applicable) Locate the “Emergency” message at the top. Show the “Emergency” message in white text on a red field.
 - Group messages that are located in one direction.
 - Use a single arrow for each group of messages.
 - Alphabetize messages within each directional grouping.
 - Provide a spacer between each group of messages (straight ahead, to the right, to the left) to effectively separate message groupings.
 - Make arrows 1.5 times the size of the capital letter of the text.
 - Left-justify messages at a specified distance from the arrow.
 - In single-column signs, provide arrows to the left of the messages, or above the message grouping.
 - In double-column signs, left justify messages in both columns.
 - In double-column signs, place arrows to the left of messages in the left column and to the right of messages in the right column.

Interior Maps

Maps give context. They show areas of various sizes (a campus, a zone containing several buildings, a whole floor of a particular building, a single department, etc.). YAH maps show users where they, are located and what is around them. Maps give the “big picture” and highlight the destinations Veterans and families are seeking. Maps need to be used along with other wayfinding elements. For those who are skilled at map-reading (including many Veterans) having access to website maps, handout maps, interior YAH maps, app maps, and the like, can ease wayfinding anxiety.

Various types of maps are useful for wayfinding. Interior YAH maps should be located at main entrances, in elevator lobbies, visible as users exit the elevators, at confusing decision points, and in other areas, as needed. Emergency Egress (Fire Evacuation) maps are different from You-Are-Here maps in that they label elements needed to evacuate a building and are governed by fire safety codes. They are usually located near elevators and stairwells. Handout maps of the campus and floors of clinical buildings guide Veterans and visitors as they make their way to their destinations. Tactile maps are useful to blind patients and families. Technology-based maps are available on websites, kiosks, and in mobile apps.

Recommendations

Interior You-Are-Here (YAH) Maps

Interior YAH maps are needed within building main entrance lobbies and outside elevators. YAH maps should be combined with the building directory signage.

Locating Interior YAH Maps

- Place interior YAH maps:
 - With or as part of building directory signage
 - At building main entrances
 - In major elevator lobbies, visible as users exit the elevators
 - At confusing decision points
 - In other areas, as needed (such as near information desks)
- Mount interior YAH maps at a height so they are legible to wheelchair users, persons of short stature as well as the average ambulatory population.

Designing Interior YAH Maps

- Design and orient interior YAH maps so that the direction the viewer is facing is up on the map (“Forward is up.”) This may necessitate different orientations of the interior YAH map (North is up, South is up, etc.) for different locations.
- Include an entire floor of a building or surrounding area in the map graphic.

- Design interior YAH maps to be as simple as possible. Eliminate extraneous architectural detail. (Do not use architectural floor plans as interior YAH maps.)
- Design interior YAH maps in “plan view” (2-D).

Interior YAH Map Symbols & Icons

- Include a You-Are-Here symbol on the interior YAH map and an associated arrow showing where users are standing and which way they are facing while viewing the map.
- Use only widely recognized symbols/icons on interior YAH maps (such as the ISA – International Symbol of Accessibility, restroom icons, information icons, etc.).
- If symbols/icons are used, provide a Key.
- Include a north arrow.
- Place a date on the bottom of the map.
- When determining the material to use for interior YAH maps consider costs for making changes to or reprinting maps.
- See Section 4.12 Interior Sign Type Drawings for Interior Map artwork standards.

Interior Maps in Wayfinding Technology

- Plan for future use of interior maps on the VAPAHCS website and apps.

Emergency Egress/Fire Evacuation Maps

Emergency Egress maps (also known as Fire Evacuation maps) are important and usually required by code. They show users how to evacuate during a fire or other emergency.

- Replace existing Emergency Egress/Fire Evacuation (EE/FE) maps with correctly oriented, consistently designed maps containing accurate information about evacuation routes and the location of fire- and emergency equipment.
- Do not use architectural floor plans for EE/FE Evacuation maps.
- Post maps where required by code.
- Base EE/FE map design on the design of interior You-Are-Here maps (following the recommended design guidelines.)
- Use a different, legible color scheme for the EE/FE maps to help differentiate them from interior YAH maps.
- Label the map, “Building __ Floor __ Emergency Egress/Fire Evacuation” in the header. (Or decide on the preferred map label.)
- Place a date on the bottom of the map.
- Include the location of the following:
 - Evacuation routes for people who cannot walk up or down stairs

- Stairwells used for evacuation and Areas of Refuge (and instructions about what to do there)
- Fire extinguishers
- Fire alarms
- Fire pulls
- Emergency Defibrillator
- Firewalls
- A note: “In case of fire, do not use elevators”
- Other features as required by code or VA practice

Handout Maps

Handout maps enable volunteers and staff to annotate a patient’s journey directly on a map. The patient can carry the handout map with them to check if they are correctly following directions. Handout maps will also be useful for staff and volunteer wayfinding training.

- Make handout maps available at information desks and/or at main entrances.
- Provide handout maps for the entry floor of the building.
- Consider providing handout maps for other floors in addition to the entry floor. (These will be useful in staff and volunteer wayfinding orientation and training.)
- Base the handout map on the design of interior YAH maps (following the recommended design guidelines.)

- Also, provide handout maps based on the (exterior) campus map.
- Use a matte finish paper that can be annotated by volunteers and staff using highlighters and/or pens.
- As needed for the Veteran and family population served, consider designing handout maps in languages other than English.
- Consider providing several borrowable copies of a large-print version of the handout maps to accommodate users with low vision.
- Provide containers for recycling/reusing handheld maps.

Exterior YAH maps, should not be mounted inside buildings because they do not provide the context viewers need indoors. The map graphic may be turned into a handout map, useful for Veterans and families. It will also be useful for staff & volunteer wayfinding training.

Tactile Maps

Tactile handout maps are specially designed and fabricated handout maps that enable blind users to follow raised walls, and braille or raised-letter designations for elevators, stairs, departments, and other destinations or sub-destinations. Tactile maps need to be ordered from a manufacturer, such as San Francisco’s Lighthouse for the Blind and Visually Impaired. They can be borrowed and returned by Veterans and families, on an as-needed basis.

- Consider commissioning tactile maps for blind Veterans and family members to borrow.

Directories

Directories are a type of wayfinding information sign. They list departments, services, and other important destinations along with the floor number or building name where these destinations are located. Building directories list every destination located in a particular building and its floor location. If there are multiple elevators in a building, the building directory would also include the preferred elevator for each destination.

Elevator directories provide similar information for destinations accessed by an elevator or set of elevators. Clinic directories provide information about clinics and/or services within clinics. Clinic directories may include days and hours of operations. “Directories” are not the same as “Directional Signs.”

Interactive and digital directories are also recommended for use throughout the VAPAHCS campuses. These digital components will be used to complement or replace existing static signage.

Building Directories

- Provide a building directory near the building’s main entrance.
- Include the building name in the directory header.
- Building Directories should list by floor, and the departments / services on each floor in alphabetical order.

- Include the floor number for each department/ service, and office in a single column to the right of the list of departments, services, and offices.
- If there is a choice of elevators, include identification for preferred elevator access (e.g., “Elevator 1”) in a single column to the right of the floor numbers list.
- Be sure listings for departments, services, offices; floor numbers; and elevators are properly aligned.

If including a map as part of the building directory sign, the map should be for orientation purposes only. Handout maps will provide a more granular level of wayfinding detail for the Veteran or visitor.

Clinic Directories

- Provide a directory of the clinic services provided near the clinic entrance.
- Include the name of the clinic and its building and floor location in the header.
- Alphabetize the list of services.
- Include a message, as appropriate, that all services are open every day during specific business hours.
- Unless all services are open every day during regular business hours, indicate each service’s days and hours of operation.
- Follow best practices for the design of wayfinding information signage:

- Provide effective contrast between sign messages and backgrounds.
- Provide large enough fonts to be legible for people with low vision.
- Select non-reflective materials.
- Do not cover clinic directories with glass or other reflective materials.
- Include clinic directories as part of the interior sign “family.”

Elevator Directories

- Provide elevator directories in elevator lobbies, in view as users face the elevators.
- For each floor, alphabetize destination names.
- Follow best practices for the design of wayfinding information signage:
 - Provide effective contrast between sign messages and backgrounds.
 - Provide large enough fonts to be legible for people with low vision.
 - Select non-reflective materials.
 - Do not cover elevator directories with glass or other reflective material.
- Digital elevator directories could be used in place of physical signage for directories located outside of elevator cabs.

Digital Directories

Upon arrival at a VAPAHCS medical building, visitors need to be able to confirm that they are in the right location and obtain information about where to navigate next. Digital directories can be easier and less costly to update as destinations and amenities at the medical center change. See Section 5.4 for additional information on technical requirements for digital and interactive directories.

Technical Requirements

- 1. Digital sign has a large screen (42” or greater size) display, wall mounted with minimal footprint and slim design, no sharp edges.
- 2. Connect power and data from rear of unit to minimize cable management.
- 3. Standard screen resolution: 1080P or 1080 x 1920.
- 4. The system, along with all equipment, peripherals, and components shall meet the standards delineated by applicable laws and regulations, such as Section 508 Amendment to the Rehabilitation Act of 1973 and others.
- 5. Digital signs require a network connection. Network shall be designed to be fully air gapped from VA’s existing information technology (IT) cloud.

Sign Type IN-14.03-.05.1

Small Directional/Magnetic Panels

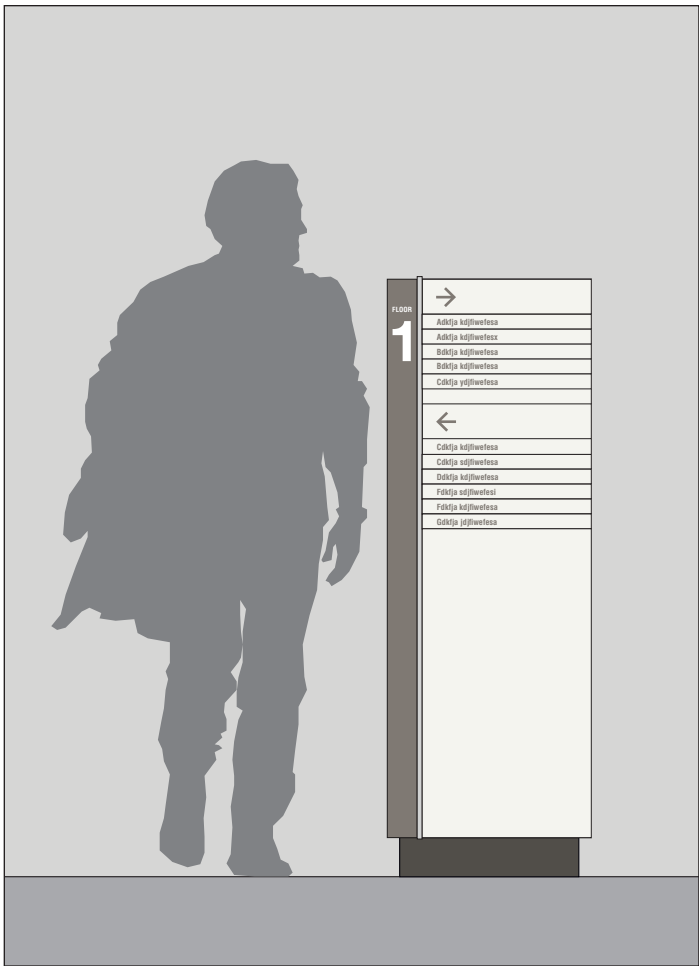
Interior wall mounted sign used to provide directional information to services. This sign should be placed in corridors and other public spaces to direct patients and visitors throughout the floor. Size of directory should be determined by the number of services needing to be communicated.



Sign Type IN-14.06.1

Free Standing Directional/Magnetic Panels

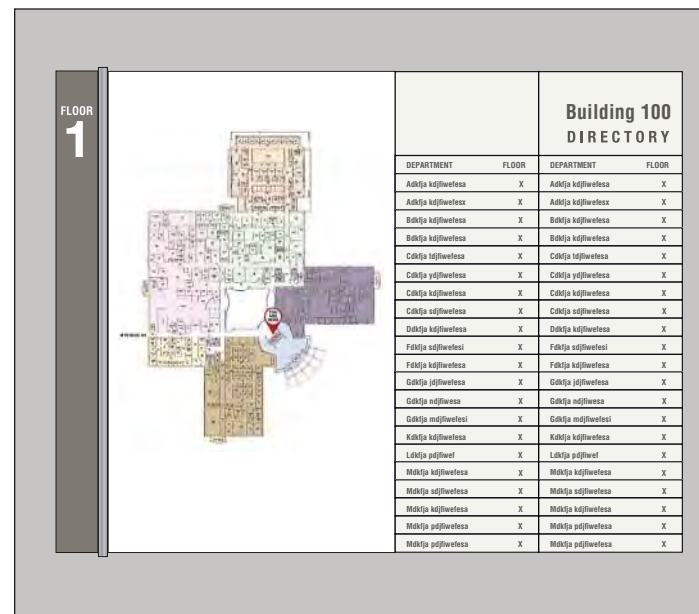
Interior floor mounted sign used to identify locations of services on the floor. Sign should be located in building or elevator lobbies where wall space is not available for a wall mounted directory.



Sign Type IN-14.27.1

Wall Building Directory Medium w/Map/ Magnetic Panels

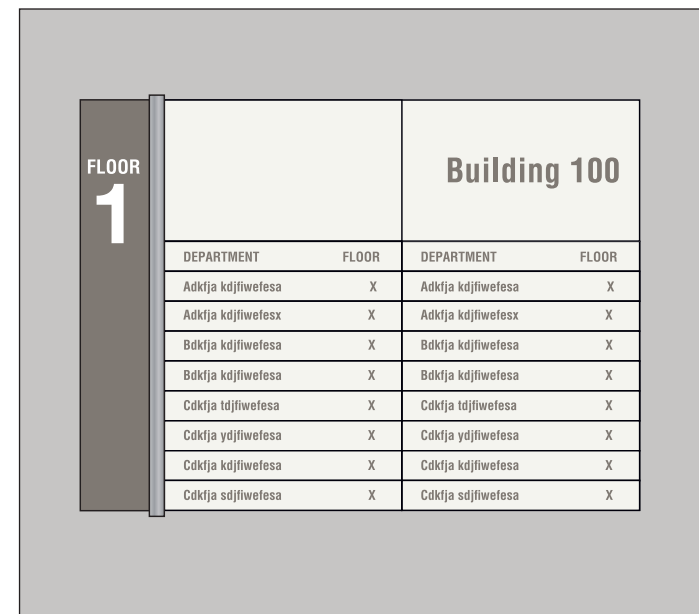
Interior wall mounted sign used to provide directional information to services through department listings and building map for the floor. This sign should be placed in building main lobbies or public entrances in buildings other than Building 100 or 334. Size of directory should be determined by the number of services needing to be communicated.



Sign Type IN-14.27.3

Wall Elevator Directory Double Column w/ Magnetic Panels

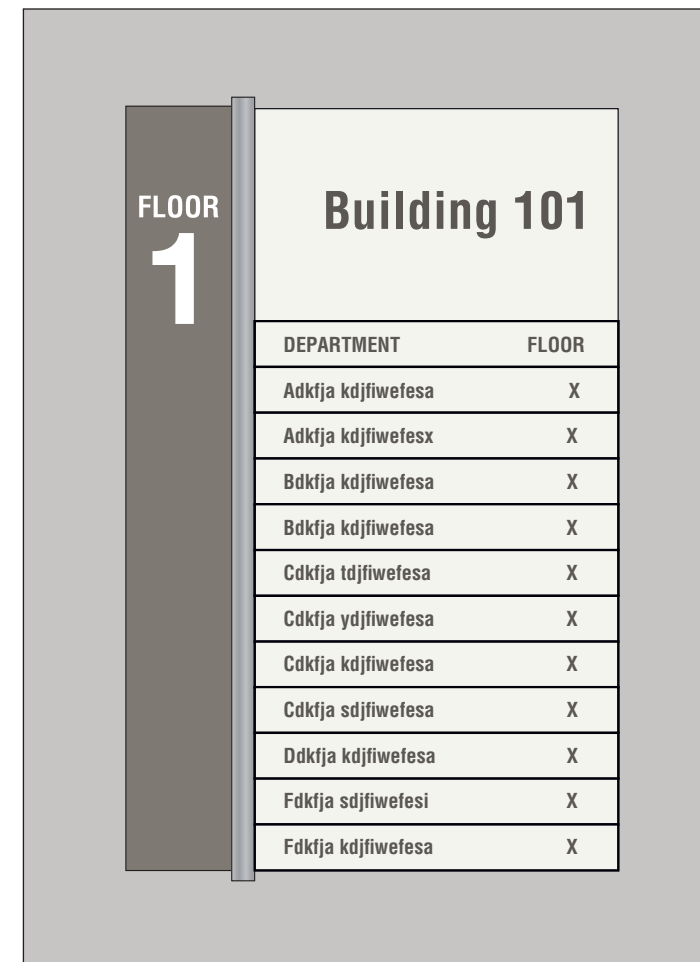
Interior wall mounted sign used to identify locations of services in the building. Sign has double column of department listings. Sign should be located in elevator lobbies in Building 100 and other buildings where there is space available for a wide directory at the elevator.



Sign Type IN-14.27.4

Wall Elevator Directory, Single Column w/ Magnetic Panels

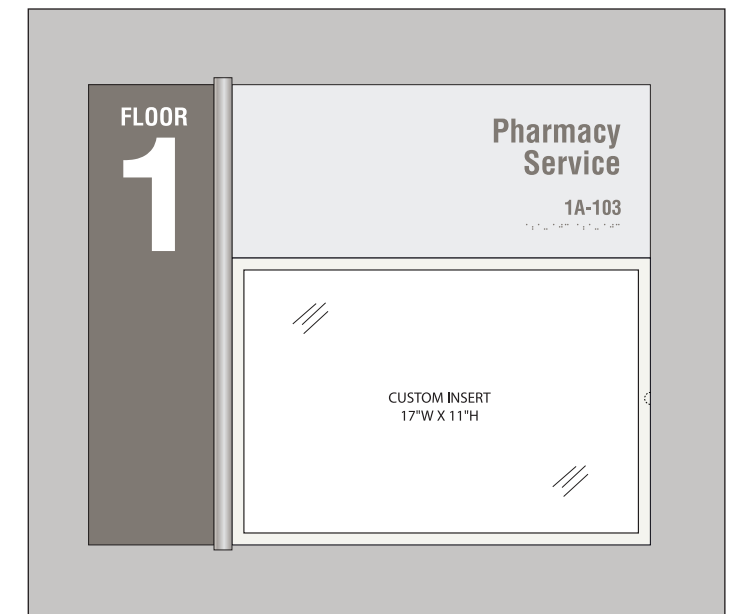
Interior wall mounted sign used to identify locations of services in the building. Sign has single column of department listings. Sign should be located in elevator lobbies where space limitations do not allow for double column directories.



Sign Type IN-14.27.5

Clinic Directory with Paper Insert

Interior wall mounted sign used to identify clinic and suite entrance and operational information. Signs should be mounted outside waiting area or corridor leading into the area.



Sign Type IN-14.27.6

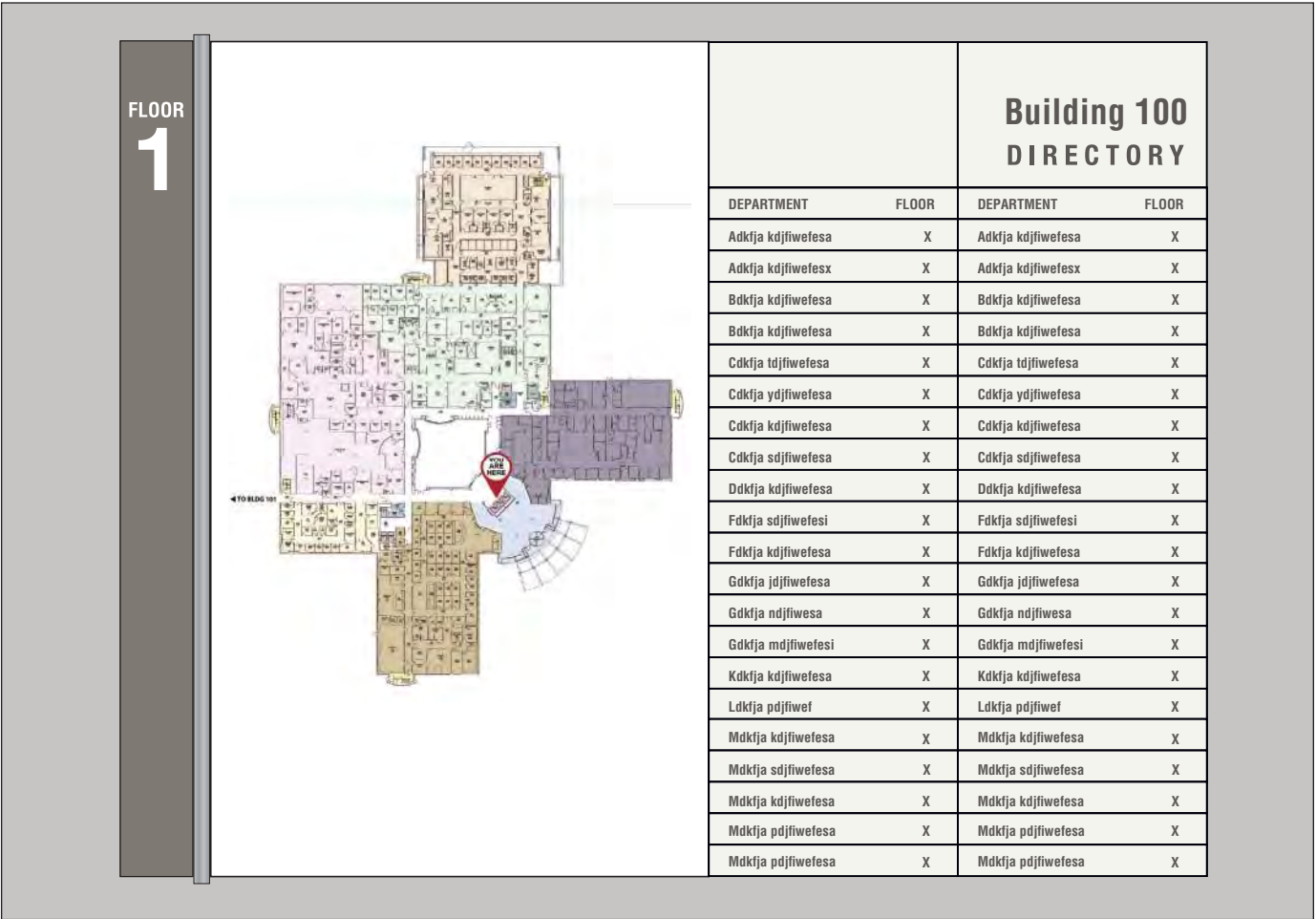
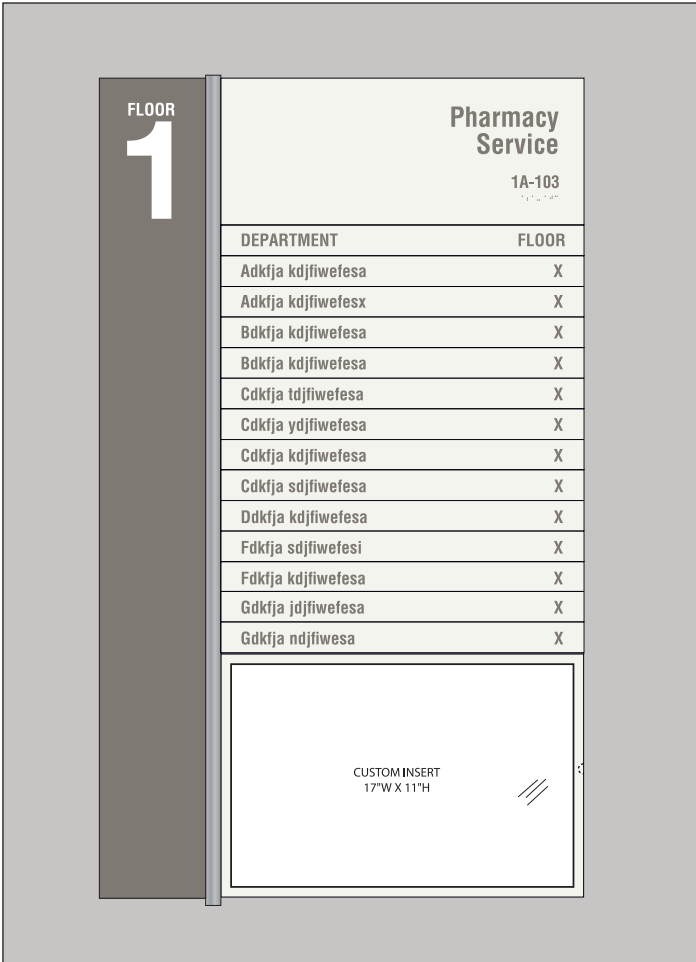
Clinic Directory/Magnetic Panels

Interior wall mounted sign used to identify clinic services. Sign should be mounted outside clinics with multiple sub-services such as Outpatient Clinic A, B and Radiology in Building 100. Sign should be placed outside waiting room in corridor.

Sign Type IN-14.27.1-.2

Wall Mounted Building Directory with Map

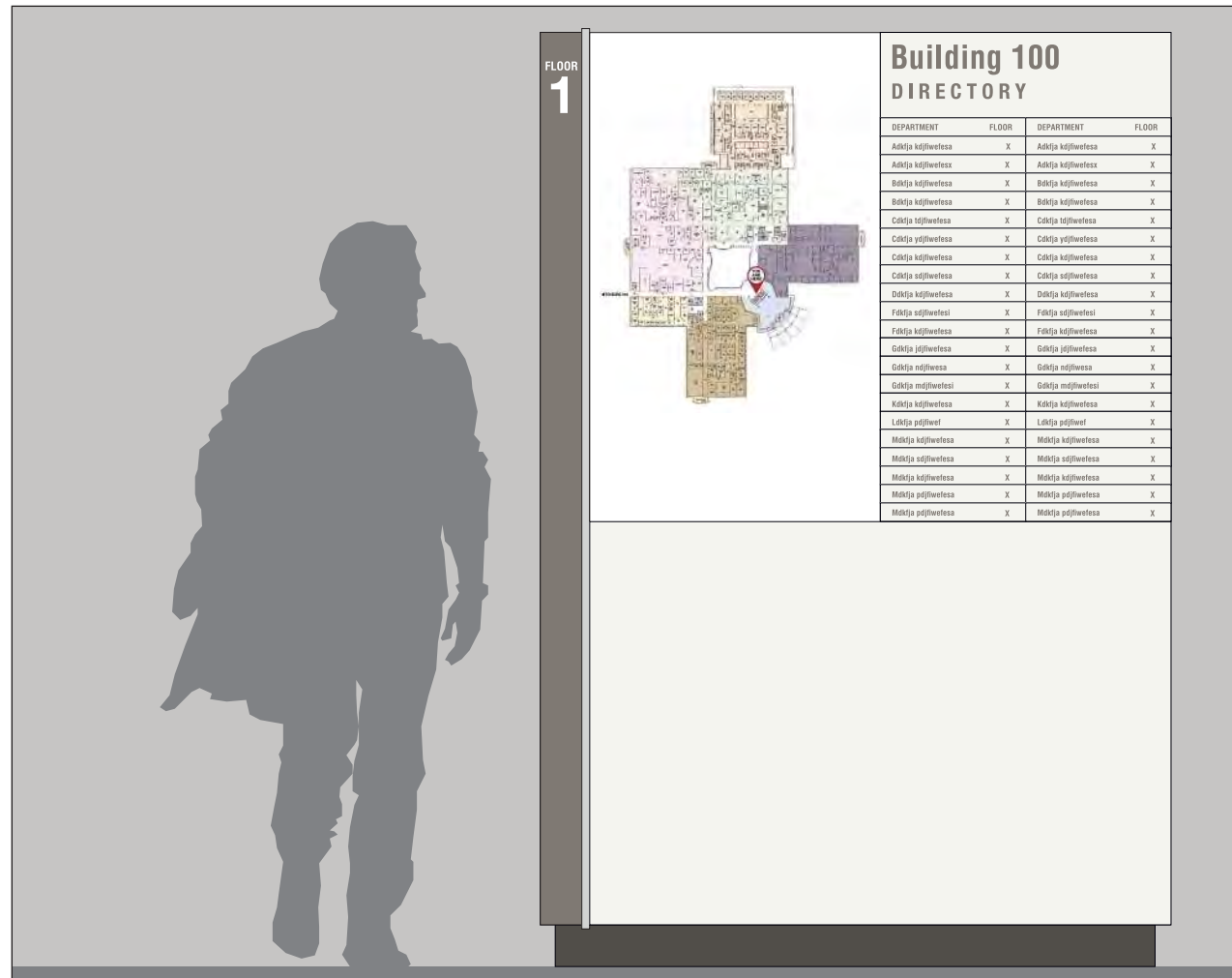
Interior wall mounted sign used to provide directional information to services through department listings and building map for the floor. This sign should be placed in building main lobbies or public entrances in buildings other than Building 100 or 334. Size of directory should be determined by the number of services needing to be communicated.



Sign Type IN-14.27.1.1

Interior Freestanding Building Directory Map/Magnetic Panels

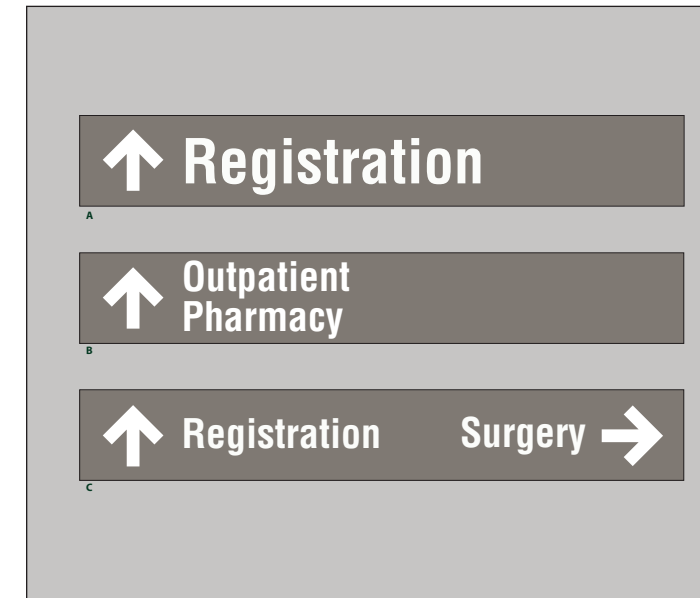
Interior wall mounted sign used to provide directional information to services through department listings and building map for the floor. This sign should be placed in building main lobbies or public entrances in Building 100 or 334. Size of directory should be determined by the number of services needing to be communicated.



Sign Type IN-15.51.1, IN-15.61.1

Suspended Directionals

Interior ceiling mounted sign used to provide directional and departmental information overhead. Sign can be double sided and should be used in corridors to direct patients throughout the building and to identify service entries. Signs can be used as reinforcement messaging to wall and floor mounted directionals.



Sign Type IN-15.51.2, IN-15.61.2

Ceiling Mounted Directionals

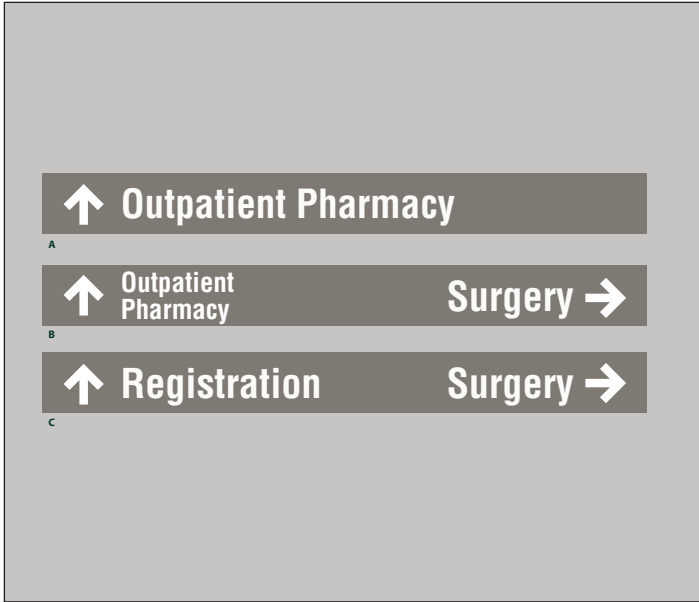
Interior ceiling mounted sign used to provide directional and departmental information overhead where ceiling clearances are an issue. Sign can be double sided and should be used in corridors to direct patients throughout the building and to identify service entries. Signs can be used as reinforcement messaging to wall and floor mounted directionals.



Sign Type IN-16.51.1, IN-16.61.1

Soffit Mounted Directionals

Interior soffit mounted sign used to provide directional and departmental information overhead. Sign should be used in corridors to direct patient throughout the building and to identify service entries. Signs can be used as reinforcement messaging to wall and floor mounted directionals.



Sign Type IN-16.51.2, IN-16.61.2

Soffit Mounted Entrance Identifiers

Interior soffit mounted sign used to provide departmental information overhead. Sign should be used in corridors to identify service entries. Signs can be used as reinforcement messaging to wall and floor mounted directionals.



Sign Type IN-19.52

Department Identification with Puck Stand Off

Interior wall mounted sign used to provide departmental information. Sign should be used in corridors to identify major patient service entries.



Sign Type IN-27.03

Interactive Digital Directory

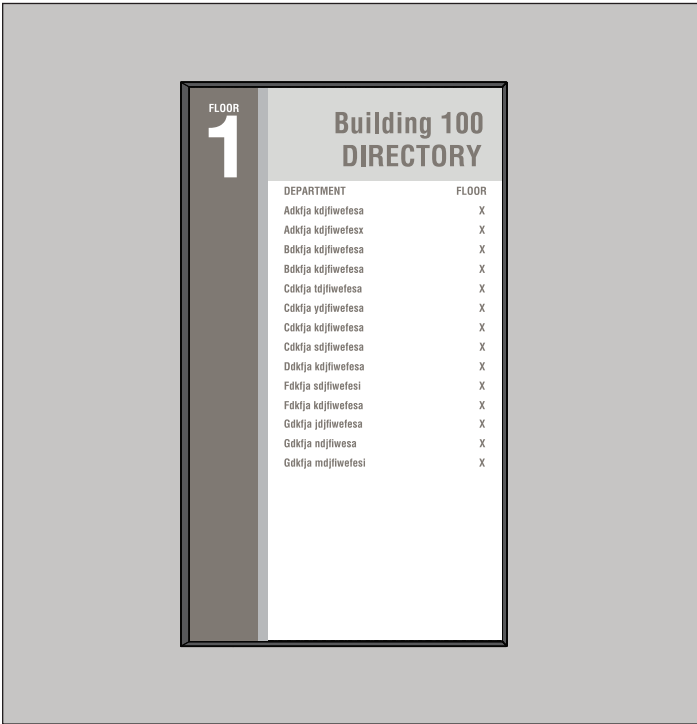
Digital interactive directory kiosk that is used to provide Veterans with campus information and turn-by-turn directions to appointments. System should be placed in building lobbies of patient care focused buildings.



Sign Type IN-27.51

Digital Directory

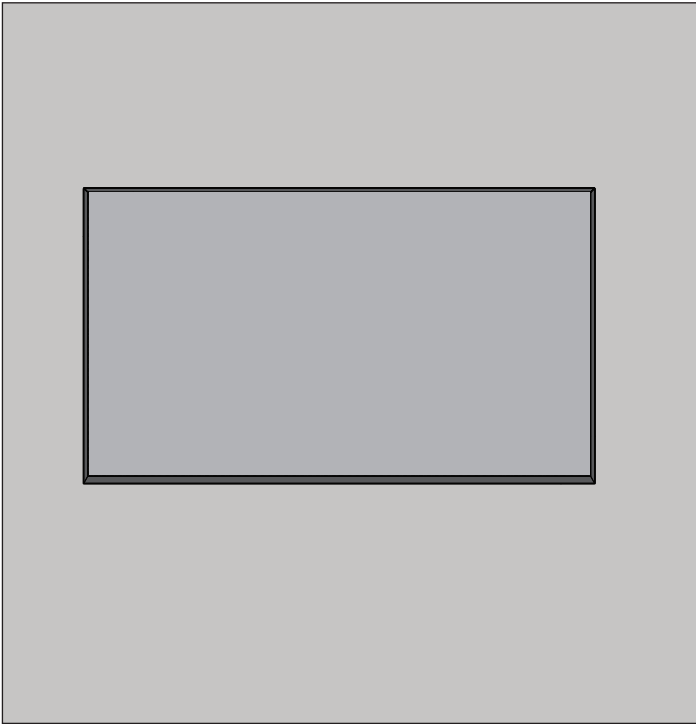
Digital monitor that provides building information. A digital replacement for static elevator and building directories. Signs should be located in elevator lobbies and in building main lobbies where building information services would need to be communicated.



Sign Type IN-27.52

Janus Digital Information Sign

Digital monitor that provide campus information. Monitors are located in patient waiting areas. Digital monitors do not provide building directory information, but campus information such as patient education and other announcements that may impact way finding on campus or campus operations.



4.5 Code and Life Safety Signs

Code and Life Safety Related Signage

Identify locations where signage is required by code to identify hazards that visitors, employees, and Veterans need to be made aware of so safety precautions can be taken as necessary. Identify locations that have restricted access to VA employees or other authorized personnel to prevent entry by visitors or other staff members.

Types of Signs

Code and life safety include signs that communicate evacuation and emergency routes, exits, fire equipment, stair information, and hazard identification.

Locate Where Needed

Identify locations for posting signs as required by codes and standards and as recommended in VA Design Manual 2012.

Legibility

- Ensure that ceiling-hung and wall-mounted identification signage is legible from a distance. In general signs should have lettering heights of 1” capital letter height for 30’ of legibility.

Sign Sizes

- Provide sufficiently large sign sizes, sufficiently large font sizes, and a high degree of contrast between text and background to contribute to legibility, especially for Veterans and families with low vision.

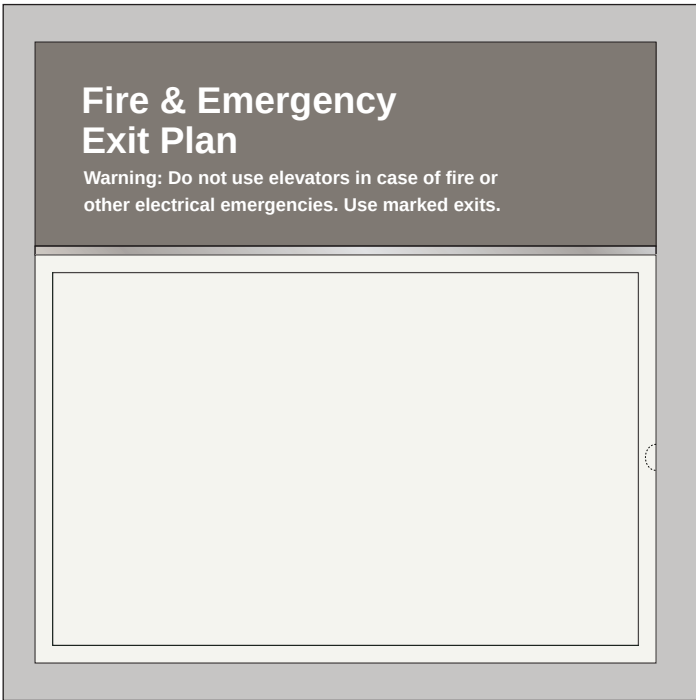
Identifying Building Exits

- Use wayfinding identification signage at building exits (Directional signage will include messages leading users to the exits, but they need to know when they have arrived).
- Locate exit signs as near as possible to exit doors.
 - Emergency Egress maps (also known as Fire Evacuation maps) are important and usually required by code. They show users how to evacuate during a fire or other emergency. Emergency egress maps at PAD show routes using stairs, but do not provide evacuation information, including “areas of refuge” for people who cannot use stairs.
 - Stairwell Identification signs should be used to identifying building exits by providing exit level information on code required stairwell signs and stairwell identification signs.

Sign Type IN-01.01.1A-B

Large Emergency Exit Plans

Interior wall mounted sign used to identify emergency exit and routes for the building in case of fire or other emergency. Sign should be located in elevator lobbies, stairwells and other key gathering places for staff and visitors.



Sign Type IN-01.02

Fire Equipment Identification Sign

Interior wall mounted sign used to locate and identify fire equipment cabinets. Code requirements for identifying fire equipment state “Sign is to be mounted above the fire equipment cabinet, flat against the wall.”



Sign Type IN-01.04

Elevator Call Button

Interior wall mounted sign located in elevator lobbies above the elevator call buttons. Sign used to communicate elevators should not be used in case of fire emergencies.



Sign Type IN-01.05

Fire Door Sign

Interior door mounted sign used to identify a fire door. Exception: Signs shall not be located on fire doors that are held open by automatic devices. Signs are mounted center on the front facing side of fire door.



Sign Type IN-01.06

No Exit Sign

No Exit sign used to identify a door in a stairwell or other locations that are not exits.



Sign Type IN-01.10

Stair Identification Sign

Interior wall mounted sign used to identify stairwell and exiting information using text and symbols. Sign located on all building floors outside the entrance to the stairwell. Sign should be placed on the latch side of the door.



Sign Type IN-01.11

Stairwell Identification

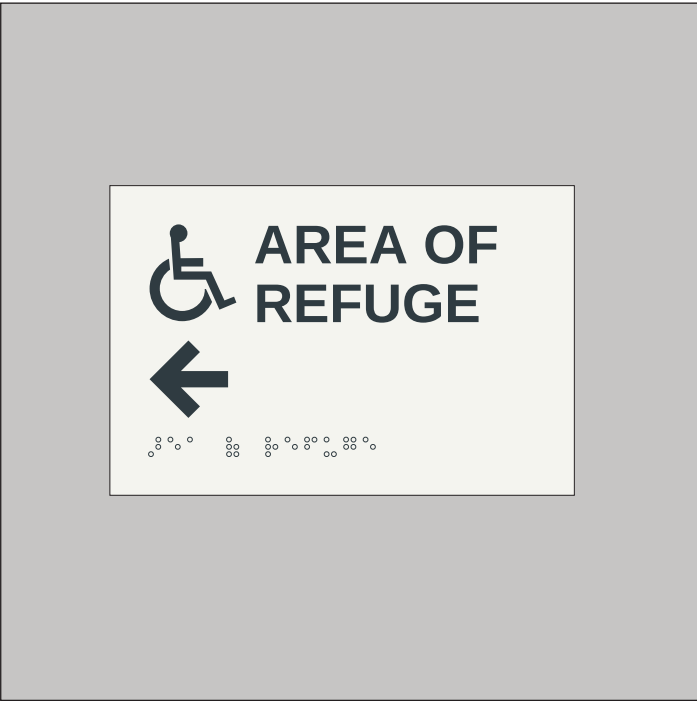
Interior wall mounted sign used to identify floor level and egress information. Sign should be located with in each stair enclosure at each floor landing and must be visible when door is in an open or closed position.



Sign Type IN-01.12

Area of Refuge

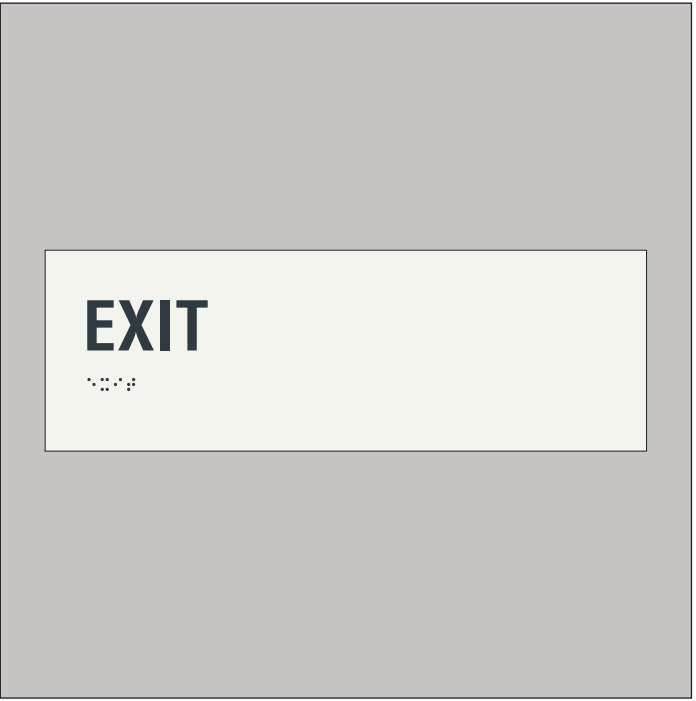
Interior wall mounted directional sign used to communicate areas of refuge for those needing evacuation assistance. Sign should be centered on the door to each area providing access to an area of refuge or on the wall near the access.



Sign Type IN-01.12.1

ADA Exit Signs, non-illuminated

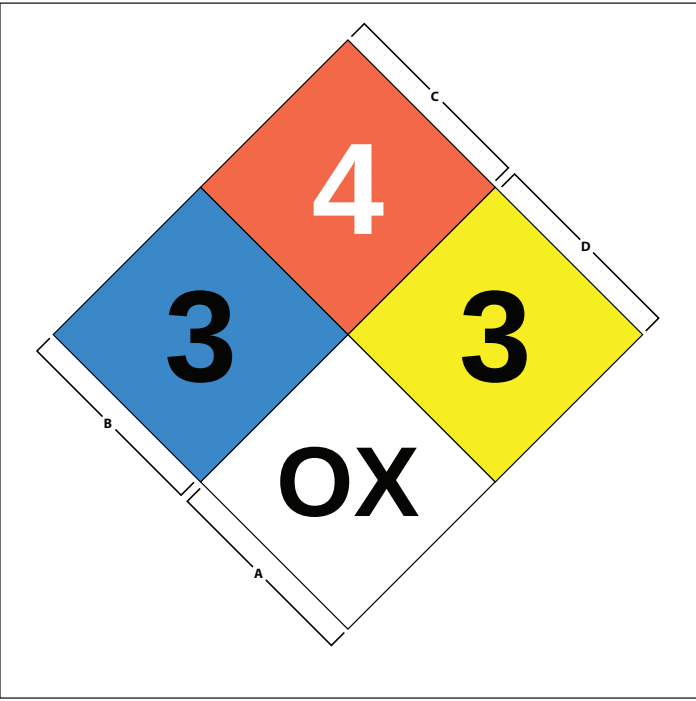
Interior wall mounted informational sign used to communicate exit status of building doors. Signs can communicate exit points and doors that should not be used for exiting purposes. Sign should be placed on the latch side of the doors.



Sign Type IN-01.15

Hazardous Material Sign

Interior hazardous materials information sign used to easily identify specific hazards within room, storage cabinet or locker.



Sign Type IN-01.22

Caution/Information

Interior caution information sign communicating areas where oxygen, gases and anesthetic agents, radioactive material, high electrical voltage, biohazardous material, regarding lasers and occupational exposure may be present. Sign must be installed on doors in areas where there is oxygen, gases and anesthesia agents in use, radioactive materials are used or stored, rooms with high voltage (over 600 volt) equipment, rooms where there is biohazard materials, where lasers are used and where there is occupational exposure.



Sign Type IN-01.27

Emergency Push to Open

Interior door mounted sign used to inform the type of action needed to activate door in case of an emergency. Sign shall be located on the latch side of doors at all exits where push motion is needed to activate door.



Sign Type IN-01.31

Fire Equipment Identification

Interior wall mounted projecting/flag sign used to identify fire equipment cabinet locations with both words and symbols. Sign should be mounted above the fire cabinet.



Sign Type IN-01.35

Maximum Occupancy Sign

Interior room sign used to identify the allowed occupancy in a designated room. These signs should be placed on the wall near the entry way of public spaces where occupant levels may fluctuate during normal operating hours. Occupancy rates should be determined with assistance of Fire Marshal and other VA codes and regulations.



4.6 Mandatory VA Policy Signs

Mandatory Signage

Identify location mandatory VA signage should be posted per VA policy and other campus requirements.

Types of Signs

Signs required by VA Policy include information related to VA smoking policies, consent to inspections, weapons prohibitions, patients’ rights and responsibilities and VA policies and directives.

Legibility

Ensure that ceiling-hung and wall-mounted identification signage is legible from a distance. In general signs should have lettering heights of 1” capital letter height for 30’ of legibility.

Sign Sizes

Provide sufficiently large sign sizes, sufficiently large font sizes, and a high degree of contrast between text and background to contribute to legibility, especially for Veterans and families with low vision.

Locate where needed

These signs must be placed at major entries to all campus buildings accessed by patients, visitors and employees and other locations as directed by VA mandatory policy requirements. Sign messages provided by VA Signage Design Manual must be followed for all policy signs.

Sign Type IN-02.01

Mandatory Policy Consent to Inspection

Interior wall mounted sign that communicate mandatory VA policy related to consent to inspect. Signs are required to be placed at the entrance of a building.



Sign Type IN-02.02

Mandatory Policy No Smoking

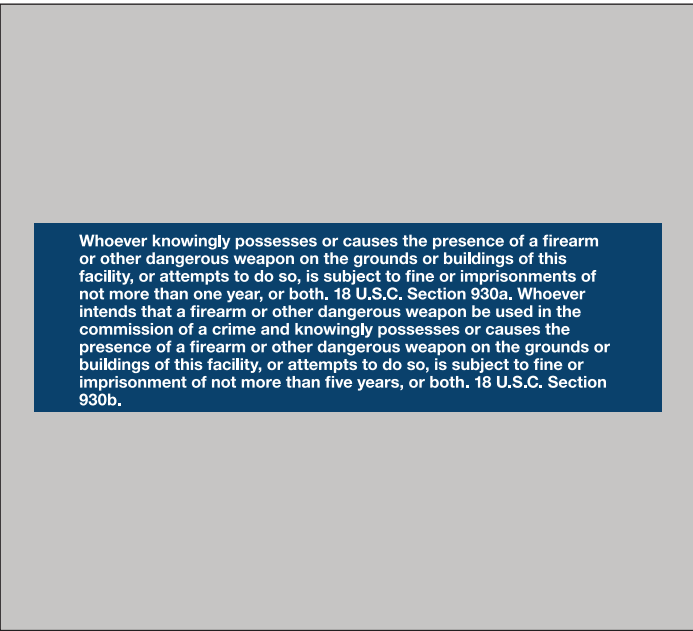
Interior wall mounted sign that communicate mandatory VA policy related to VA smoking policy. Signs are required to be placed at the entrance of a building.



Sign Type IN-02.03

Mandatory Policy No Weapons Permitted

Interior wall mounted sign that communicates mandatory VA policy related to VA weapons prohibition policy. Signs are required to be placed at the entrance of a building.



Sign Type IN-02.04

Mandatory Policy Business Hours

Interior wall mounted sign that communicates mandatory VA policy related to campus business hours. Signs are required to be placed at the entrance of a building when other signs are not present that contain business hours information.



Sign Type IN-02.07

Patient Rights and Responsibilities

Interior wall mounted non-illuminated snap frame used to hold foam core mounted paper insert. Signs are required to be placed near the entrance to buildings and positioned so visitors have a clear unobstructed view of the sign.

Sign Type IN-02.08

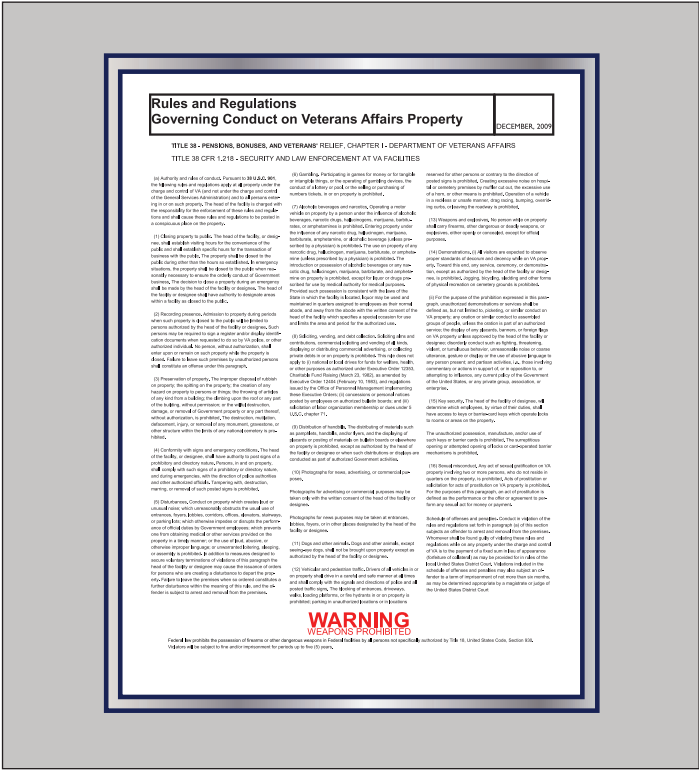
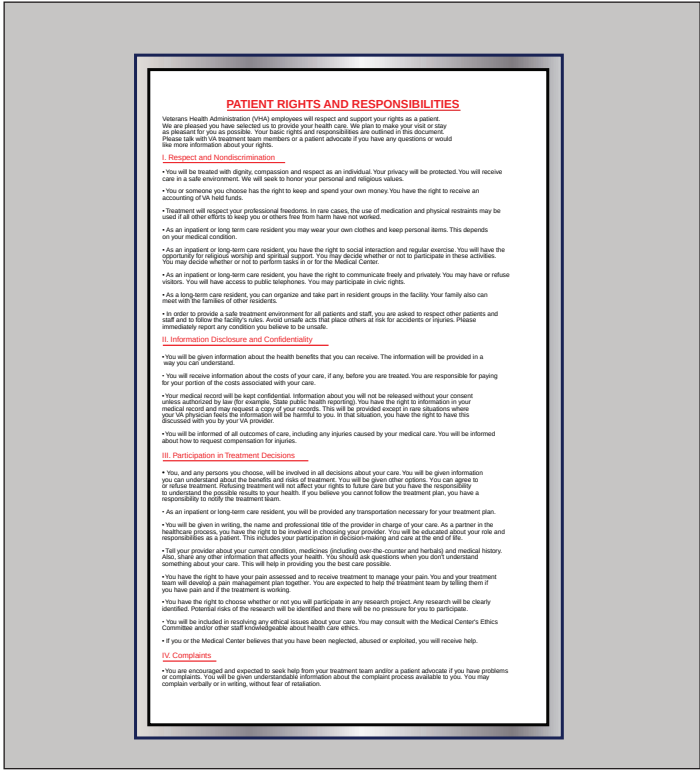
Policies and Directives

Interior wall mounted non-illuminated snap frame used to hold foam core mounted paper insert. Signs are required to be placed near the entrance to buildings and positioned so visitors have a clear unobstructed view of the sign.

Sign Type IN-02.10

No Weapons Sign-Small

Wall/door mounted acrylic mandatory sign used at all entries to campus buildings, except those into utility rooms, to communicate that no weapons are allowed on campus. Sign should be placed on building door. This sign is required at all building entrances on all VA campus locations.



4.7 PAD Parking Garage Wayfinding and Signage

Parking garage signs direct drivers as they enter, navigate, park, and exit parking garages by car and after they exit their vehicles as they navigate garages on foot. They include exterior and interior identification signs, vehicular and pedestrian directional signs, parking level identification signs, elevator identification signs, stair identification signs, and signs for dedicated parking areas and spaces (e.g., accessible spaces).

Recommendations

Providing Parking Information

- Use the VAPAHCS website and other wayfinding technology, such as apps, to provide information about parking lots and parking garages. Include the names of the lots and garages, who is allowed to park there, and indicate that the parking is free.
- Include information about parking during Staff Orientation and Wayfinding Training programs (See Section 6 Operational Wayfinding Element Recommendations, 6.4 Staff and Volunteer Wayfinding Orientation and Training).

Identifying Parking Garages on the Exterior

- Provide parking garage identification on all sides of the garage exterior that are visible to pedestrians and drivers.

- Use a combination of the widely recognized parking icon (a capital P in a circle) and the garage name.
- Make sure parking garage identification signage is large enough to be visible and legible from a distance.
- Rename parking structures to North and South Garages to align with campus orientation.
- Include messages for the parking garages on exterior vehicular and pedestrian directional signage.
- Provide identification signage, using the name of the garage, at the parking garage entrance.

Parking Garage Interior Identification Signage

Accessible Parking

- Use signage with the message “Accessible Parking” and International Symbol of Access (ISA) to identify areas of accessible parking for cars and vans, so patients do not have to search for the individual blue ISA signs, which are often hidden behind cars.
- Comply with ABAAS requirements and CA Title 24 requirements (whichever provides greater accessibility, if they differ) to label accessible parking spaces with markings on the ground and a sign at the head of each space 72” high at top of sign.

- Use the signs on page 5-5-49 in VA Signage for Parking Structures if they are compliant with CA Title 24.

Bicycle Parking

- Identify bicycle parking so that it is legible from a distance and up close.

Motorcycle Parking

- Identify motorcycle parking so that it is legible from a distance and up close.

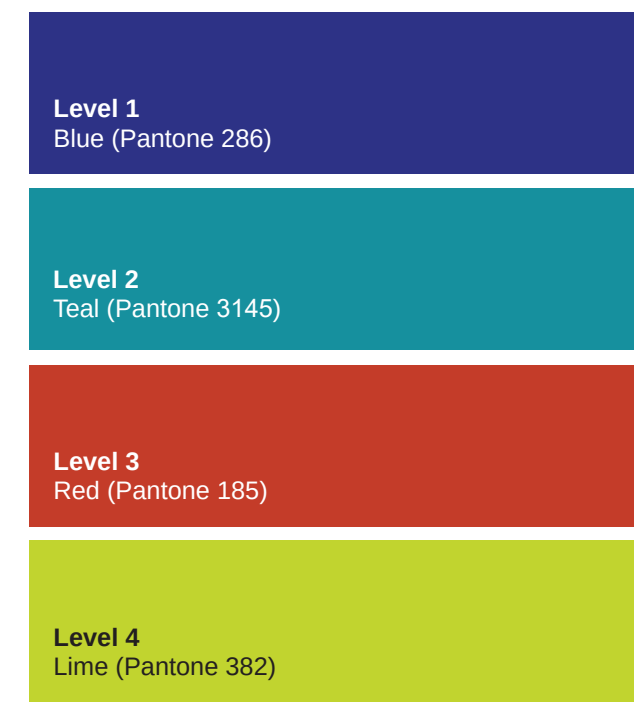
Identifying PAD Parking Garage Levels

- Color provides a helpful “redundant cue” to the level number and can help users remember the level where they parked their cars.
- Provide unique colors for levels in each parking structure so that if a user only remembers the color, a staff member should be able to tell the associated parking structure.
- Use color effectively:
 - Select a palette of 10 (5 for each of the two garages) distinct colors and divide them between the two existing garages.
 - For instance, consider the color palette shown in Figure 4.7-1.
- Include the color name along with the color on parking level signs. This will help users who are colorblind.
- Include the parking garage name on parking level signs.
- Do not use level colors that are close in hue within the same garage.
- Carefully plan the text color that will provide maximum contrast with the color used for color-coding. For instance, white text on a yellow background or black text on a dark blue background will not provide sufficient contrast
- Consider how to identify the level of a ramp. (Current practice is to change the level number at the top of the ramp.)
- Provide a sign next to the elevators showing and naming the colors associated with various parking levels.
- If possible, color code the numbered elevator cab buttons, to reinforce the color-coding scheme.

The North Garage could use these colors:

- Blue (with white text) for Level 1
- Teal (with black text) for Level 2
- Red (with white text) for Level 3
- Lime (with black text) for Level 4
- Purple (with white text) for Level 5

North Garage



The South Garage could use these colors:

- Yellow (with black text) for Level 1
- Orange (with black text) for Level 2
- Magenta (with black text) for Level 3
- Aqua (with black text) for Level 4
- Green (with white text) for Level 5

South Garage



Figure 4.7-1. Parking Garage Level Color Palette

Identifying Parking Garage Elevators

- Use signage to identify the parking garage elevators so that the message is legible from afar. Include the name of the garage, the level number and color, and the word, “Elevators.”
- Take advantage of architectural features, such as a large surface area at the back of the elevator bank in the South Garage (PS2) as a place to identify the parking structure and parking level.
- Coordinate parking garage elevator colors with color coding on parking level signage for consistency and level reinforcement.

Identifying Parking Garage Stairs

- Use signage to identify parking garage stairs so that the message is legible from predicted distances. Include the name of the garage, the level number and color, and the word, “Stairs.” Identify stairs with unique labels. (There are other requirements for stair identification signage, such as International Building Code (IBC), National Fire Protection Association (NFPA), and Architectural Barriers Act (ABA).)
- Coordinate parking garage stair colors with color coding on parking level signage for consistency and level reinforcement.

Identifying Parking Garage Exits

- Use signage to identify parking garage exits.
 - Make sure the sign message is legible from a predictable distance.
 - If exit signs will be located in shadow, use spotlighting to illuminate them.
- Provide vehicular directional signs in direct view as drivers exit the parking garages.
- Provide pedestrian directional signage in direct view as pedestrians exit the parking garages.

Parking Garage Directional Signage

Designing Vehicular Parking Garage Signage

- Design overhead directional signs to point drivers to dedicated areas on the entry level, including accessible parking, motorcycle parking, and bicycle parking.
- Design overhead directional signage to point drivers to parking, elevators, stairs, and exit.
- As needed, use symbols/icons for “Do Not Enter,” “No Right Turn,” and “No Left Turn,” along with text, if space is available.

Lighting Vehicular Directional Signs

- Illuminate overhead directional signs either by internal lighting, ambient lighting, or spotlighting.

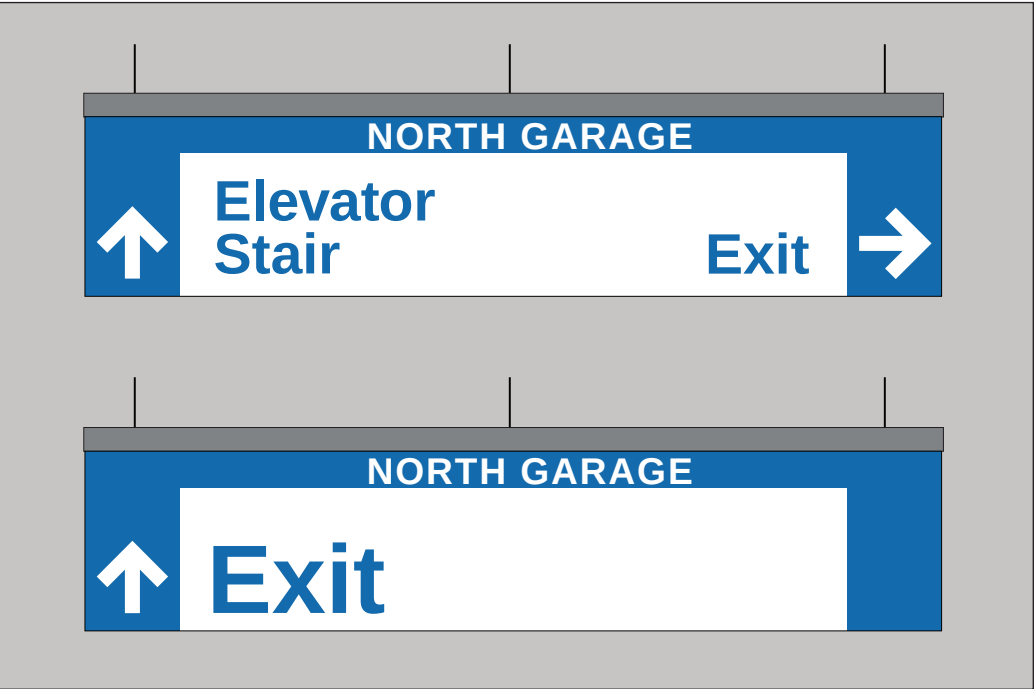
Planning & Designing Pedestrian Parking
Garage Signage

- Do not locate pedestrian directional information (“ → Elevators”) on parking level identification signs. Provide separate pedestrian directional signs for that purpose.
- Include messages for “Elevators” on all pedestrian signs in the parking garages.
- In elevator lobbies:
 - As users face the elevators: provide a sign identifying the garage and the level number and color. For example, “You are in the South Garage, on Level 1 (Blue)”
 - As users exit the elevators, provide a directional sign identifying the garage and the level number and color and pointing the way to destinations accessed from the garage. Provide a nearby exterior You-Are-Here map.

Sign Type PS-01.04

Garage Directional Ceiling Hung

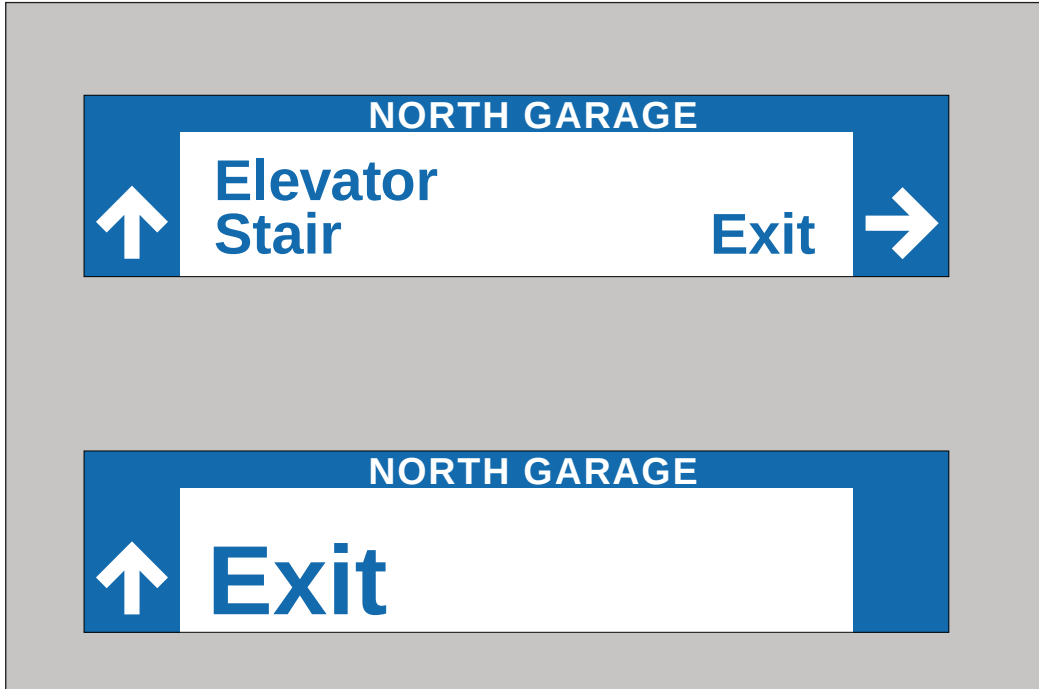
Interior non-illuminated, ceiling hung parking structure sign used to direct driver by providing parking and exit information. Signs should be placed on every level and at decision points for drivers. These signs should be aligned with the flow of traffic and clear of building support for driver visibility.



Sign Type PS-02.04

Garage Directional Beam Mounted

Interior non-illuminated beam mounted parking structure sign used to direct driver by providing parking and exit information. Signs should be placed on every level and at decision points for drivers. These signs should be aligned with the flow of traffic and positioned on the bottom edge of the beam/soffit.



Sign Type PS-03.02

Wall Mounted Level/Directional

Interior non-illuminated wall mounted parking structure sign used to direct pedestrians by providing exit and floor information. Signs should be placed on every level and near elevators and exits. Position signs so both drivers and pedestrians have a clear unobstructed view of the sign.



Sign Type PS-05.01-2

Parking Garage Levels

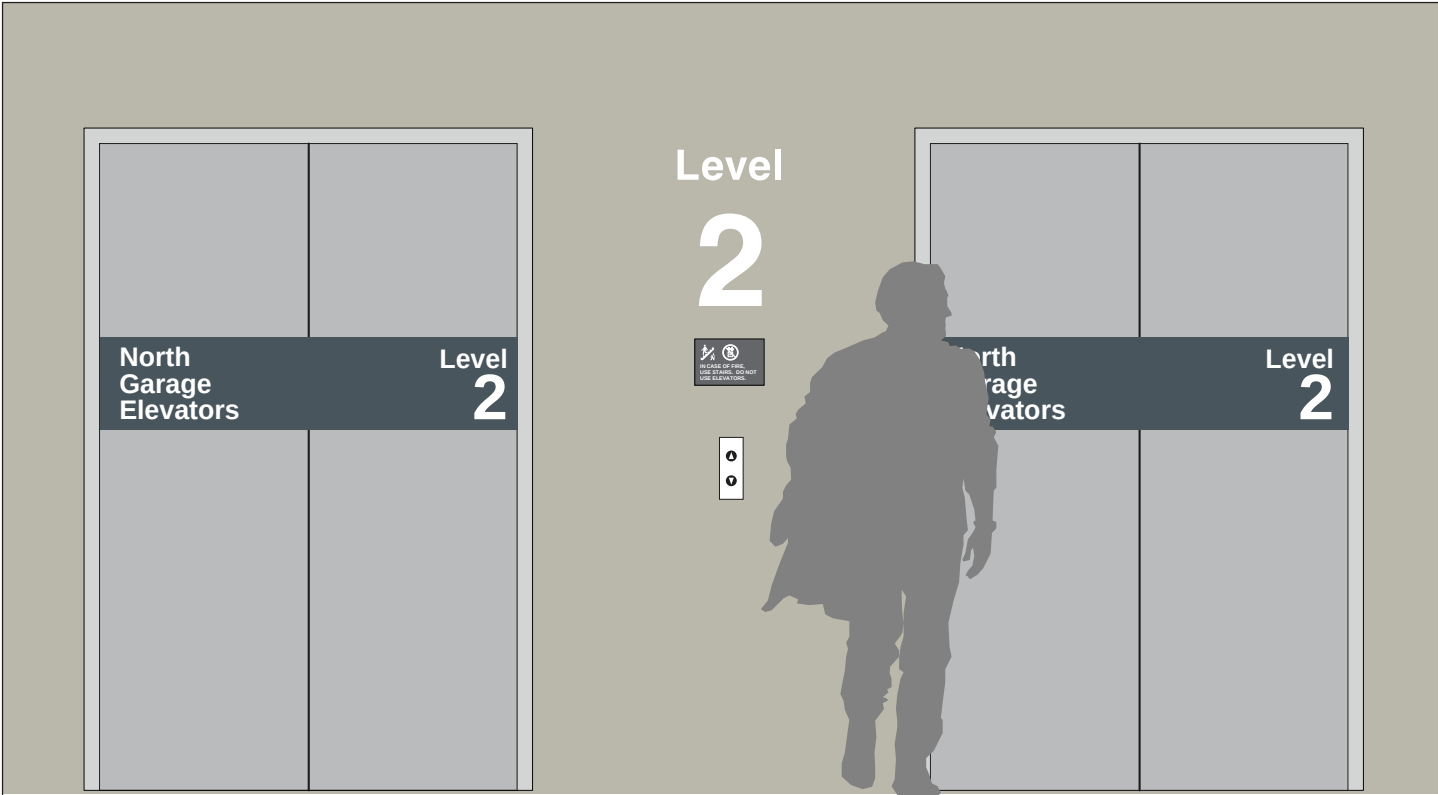
Interior non-illuminated column mounted parking structure sign used to direct pedestrians by providing floor information. Signs should be placed uniformly and periodically on columns on every garage level. Position signs so both drivers and pedestrians have a clear unobstructed view of the sign.



Sign Type PS-07.03

Elevator Identification Text and Level Number Vinyl

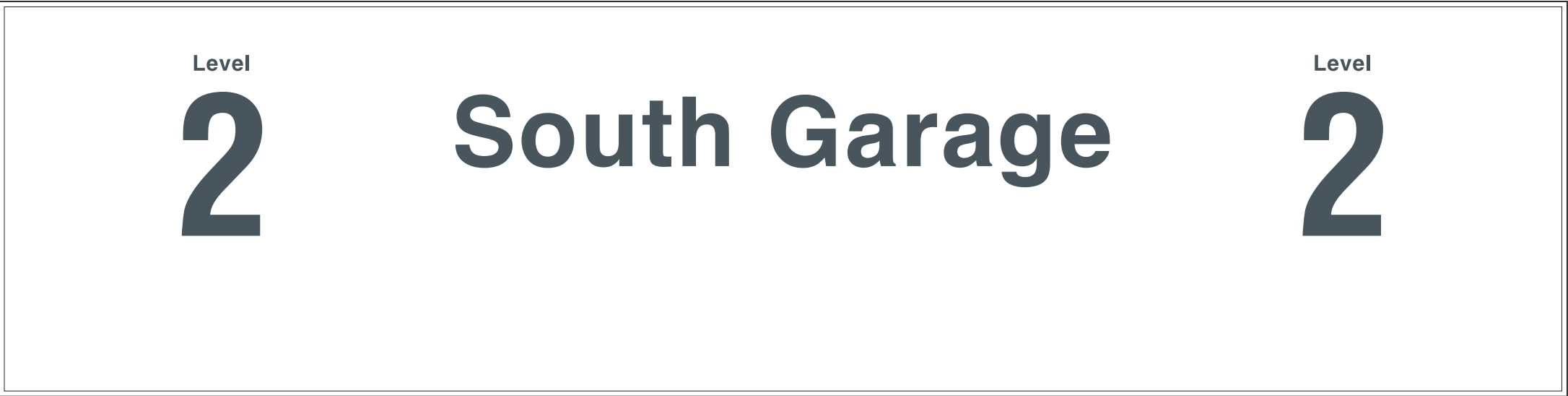
Interior vinyl banners and acrylic dimensional numbers and letters identifying garage name and level on elevator cabs and lobbies. Signs should be placed across the elevator doors and between the elevator cars near the call buttons on every floor.



Sign Type PS-08.10-12

Garage Levels Dimensional (Letters and Numbers)

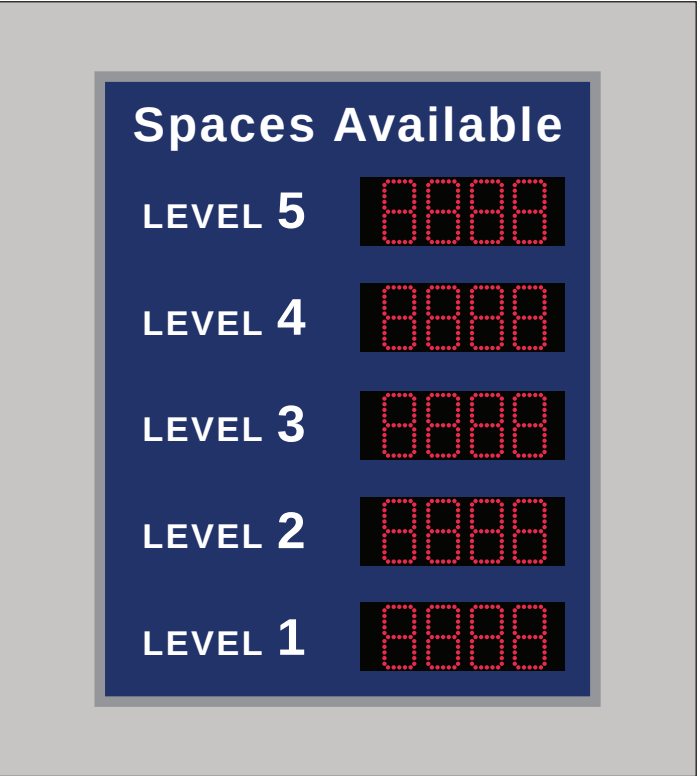
Interior stainless steel dimensional numbers and letters identifying garage name and level on elevator back of elevator cab tower. Signs should be placed across the back of every elevator tower that is visible to pedestrians as they approach. Signs should be placed on every level of the parking garage.



Sign Type PS-13

Electronic Stall Availability Sign

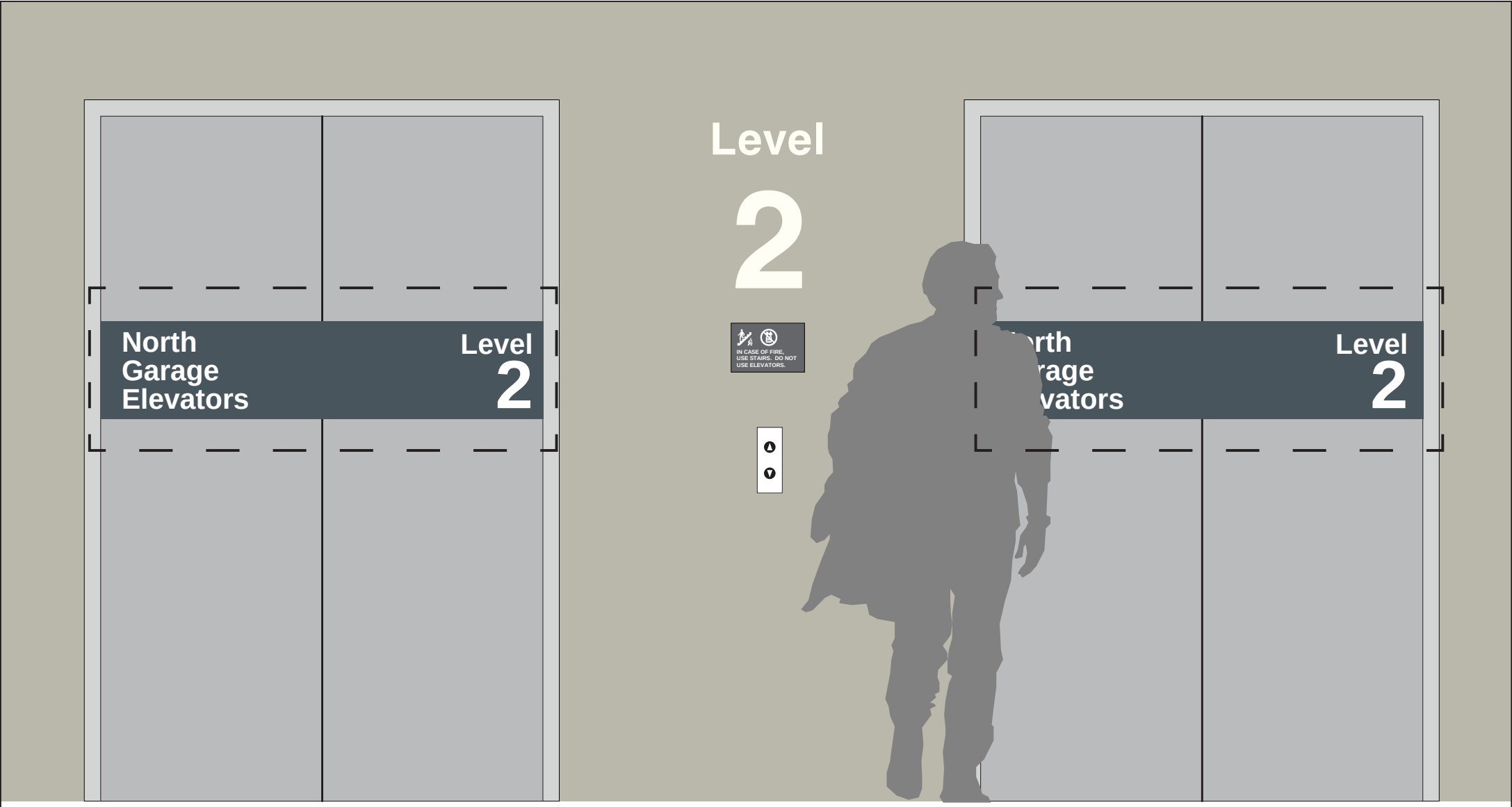
Exterior wall mounted sign used to inform visitors as to the number of available parking spaces per floor. Electronic counting devices record the number of cars that enter and exit the garage and floor levels. This information changes as the corresponding number of parking spaces per floor is reflected. It is recommended that this sign be placed at the entrance of the parking structure.



Sign Type PS-08.13-14

Elevator Identification Elevator Text

Interior acrylic dimensional numbers and letters identifying garage level on elevator lobbies. Signs should be placed between the elevator cars near the call buttons on every floor.



4.8 Temporary Interior Wayfinding Signs

Temporary wayfinding signs are used when wayfinding information is useful only for a short time and does not warrant being included on permanent signs. Other temporary signs (usually made of paper) are developed and posted by staff to meet what they perceive as an absence of official wayfinding information. Recommendations are included below for the design, location, and oversight of temporary exterior signs.

Recommendations

Oversight of Temporary Interior Wayfinding Signs

- Develop a process for requesting, designing, printing, locating, storing, and removing temporary wayfinding signs.
- Handle requests for temporary wayfinding signs.
- Make sure temporary interior wayfinding signs are monitored (periodically checked for accuracy and updated as needed) by the Wayfinding Program Manager as part of the integrated wayfinding management program.
- Conduct periodic audits of paper signs posted by staff to understand their purpose and whether those messages can be effectively communicated with temporary wayfinding signage or should be incorporated into the permanent sign system. Define “visual

clutter” and work on a process for reducing or relocating it when it detracts from wayfinding information. Some visual clutter is due to staff-developed temporary signs and some is due to non-wayfinding information (such as that related to COVID policies) being located where wayfinding information is needed.

Designing and Locating Temporary Interior Wayfinding Signs

- Avoid locating temporary signs on movable stands or sandwich boards, unless there is a way to ensure that they will stay in one place.
- Provide sufficient contrast between text and backgrounds. Use large enough fonts to be legible to all users.
- If possible, avoid lamination, which results in reflective signs that are not legible to users with vision limitations.
- Create a wording/nomenclature standard for temporary signs, so messages and verbal directions use correct spelling, capitalization, punctuation, grammar, and syntax, and are unambiguous and useful. Avoid abbreviations and acronyms if possible.
- Include the date of posting, an anticipated date for removal, and the name of the person responsible for the sign with a phone number for contacting them if the sign moves or the sign message raises questions.

Directing Users to Other Destinations

- When an elevator or restroom is out of order, use temporary signage to provide users with accurate, complete directions about how to proceed.

Sign Type IN-11.04

Interior Temporary Construction

Interior room sign used to present temporary wayfinding instructions due to construction disruptions to typical routes. Messages should be short and concise or provide directional information in the same layout as permanent wall mounted way finding directionals. Signs should be placed in corridors next to directionals that are no longer accurate, or on latch side of door, or center of door, or at a destination.



4.9 Interior Wayfinding-related Architecture and Interior Design

Architectural features (such as circulation paths, soffits, and alcoves) and interior design features (such as lighting and wall and floor materials) are part of an integrated wayfinding system. Architectural features can provide mounting areas for interior signage and, when unusual, can sometimes act as wayfinding landmarks. Interior design features can help areas stand out and be recognizable and memorable rather than looking alike. Interior design features, such as unique combinations of materials, artwork, accent wall color, furnishings, etc. can sometimes function as wayfinding landmarks.

Recommendations

Architectural Features that can be Good Locations for Interior Signs and Maps

- Take advantage of existing architectural features, such as soffits, to provide overhead wayfinding signs, as needed.
- When designing renovations and new construction, consider providing architectural features that can be good locations for wayfinding signs and maps.

Architecture and Wayfinding-related Circulation

- Use directional signage to overcome existing architectural layout issues, such as elevators

and restrooms that cannot be easily seen from main corridors since they are located in recessed alcoves.

- For renovations and new construction:
 - Avoid circular corridor layouts
 - Avoid locating elevators in alcoves.

Wayfinding and Interior Design

- Select interior design features, such as accent wall color, lighting, artwork, floor materials, wall materials, furniture, and furnishings that will help make important destinations stand out.

4.10 Interior Landmarks

Interior wayfinding landmarks are nonverbal wayfinding elements that can help users navigate at VAPAHCS. They are unique, noticeable, describable, memorable, and stable. Landmarks function as reference points, let users know they are on the right track, trigger action, and serve as meeting places. Some landmarks stand out to many users, like an interior courtyard, while others—like an interior design detail—may be noticeable and memorable only to an individual. Users will likely notice a landmark as they move in one direction and remember it as they make their way back. For this reason, landmarks should not be repeated in multiple locations. Landmarks can comprise framed artwork, plantings, murals, small sculptures, etc. Landmarks can be wayfinding tools for people who are nonliterate and can play an important role in direction-giving and direction-following.

locations. Landmarks can comprise framed artwork, plantings, murals, small sculptures, etc. Landmarks can be wayfinding tools for people who are nonliterate and can play an important role in direction-giving and direction-following.

Recommendations

Locating Wayfinding Landmarks

- Determine target locations for interior wayfinding landmarks, including corridor walls, stairwell walls, and other areas that do not have noticeable features.
- Do not locate landmarks in places where other wayfinding information, such as directional signs, should be placed.
- Make sure landmarks have sufficient lighting.

Selecting Wayfinding Landmarks

- Select wayfinding landmarks that are:
 - Unique (not repeated)
 - Noticeable (stands out from its surroundings)
 - Describable (and recognizable based on the description)
 - Memorable
 - Easily maintained
- Consider different types of wayfinding landmarks, such as 2-D artwork, 3-D artwork, plants, interior architecture, sound or music, etc.



Figure 4.10-1 An example of using artwork to direct patients to a destination.

- Identify existing interior landmarks at the PAD and MPD campuses using nomenclature that will both be descriptive, memorable and appropriate for the VA.
 - The round information desk in the main lobby of Building 100. We recommend calling this “The Information Desk”.
 - The walkway that connects Building 100 to Building 102. We recommend calling this the “Glass Walkway”.
 - Utilize artwork in future projects to identify wings/buildings through artwork themes. The Pyramid sculpture in the lobby of Building 334. We recommend calling this “The Pyramid”.

4.11 Interior Wayfinding-Related Lighting

Interior wayfinding design elements need to be lighted—by ambient lighting, internal lighting, or targeted lighting—so that all users, including those with low vision, can see and read them. Lighting needs to be planned in conjunction with sign location so that it does not produce glare on a sign or leave the sign in the dark.

Recommendations

Providing Wayfinding-related Lighting

- Provide lighting in conjunction with wayfinding elements, such as signs, maps, and directories, so users can easily see and read

the messages. A wayfinding related lighting audit should answer questions like these:

- Is there now sufficient ambient or targeting lighting for each wayfinding element to be legible to most users?
- Is there too much or too little lighting?
- Is there glare or shadows at the signs?
- How can existing problems be remedied?
- Include wayfinding-related lighting during the design process and Wayfinding Design Review for renovation and new construction projects.
- When new floor materials are selected (for renovations or new construction), avoid those that are reflective.

Reflective floor materials plus lighting can lead to mirages and disturbing glare for users with low vision and others who are sensitive to light, amongst others.



Figure 4.11-1. An example of using lighting to direct patients to a destination.

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4.12 Interior Sign Type Drawings

Colors /Abbreviations

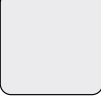
Project Colors

The Colors listed below are used throughout the VA Palo Alto sign system. Refer to the sign types listed on the following pages for specific color applications.

	Indanthrone Blue (B7) Matthews MP10261
	Mudstone (B9) Matthews MP00547
	White (B20) Matthews Paint MP32071
	Red - PMS 187C MP 79697
	Handicap Blue (B16) Matthews MP26511
	White Vinyl Avery A9005-0
	Translucent Red Vinyl Avery PR800

Standard Colors

The colors listed below are used throughout the VA Palo Alto sign system.

	MP03849 Inerte Grey BM HC-166 Kendall Charcoal		Brushed Aluminum Horizontal Grain
	MP32071 White Wonder BM I-04 Decorator's White		307 Charcoal Grey Rowmark
	MP00015 Polar White BM 2137-60 Grays Owl		201 White Rowmark
	MP42359 Vine Charcoal BM 2120-20 Black Iron		401 Black Rowmark
	601 Red Rowmark		BM 2134-30 Iron Mountain
	701 Yellow Rowmark		White Vinyl Reflective
	Handicap Blue (B16) Matthews MP26511		P95 Clear Acrylic Rowmark
	603 Orange Rowmark		Photoluminescent Rowmark

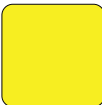
North Garage

The Colors listed below are used to indicate the level for the North Garage.

	Level 1 Blue (Pantone 286)
	Level 2 Teal (Pantone 3145)
	Level 3 Red (Pantone 185)
	Level 4 Lime (Pantone 382)

South Garage

The Colors listed below are used to indicate the level for the South Garage.

	Level 1 Yellow (Pantone Process Yellow)
	Level 2 Orange (Pantone 144)
	Level 3 Magenta (Pantone Process Magenta)
	Level 4 Cyan (Pantone Process Cyan)
	Level 5 Green (Pantone 355)

Suggested Manufacturers

The below is a list of manufacturers based on color options provided.

MP - Mathews Paint
BM - Benjamin Moore
Avery Vinyl Products
Rowmark Acrylic

Abbreviations
D/F - Double Faced
AFF - Above Finished Floor
NTS - Not to scale
VHB - Very High Bond
CNC - Computer Numerical Control machining

Fonts

Project Text

VA Palo Alto signage will follow VA standards type style and fonts per VA Signage Design Guide. Sign text style shown on sign type drawing layout utilizes Helvetica and the approved VA logo and text.

Helvetica Bold

**ABCDEFGHIJKLMNOPQRSTUVWXYZ
abcdefghijklmnopqrstuvwxyz 123456890**

Helvetica Bold Condensed

**ABCDEFGHIJKLMNOPQRSTUVWXYZ
abcdefghijklmnopqrstuvwxyz 123456890**

Helvetica Regular Condensed

ABCDEFGHIJKLMNOPQRSTUVWXYZ
abcdefghijklmnopqrstuvwxyz 123456890

Helvetica Oblique

*ABCDEFGHIJKLMNOPQRSTUVWXYZ
abcdefghijklmnopqrstuvwxyz 123456890*

Letterspacing

Normal letter spacing is utilized when the readability ratio factor (capital letter height in inches to maximum readable viewing distance in feet) is 1:25 for a word using upper and lower case letters. Word spacing shall be equivalent to the width of a lower case “v”.

Architectural Barriers Act (ABA) letters should be spaced so that tactile readers can feel where one letter ends and the next begins.

Normal letter spacing should not be used when letter forms are to be illuminated as light bleed causes letters to fuse together visually.

Distance letter spacing shall be utilized when the copy content is intended for readability at greater viewing distances than normal letter spacing allows. The readability ratio factor is 1:40. Distance letter spacing shall be used for all exterior and illuminated signs.

Interline Spacing

Interline spacing will generally be noted on sign type drawings. As a rule, line spacing shall be no less than 1/2 the height of the upper case letter form.

Paragraph Spacing

Paragraph spacing will generally be noted on sign type drawings. As a rule, paragraph spacing shall be no less than the height of the upper case letter form.

Alignment

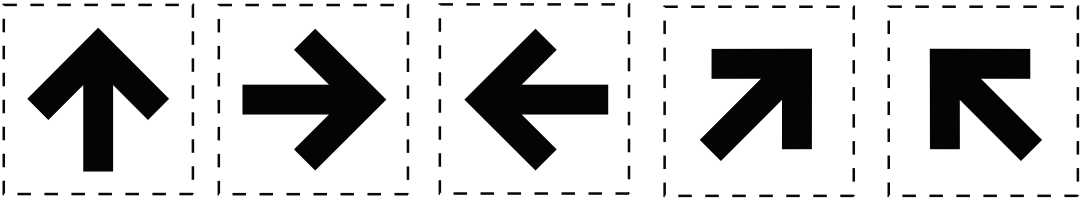
A flush upper left copy format shall be the general rule though certain exceptions shall be noted.

As a rule, all copy placed on inserts, changeable directional modules, listing strips, overhead panels, and changeable exterior panels shall be vertically centered, (equal margins top and bottom) Graphic symbols used in square format shall be centered on four sides.

Arrows

Arrows

Directional and Symbol information



Arrow

Illustrations show the prescribed arrow for use in the VA sign program. The arrow is always centered within a square field. (See left).

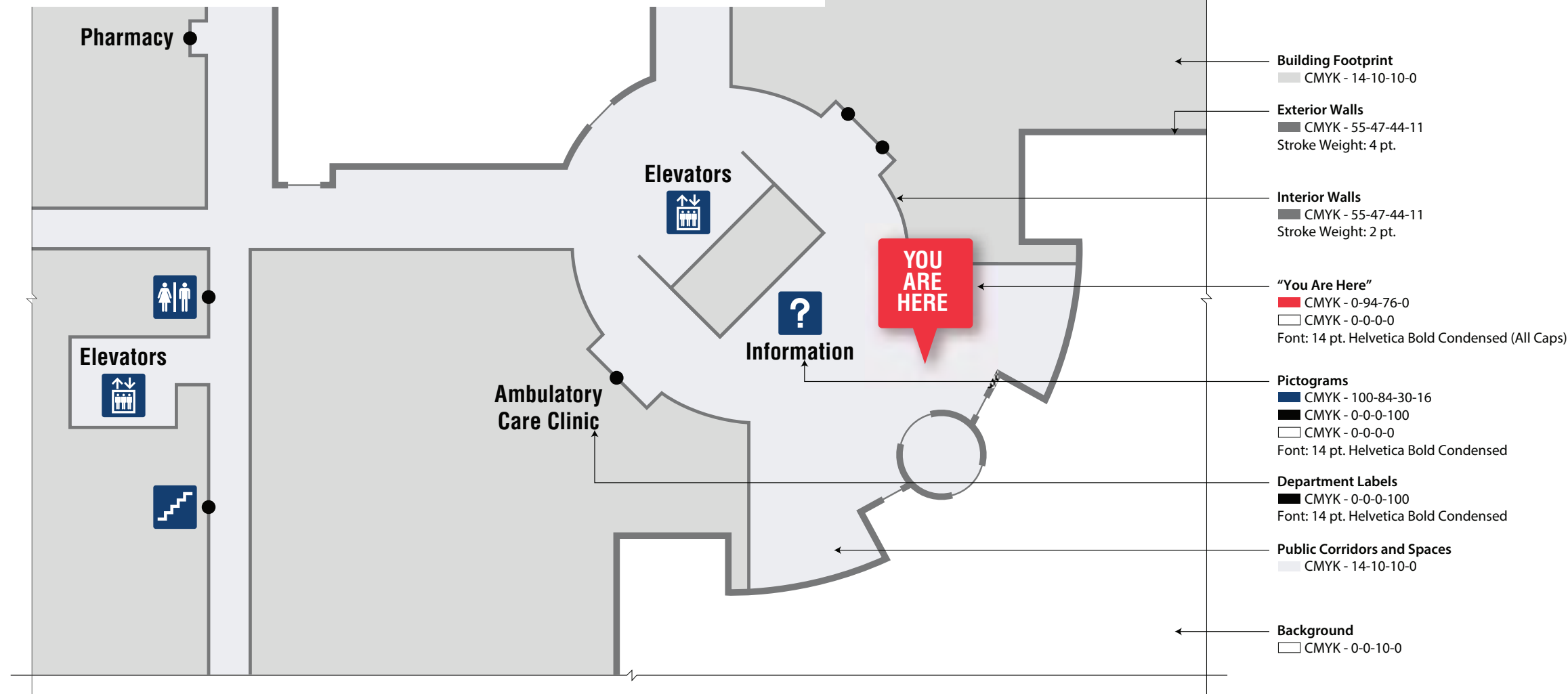
Arrow Alignment with Text

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 the text to identify the direction for all destinations grouped together.

The arrow size is one and one half (1 1/2) times the capital letter height.

Interior Map Artwork Standards



MAP DETAIL | 1"=1"



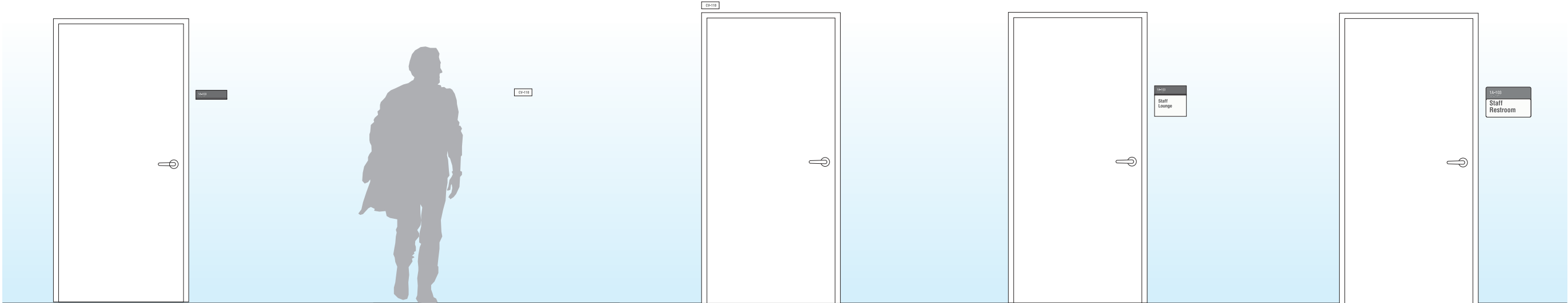
PICTOGRAMS | NTS

Interior Map Artwork Standards

Guidelines for color usage, typography and line weights for the creation of interior maps.

NOTES

Sign Type Family – Interior Signs



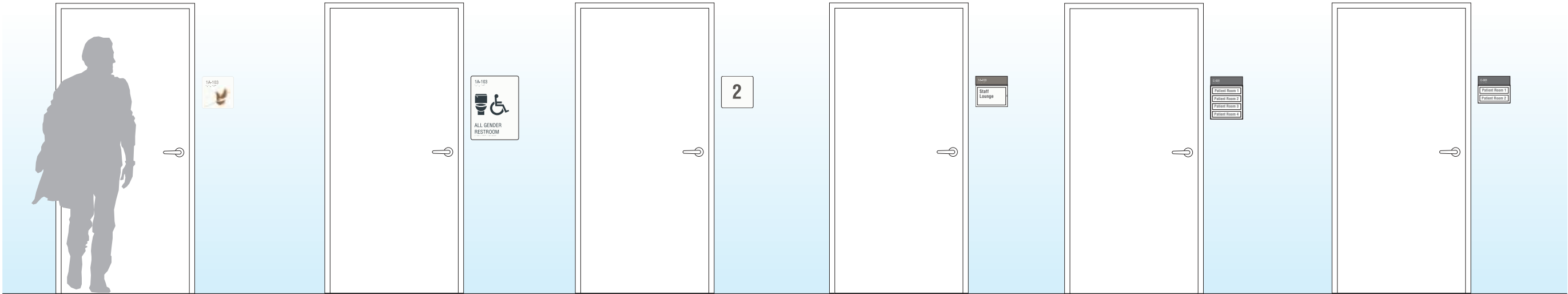
IN-03.01
Room Number Identification

IN-03.02.A
Corridor Sign

IN-03.02.B
Room Identification Tag

IN-04.01
Primary Room Identification,
Permanent Message

IN-04.01.1
Room Number with Message, Anti-Ligature



IN-04.01.2
Patient Room Identification, Anti-Ligature

IN-04.01.3
Restroom Wall Sign, Anti-Ligature Sign

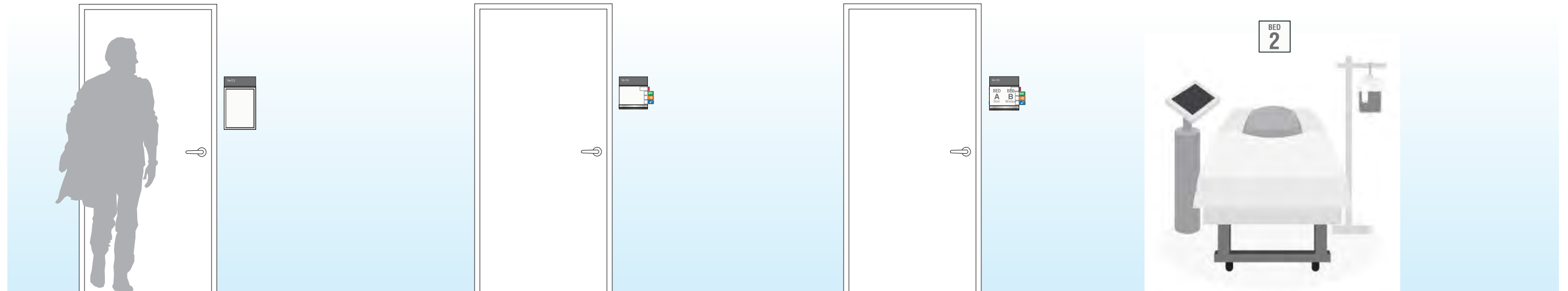
IN-04.01.4
Informational Sign, Anti-Ligature Sign

IN-04.03
Primary Room Identification
with 8.5x5 Paper Insert

IN-04.04.2
Patient Room Identification
with 4 Paper Inserts

IN-04.04.3
Patient Room Identification
with 2 Paper Inserts

Sign Type Family – Interior Signs

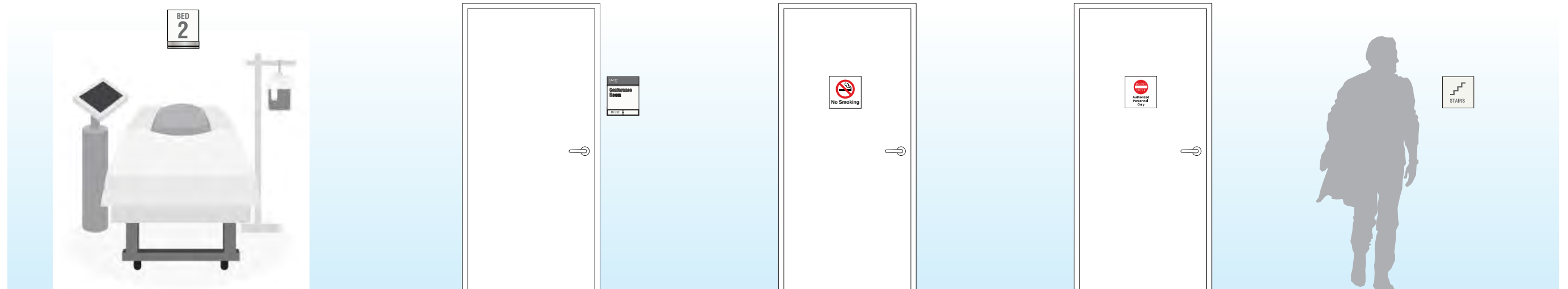


IN-04.50
Primary Room Identification
with 8.5x11 Paper Insert

IN-05.07
Patient Room Identification with
Patient Condition Pull Outs

IN-05.08
Patient Room Identification with Patient
Condition Pull Outs Two Bed Rooms

IN-06.05
Patient Bed Sign



IN-06.05.1
Patient Bed Sign with Paper Bar Clip

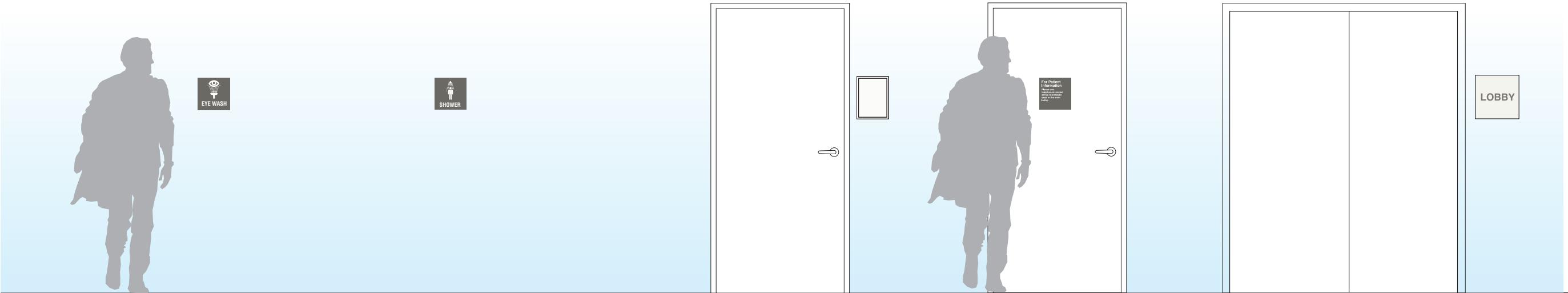
IN-07.01.3
Conference Room Sign with Indicator

IN-08.01
No Smoking

IN-08.02
Prohibit Instructional and Control

IN-09.08
Pictogram/Symbol

Sign Type Family – Interior Signs



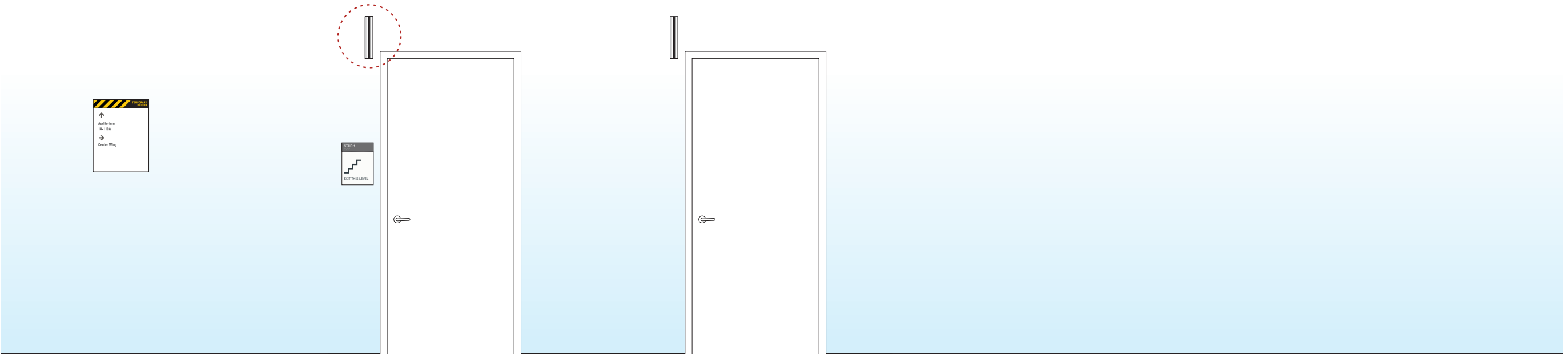
IN-09.08G
Pictogram/Symbol – Emergency Eye Wash

IN-09.08H
Pictogram/Symbol – Emergency Shower

IN-10.05
Sign Frame 8.5x11

IN-11.01
Informational/Instructional

IN-11.02.1
Wall Mounted Entrance Identifier

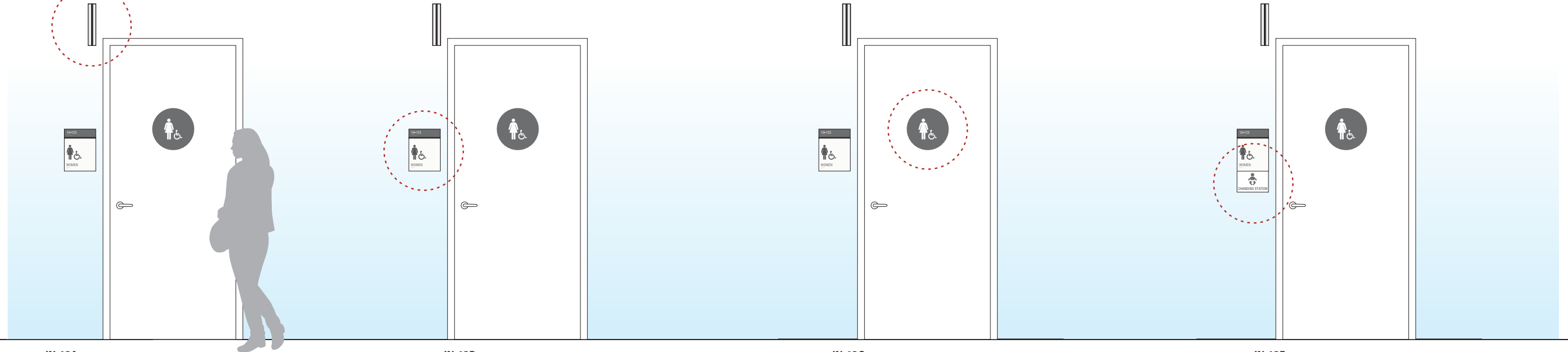


IN-11.04
Interior Temporary Construction

IN-13.01
Flag Mount Elevator/Stairs

IN-13.C
Flag Mount Service

Sign Type Family – Interior Restroom Signs



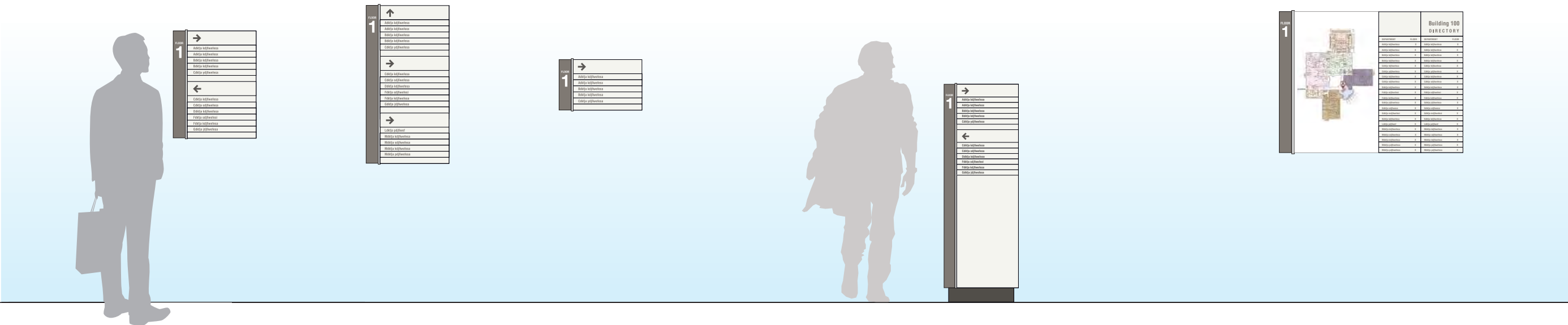
IN-13A
Flag Mount Restroom

IN-13B
Restroom Wall Signs

IN-13C
California Title 24 Restroom Door Signs

IN-13E
Changing Station Wall Sign

Sign Type Family – Directional Signs



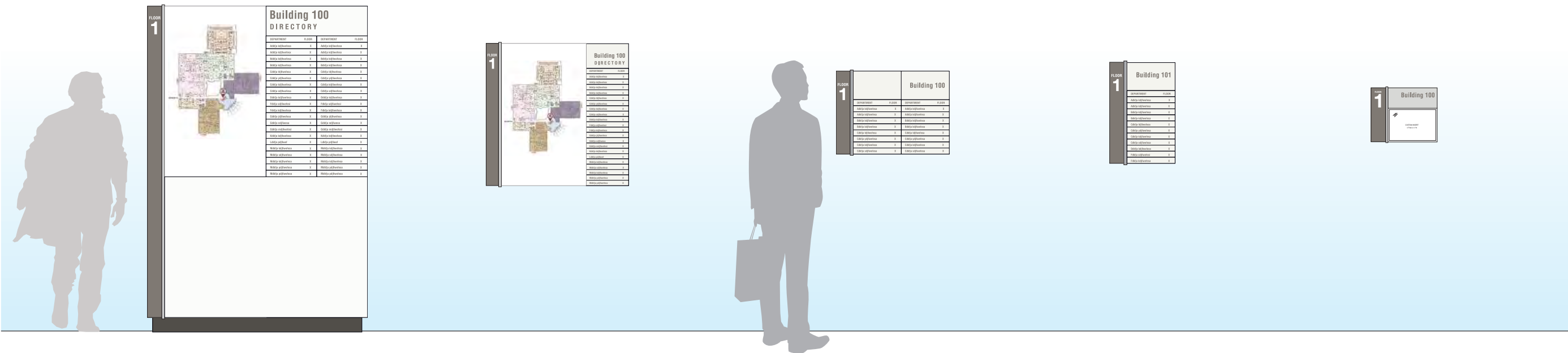
IN-14.03.1
Directional/Magnetic Panels

IN-14.04.1
Directional/Magnetic Panels

IN-14.05.1
Directional/Magnetic Panels

IN-14.06.1
Free Standing Directional/Magnetic Panels

IN-14.27.1
Wall Building Directory Medium w/Map/Magnetic Panels



IN-14.27.1.1
Free Standing Building Directory Medium w/Map/-
Magnetic Fields

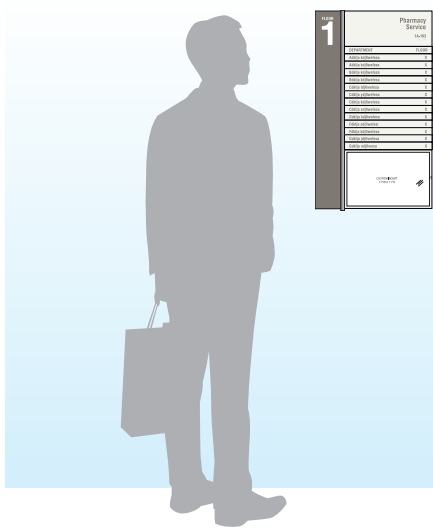
IN-14.27.2
Wall Building Directory Small w/Map/
Magnetic Panels

IN-14.27.3
Wall Elevator Directory Double Column
w/Magnetic Panels

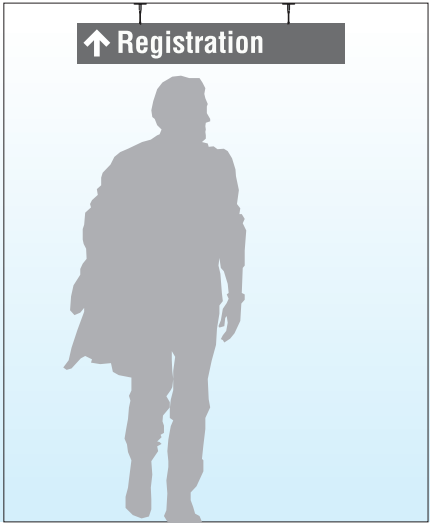
IN-14.27.4
Wall Elevator Directory Single Column
w/Magnetic Panels

IN-14.27.5
Clinic Directory with Paper Insert

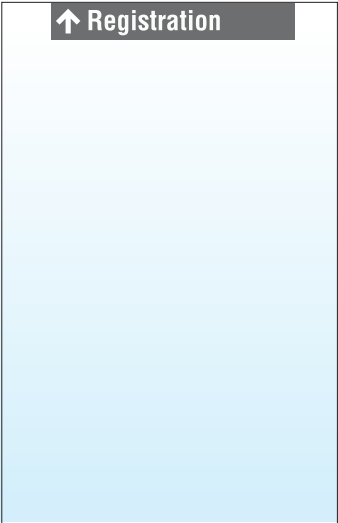
Sign Type Family – Directional Signs



IN-14.27.6
Clinic Directory/Magnetic Panels



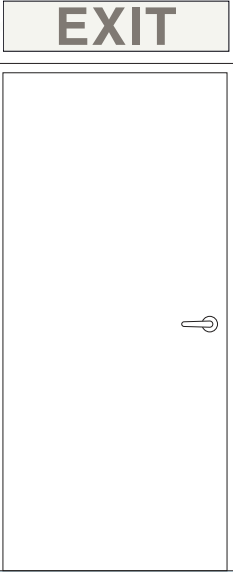
IN-15.51.1
Suspended Directional Small



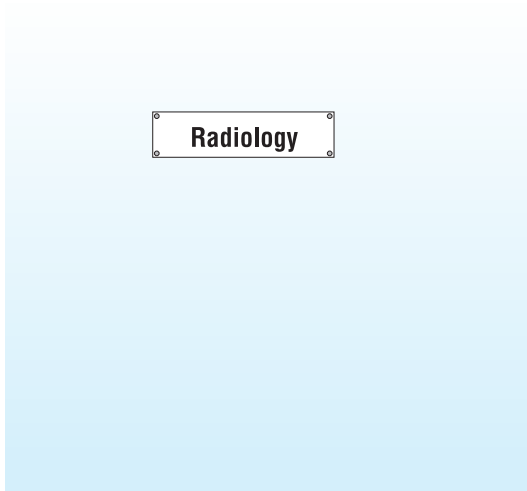
IN-15.51.2
Ceiling Mounted Directional Small



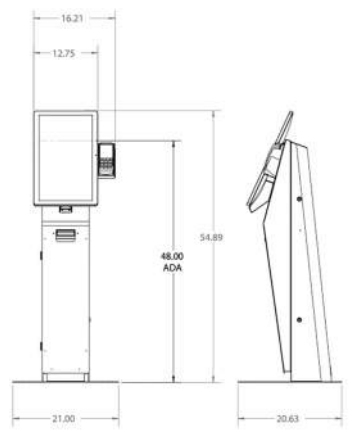
IN-16.51.1
Soffit Mounted Directional Small



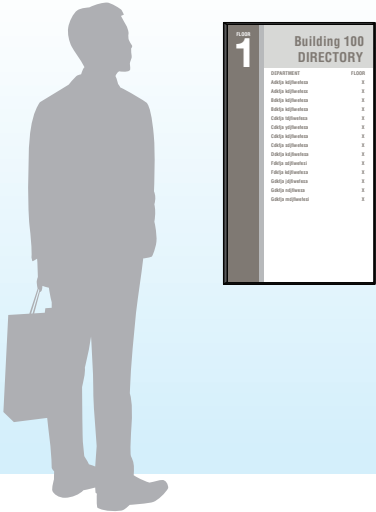
IN-16.51.2
Soffit Mounted Entrance Identifier Small



IN-19.52
Department Identification
with Puck Stand Off



IN-27.03
Interactive Digital Directory

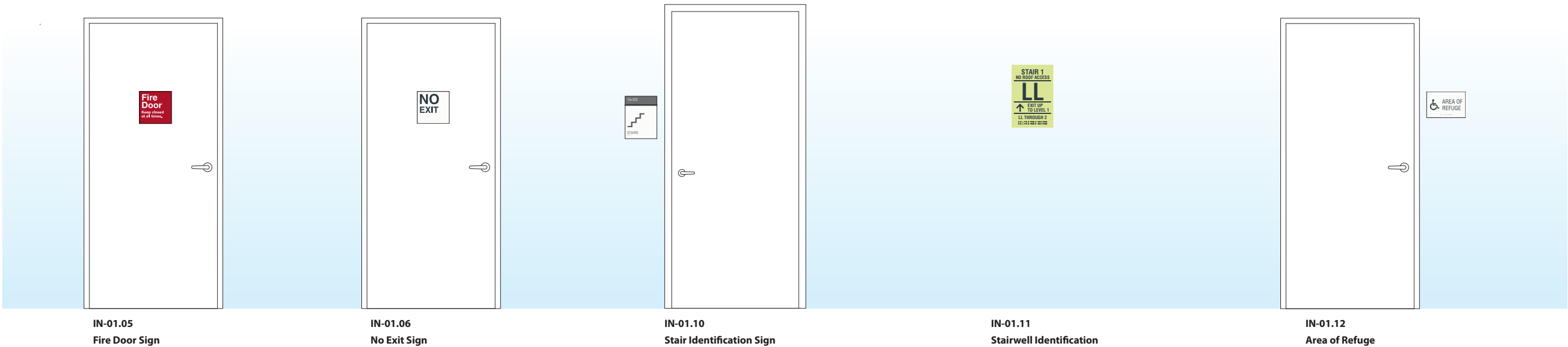
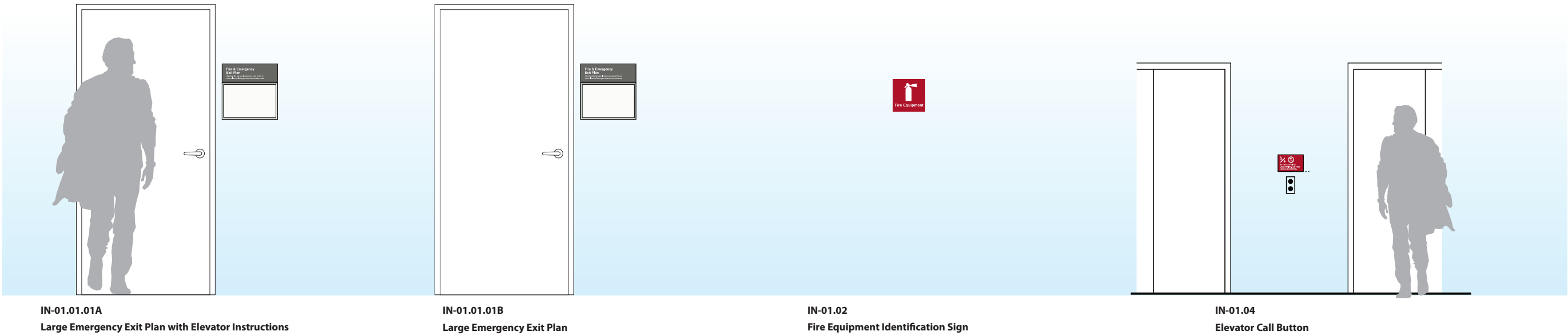


IN-27.51
Digital Directory

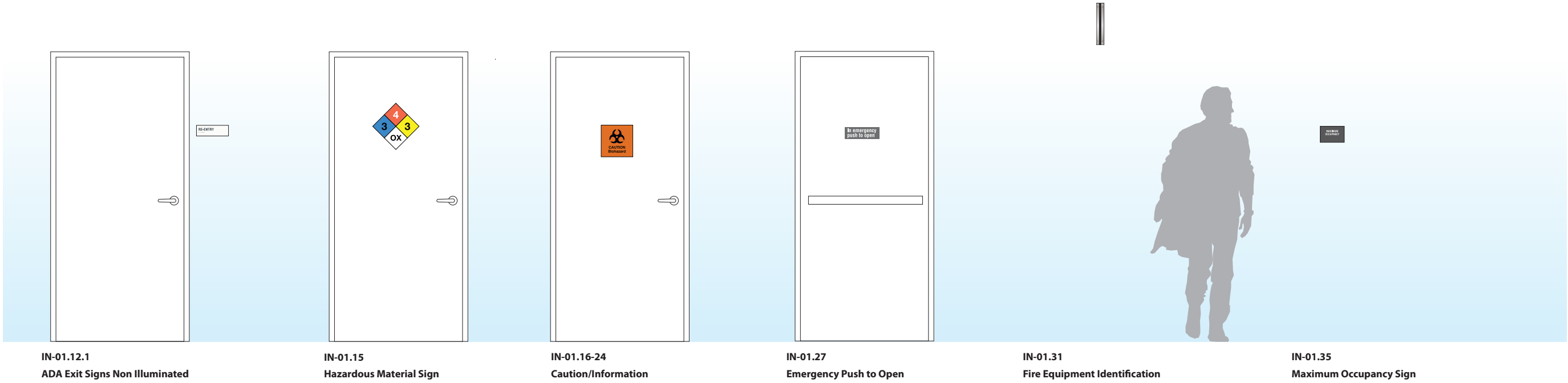


IN-27.52
Janus Digital Information Sign

Sign Type Family – Code and Life Safety



Sign Type Family – Code and Life Safety



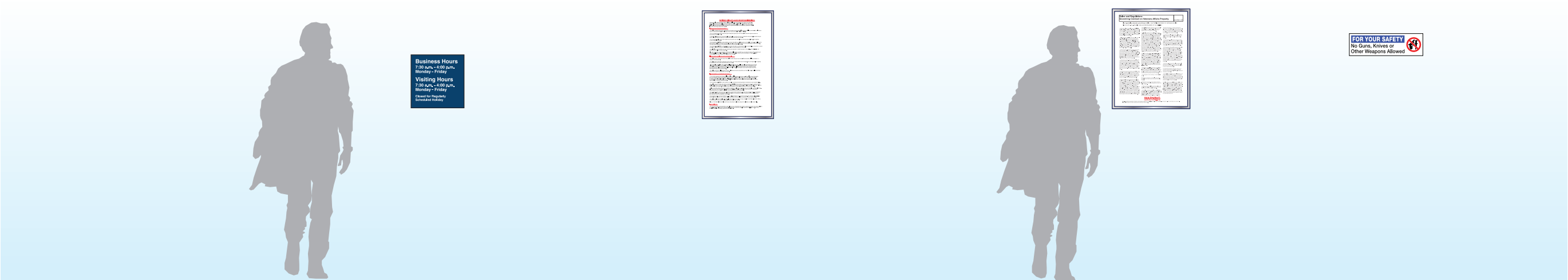
Sign Type Family – Mandatory VA Policy



IN-02.01
Mandatory Policy Consent to Inspection

IN-02.02
Mandatory Policy No Smoking

IN-02.03
Mandatory Policy No Weapons Permitted



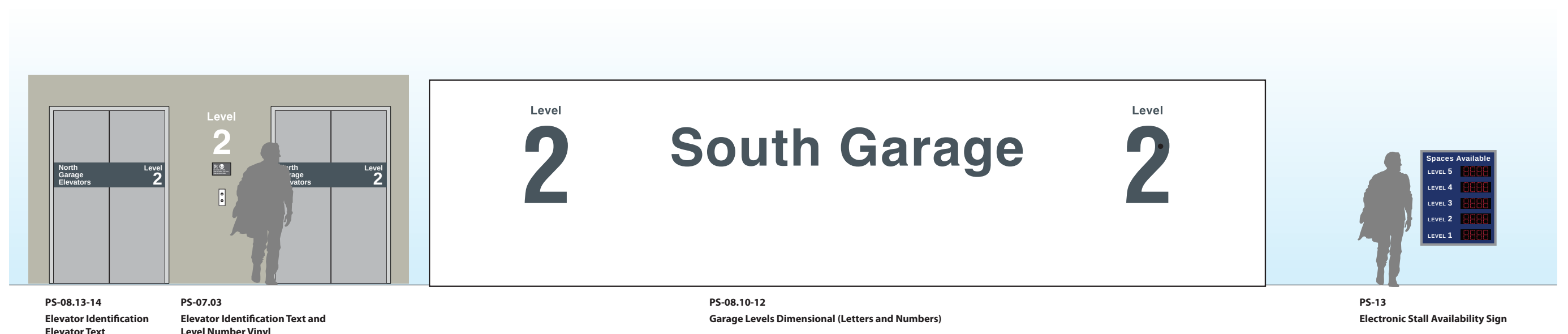
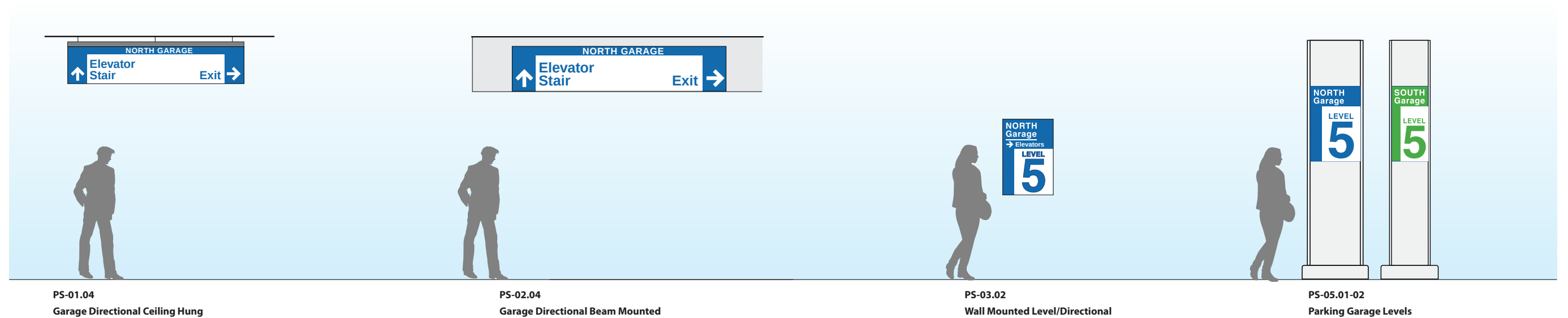
IN-02.04
Mandatory Policy Business Hours

IN-02.07
Patient Rights and Responsibilities

IN-02.08
Policies and Directives

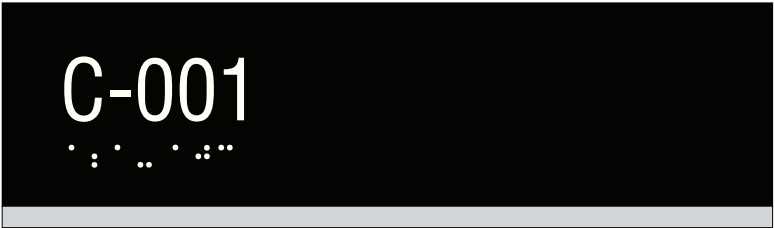
IN-02.10
No Weapons Sign – Small

Sign Type Family – Parking Structure Signs



Interior

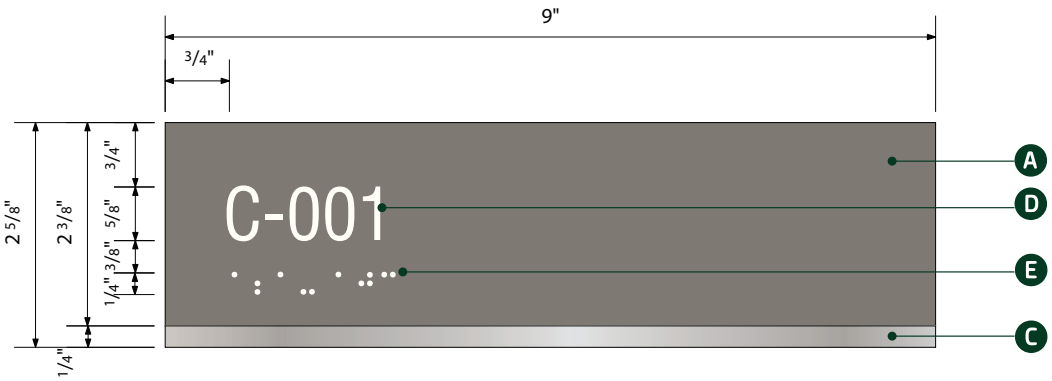
IN-03.01 Room Number Identification	IN-07.01.3 Conference Room Sign with Indicator
IN-03.02.A Corridor Sign	IN-08.01 No Smoking
IN-03.02.B Room Identification Tag	IN-08.02 Prohibit Instructional and Control
IN-04.01 Primary Room Identification	IN-09.08 Pictogram/Symbol
IN-04.01.1 Room Number with Message, Anti-Ligature	IN-09.08G Pictogram/Symbol – Emergency Eye Wash
IN-04.01.2 Patient Room Identification, Anti-Ligature	IN-09.08H Pictogram/Symbol – Emergency Shower
IN-04.01.3 Anti-ligature Sign – Room Sign Large	IN-10.05 Sign Frame 8.5x11
IN-04.01.4 Anti-Ligature Sign – Informational	IN-11.01 Informational/Instructional
IN-04.03 Primary Room Identification with 8.5x5 Paper Insert	IN-11.02.1 Wall Mounted Entrance Identifier
IN-04.04.2 Patient Room Identification with 4 Paper Inserts	IN-11.04 Interior Temporary Construction
IN-04.04.3 Patient Room Identification with 2 Paper Inserts	IN-13.01 Flag Mount Elevator/Stairs
IN-04.50 Primary Room Identification with 8.5x11 Paper Insert	IN-13.C Flag Mount Service
IN-05.07 Patient Room Identification with Patient Condition Pull Outs	
IN-05.08 Patient Room Identification with Patient Condition Pull Outs Two Bed Rooms	
IN-06.05 Patient Bed Sign	
IN-06.05.1 Patient Bed Sign with Paper Bar Clip	



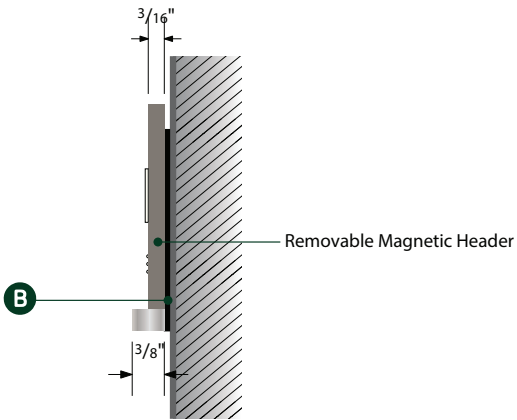
ALTERNATE COLOR OPTION FOR LOW VISION | 1/2"= 0'-1"



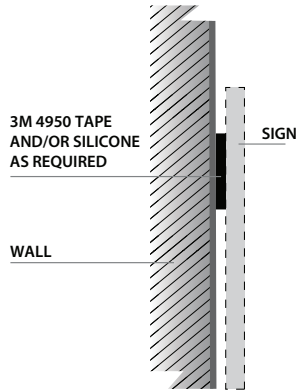
TOP | 1/2"= 0'-1"



FRONT | 1/2"= 0'-1"

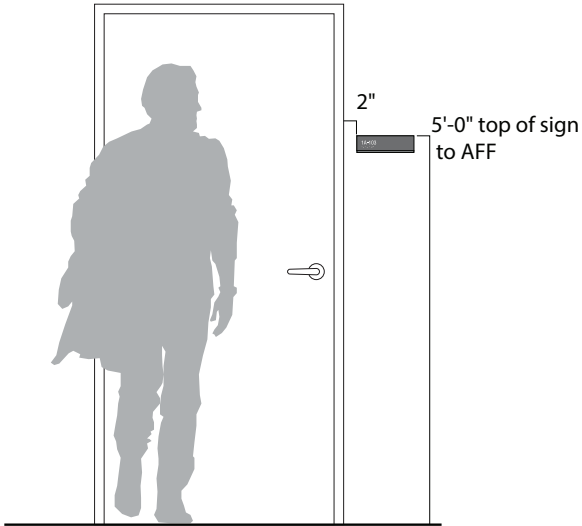


SIDE | 1/2"= 0'-1"



Wall Mount

MOUNTING DETAIL | NTS



ELEVATION | NTS

SIGN TYPE: IN-03.01

SIGN DESCRIPTION:
Room Number Identification

SIGN USE:
Room number only sign used on exterior entrance doors to mechanical and engineering rooms. Sign shall be placed on the latch side of the door.

SIGN SPECS:

- A FACE** 3/16" P95 Acrylic
Magnetic Header
Steel tape for magnetics
Second Surface Painted
- B BACKER** 1/8" Acrylic
Magnet milled into backer
Inset 1/4" from perimeter
- C ACCENT BAR** 1/4" W x 3/8"
Finish: Brushed Aluminum
w/ Matte Clear Coat
- D RAISED TEXT** 1/32" Acrylic
Font: Helvetica Regular Cond.
- E BRAILLE BEADS**
 - ☐ Clear ☐ White ☐ Black
 - ☐ Stainless Steel ☐ N/ACalifornia Grade II Raster Braille

MOUNTING INFO

5'-0" from top of sign to finished floor
DRYWALL: D/F Tape & Silicone
GLASS: Tape and Vinyl Backer (Dark Grey)
See Appendix for other conditions.

NOTES

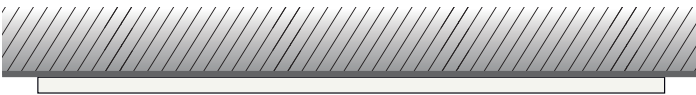
Recommending:
*Accent Bar to be removed for cleanliness and durability

SIGN COLORS:
(See Preface for Color details)

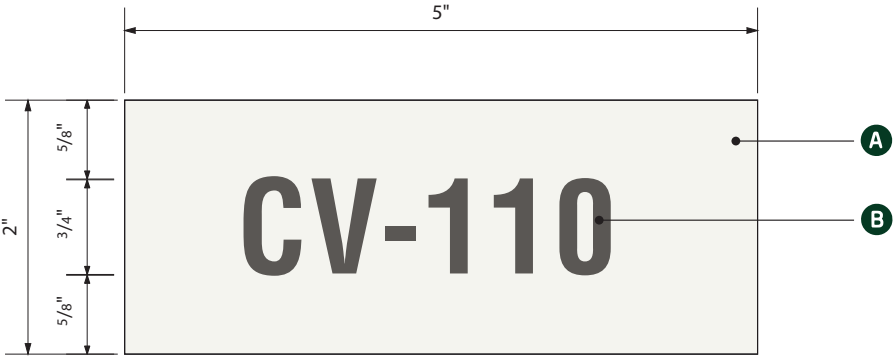
- A** Inerte Grey
- B** 401 Black Rowmark
- C** Brushed Aluminum BAR STOCK
- D** 201 White Rowmark



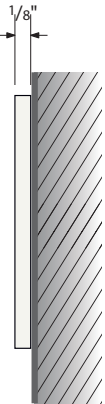
ALTERNATE COLOR OPTION FOR LOW VISION | 3/4"= 0'-1"



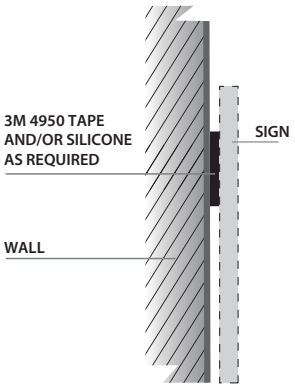
TOP | 3/4"= 0'-1"



FRONT | 3/4"= 0'-1"

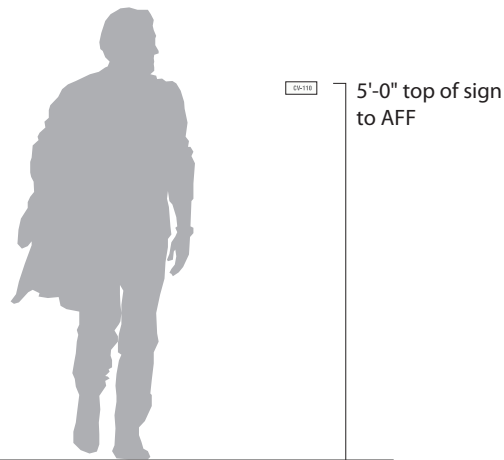


SIDE | 3/4"= 0'-1"



Wall Mount

MOUNTING DETAIL | NTS



ELEVATION | NTS

SIGN COLORS:

(See Preface for Color details)

A



White Wonder

B



Iron Mountain

SIGN TYPE: IN-03.02.A

SIGN DESCRIPTION:
Corridor Sign

SIGN USE:
Corridor Sign with room number used
to identify corridors and alcoves

SIGN SPECS:

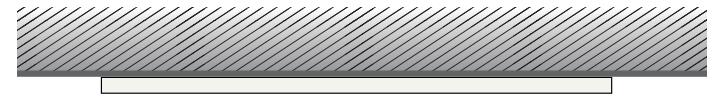
- A FACE 1/8" P95 Acrylic
Second Surface Painted
- B TEXT Direct Color Print, Fat
Font: Helvetica Bold Cond.

MOUNTING INFO

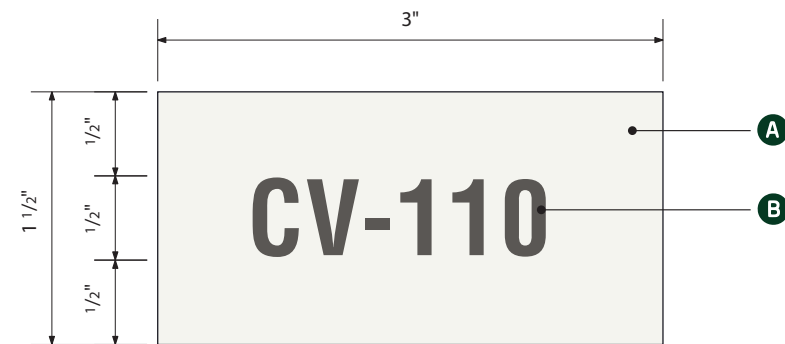
Installed in corridors and corridor alcoves
D/F Tape & Silicone

See Appendix for other conditions.

NOTES



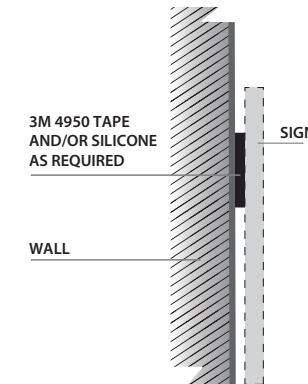
TOP | 1"= 0'-1"



FRONT | 1"= 0'-1"

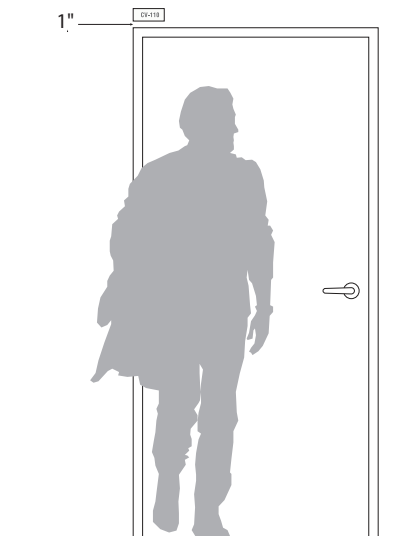


SIDE PROFILE | 1"= 0'-1"



Wall Mount

MOUNTING DETAIL | NTS



ELEVATION | NTS

SIGN TYPE: IN-03.02.B

SIGN DESCRIPTION:

Room Identification Tag

SIGN USE:

Room ID Tag is used for identifying assets, room, monitoring equipment, and tracking maintenance activities

SIGN SPECS:

- A** FACE 1/8" P95 Acrylic
Second Surface Painted
- B** TEXT Direct Color Print, Fat
Font: Helvetica Bold Cond.

MOUNTING INFO

Hinge Side, Door Frame
1.0" above Door Frame
D/F Tape & Silicone

See Appendix for other conditions.

NOTES

SIGN COLORS:

(See Preface for Color details)

A



White Wonder

B



Iron Mountain

SIGN TYPE: IN-04.01

SIGN DESCRIPTION:
Primary Room Identification,
Permanent Message

SIGN USE:
Interior room sign used to identify
room functionality and room number.
These signs should be used when a
room's function is permanent or will
not change. These signs should be
placed at the entry to the room on the
latch side of the door.

SIGN SPECS:

- A FACE 1** 3/16" P95 Acrylic
Magnetic Header
Second Surface Painted
- B FACE 2** 1/16" P95 Acrylic
Second Surface Painted
Magnetic Header
- C BACKER** 1/16" Acrylic
Inset 1/4" from perimeter
- D ACCENT BAR** 1/4" W x 3/8"
Finish: Brushed Aluminum
w/ Matte Clear Coat
- E RAISED TEXT** 1/32" Acrylic
Font: Helvetica LT Std Cond.
- F TEXT** Direct Color Print
Flat Font:
Helvetica Bold Cond.
- G BRAILLE BEADS**
 - ☒ Clear ☐ White ☐ Black
 - ☐ Stainless Steel ☐ N/ACalifornia Grade II Raster Braille

MOUNTING INFO

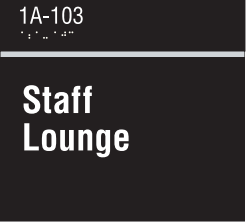
5'-0" from top of sign to finished floor

DRYWALL: D/F Tape & Silicone
GLASS: Tape and Vinyl Backer (Dark Grey)

See Appendix for other conditions.

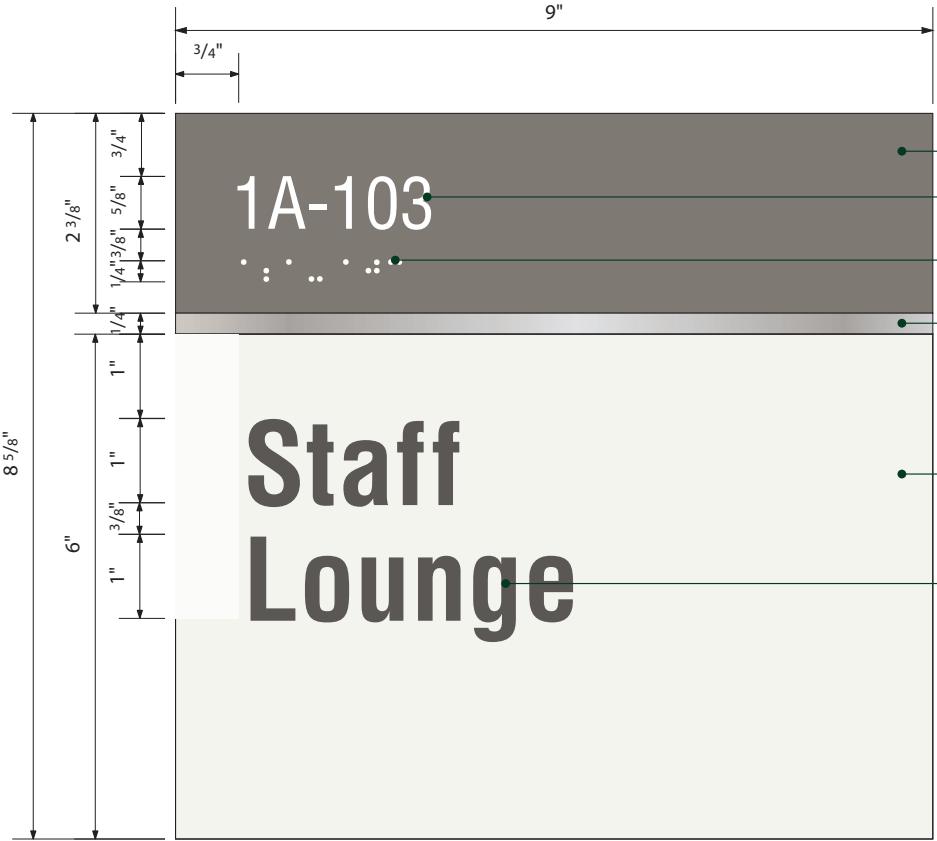
NOTES

Header panel (A) and accent bar (D) are
joined to be one assembly and mounted
to magnetic backer.

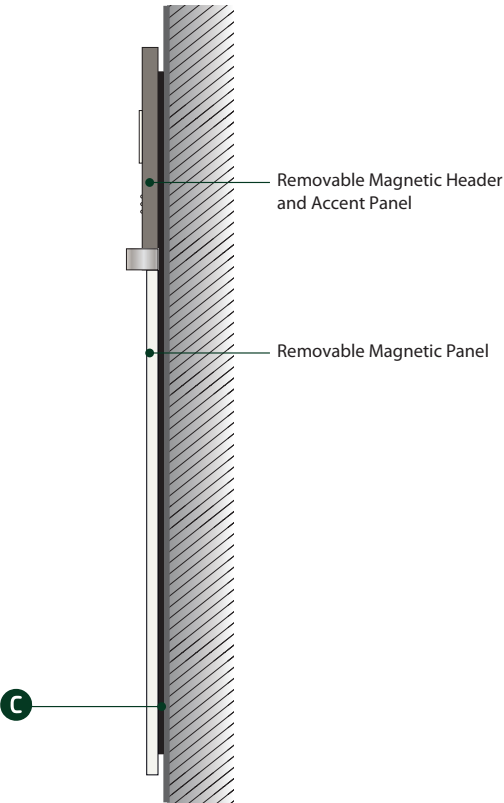


TOP | 1/2"= 0'-1"

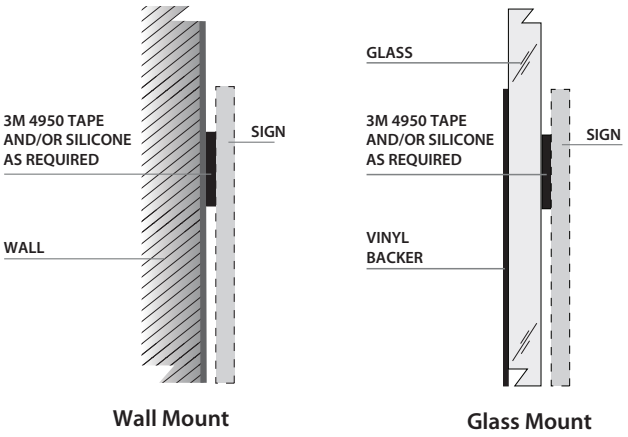
ALTERNATE COLOR OPTION FOR LOW VISION | NTS



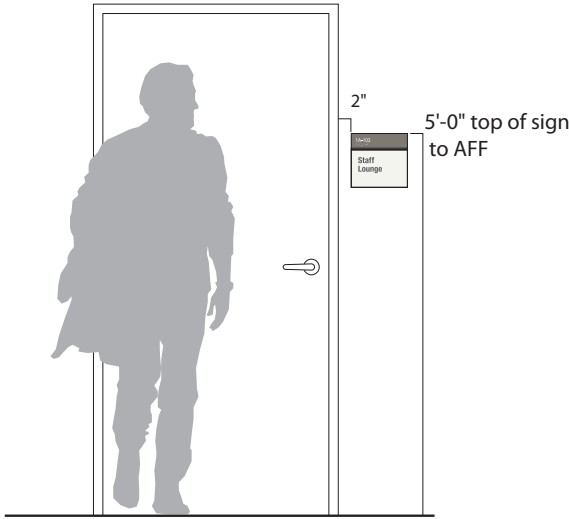
FRONT | 1/2"= 0'-1"



SIDE | 1/2"= 0'-1"

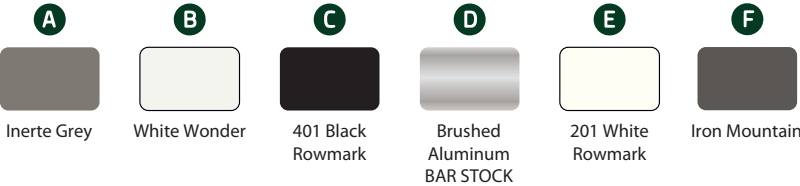


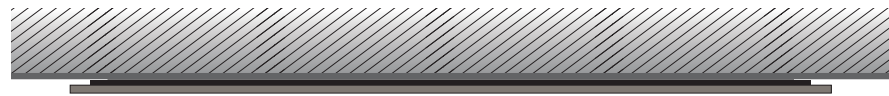
MOUNTING DETAIL | NTS



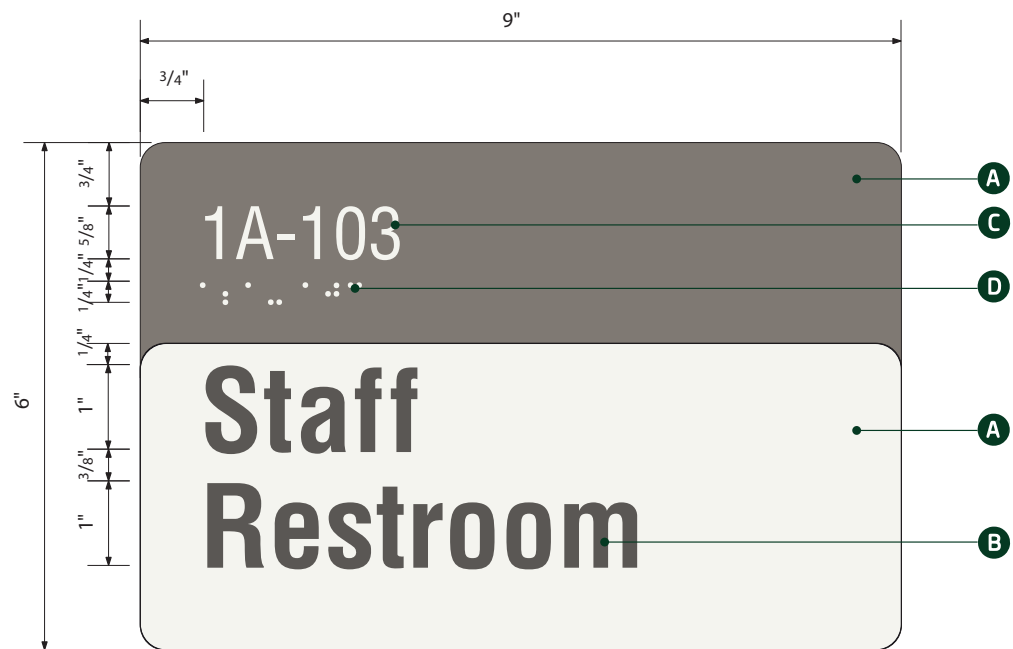
ELEVATION NTS

SIGN COLORS:
(See Preface for Color details)

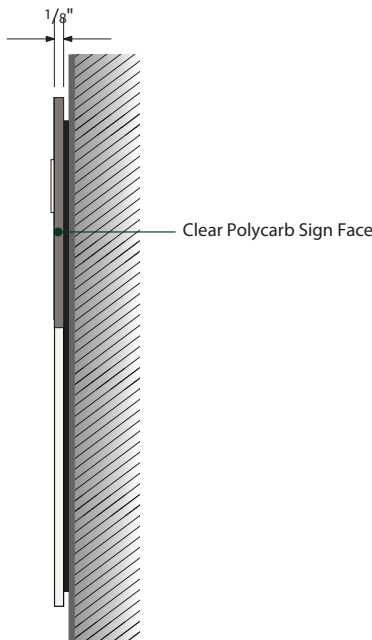




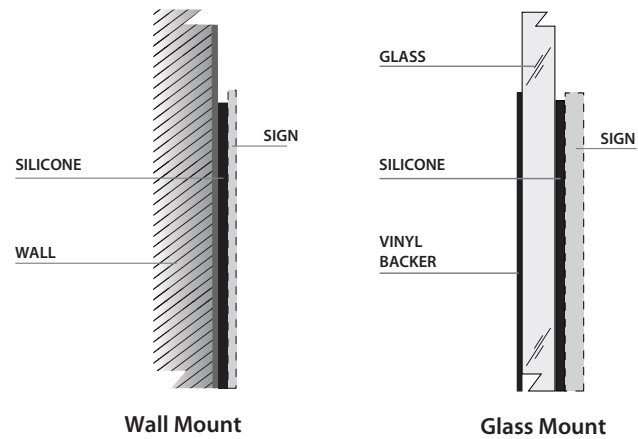
TOP | 1/2"= 0'-1"



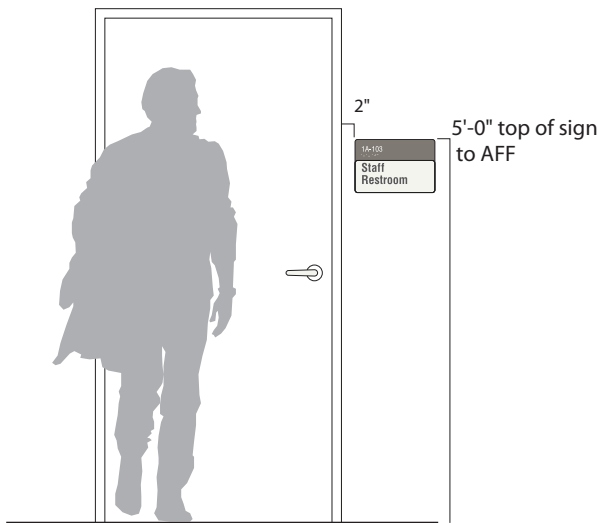
FRONT | 1/2"= 0'-1"



SIDE | 1/2"= 0'-1"



MOUNTING DETAIL | NTS



ELEVATION | NTS

SIGN TYPE: IN-04.01.1

SIGN DESCRIPTION:
Room Number with Message, Anti-Ligature

SIGN USE:
Interior room sign used to identify room functionality and room number. This sign type is used in areas that personal safety is a concern, such as inpatient mental health spaces. These signs should be placed at the entry to the room on the latch side of the door.

SIGN SPECS:

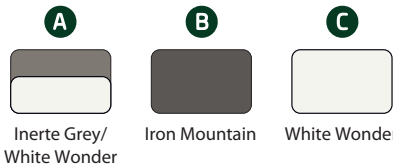
- A FACE** 1/8" Clear Polycarbonate
Second Surface Painted
- B TEXT** Direct Color Print
Flat Font:
Helvetica Bold Cond.
- C INTEGRATED RAISED TEXT**
1/32" Acrylic
Font: Helvetica Regular Cond.
- D BRAILLE BEADS**
 - ☒ Clear ☐ White ☐ Black
 - ☐ Stainless Steel ☐ N/A
 - California Grade II Raster Braille

MOUNTING INFO

5'-0" from top of sign to finished floor
DRYWALL: VHB double-sided acrylic
GLASS: VHB double-sided acrylic tape and vinyl backer (Dark Grey)
Clear silicone around all edges connected to wall
See Appendix for other conditions.

NOTES

SIGN COLORS:
(See Preface for Color details)

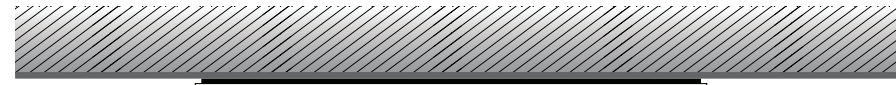




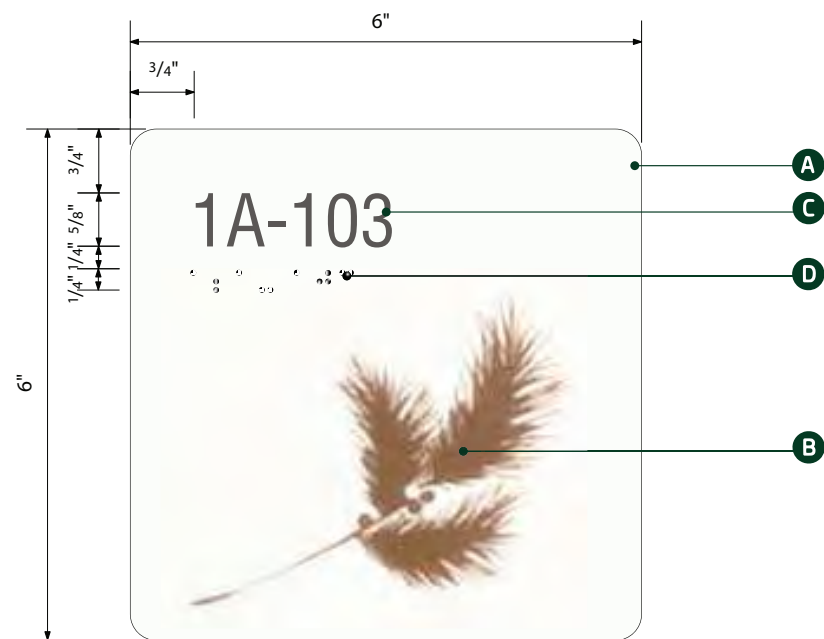
IN-04.01.2B



IN-04.01.2C

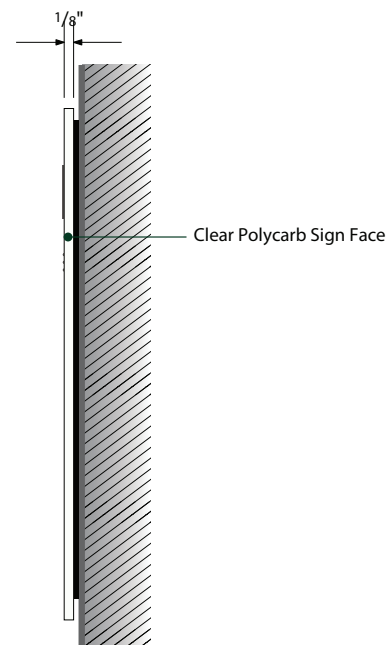


TOP | 1/2"= 0'-1"

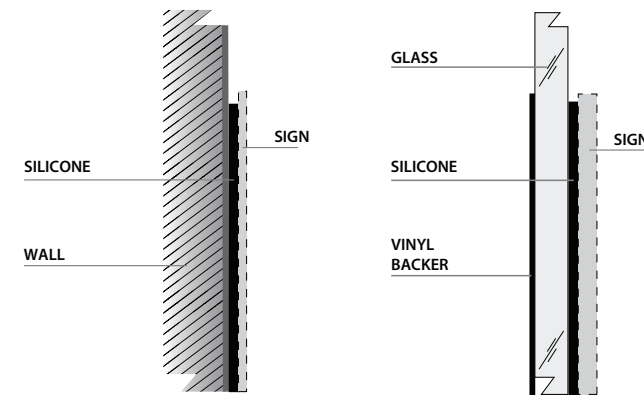


IN-04.01.2A

FRONT | 1/2"= 0'-1"



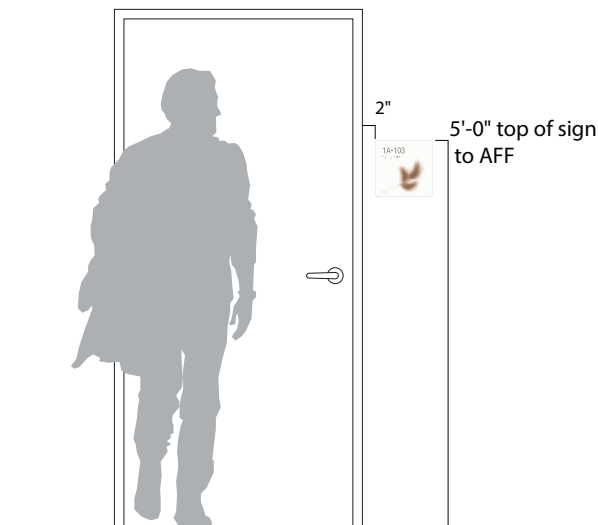
SIDE | 1/2"= 0'-1"



Wall Mount

Glass Mount

MOUNTING DETAIL | NTS



ELEVATION | NTS

SIGN TYPE: IN-04.01.2

SIGN DESCRIPTION:

Patient Room Identification, Anti-Ligature

SIGN USE:

Interior room sign used to identify patient rooms with graphic and room number. This sign type is used in areas that personal safety is a concern, such as inpatient mental health spaces. These signs should be placed at the entry to the room on the latch side of the door.

SIGN SPECS:

- A FACE** 1/8" Clear Polycarbonate
Second Surface Painted
- B Text/Icon** Direct Color Print
Flat Font:
Helvetica LT Std Bold Cond.
- C INTEGRATED RAISED TEXT**
1/32" Acrylic
Font: Helvetica LT Std Cond.
- D BRAILLE BEADS**
 - ☐ Clear ☐ White ☐ Black
 - ☐ Stainless Steel ☐ N/ACalifornia Grade II Raster Braille

MOUNTING INFO

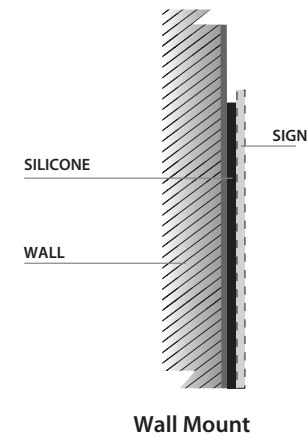
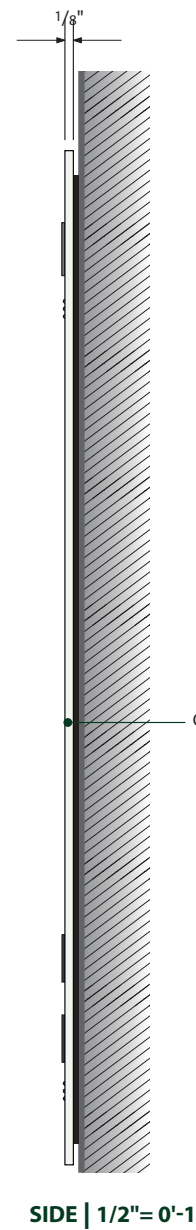
5'-0" from top of sign to finished floor
DRYWALL: VHB double-sided acrylic
GLASS: VHB double-sided acrylic tape and vinyl backer (Dark Grey)
Clear silicone around all edges connected to wall
See Appendix for other conditions.

NOTES

SIGN COLORS:

(See Preface for Color details)





MOUNTING DETAIL | NTS



SIGN TYPE: IN-04.01.3

SIGN DESCRIPTION:
Restroom Wall Sign, Anti-Ligature Sign

SIGN USE:
Interior wall mounted room sign used to identify restrooms with graphic and room number. This sign type is used in areas that personal safety is a concern, such as inpatient mental health spaces. These signs should be placed at the entry to the room on the latch side of the door.

SIGN SPECS:

- A** FACE 1/8" Clear Polycarbonate
Second Surface Painted
- B** TEXT/ICON Direct Color Print
Flat Font:
Helvetica Bold Cond.
- C** INTEGRATED RAISED TEXT
1/32" Acrylic
Font: Helvetica Regular Cond.
- D** BRAILLE BEADS
 - ☒ Clear ☐ White ☐ Black
 - ☐ Stainless Steel ☐ N/A
 California Grade II Raster Braille

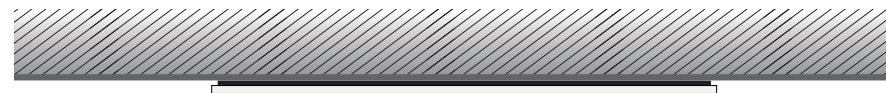
MOUNTING INFO

5'-0" from top of sign to finished floor
DRYWALL: VHB double-sided acrylic
Clear silicone around all gees connected to wall
See Appendix for other conditions.

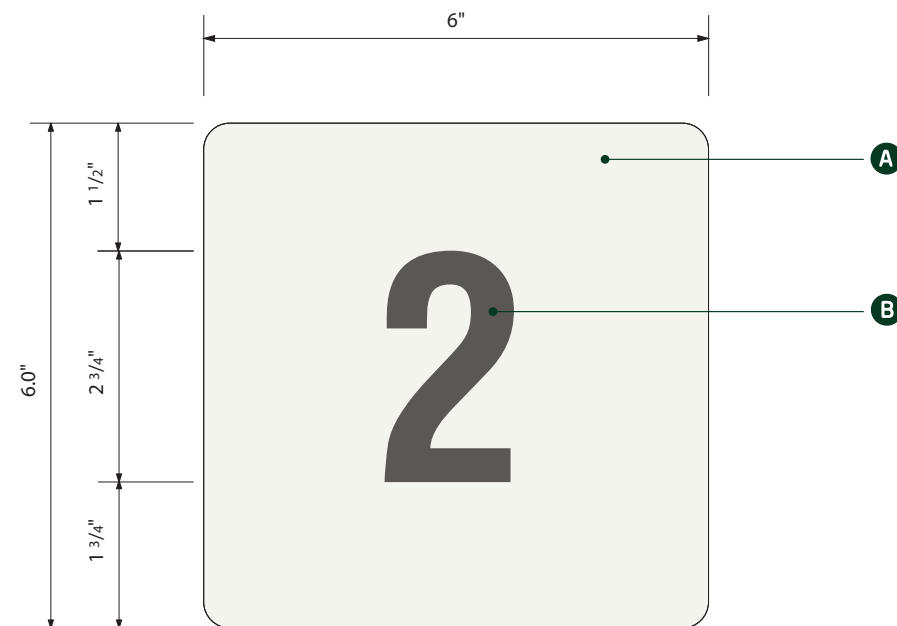
NOTES

SIGN COLORS:
(See Preface for Color details)

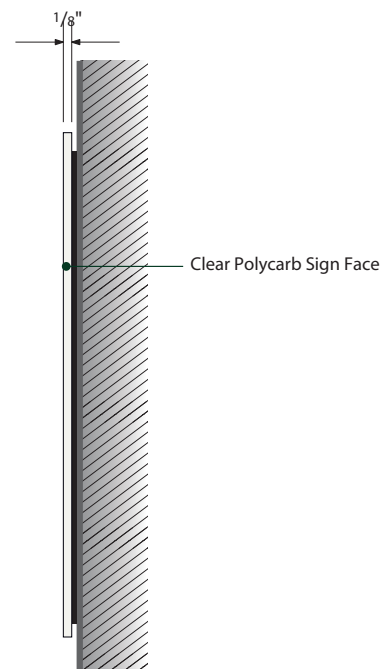
A	B	C	D
White Wonder	307 Charcoal Grey	307 Charcoal Grey	307 Charcoal Grey



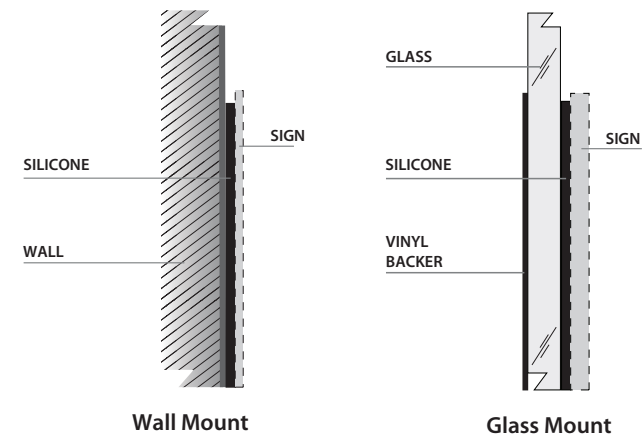
TOP | 1/2"= 0'-1"



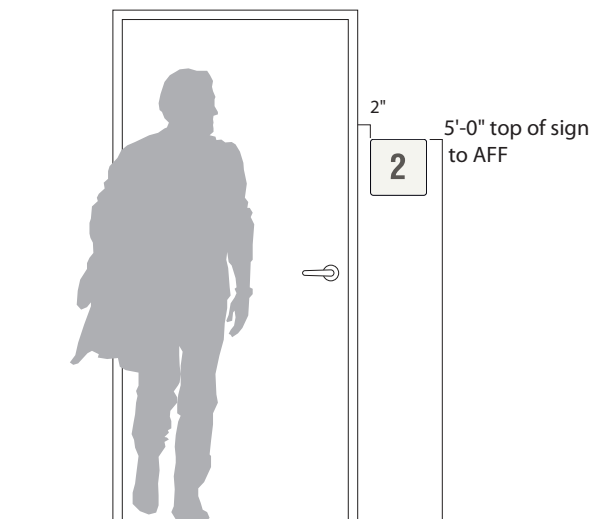
FRONT | 1/2"= 0'-1"



SIDE | 1/2"= 0'-1"



MOUNTING DETAIL | NTS



ELEVATION | NTS

SIGN COLORS:
(See Preface for Color details)

A

White Wonder

B

Iron Mountain

SIGN TYPE: IN-04.01.4

SIGN DESCRIPTION:
Informational Sign, Anti-Ligature Sign

SIGN USE:
Interior room sign used to identify patient beds with graphic number. This sign type is used in areas that personal safety is a concern, such as inpatient mental health spaces. These signs should be placed above or adjacent to a patient bed.

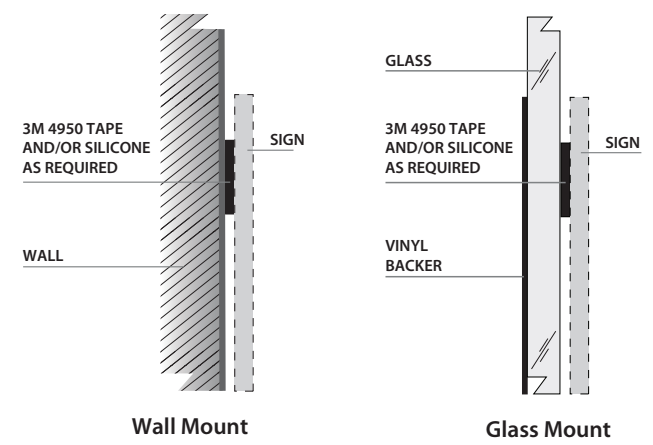
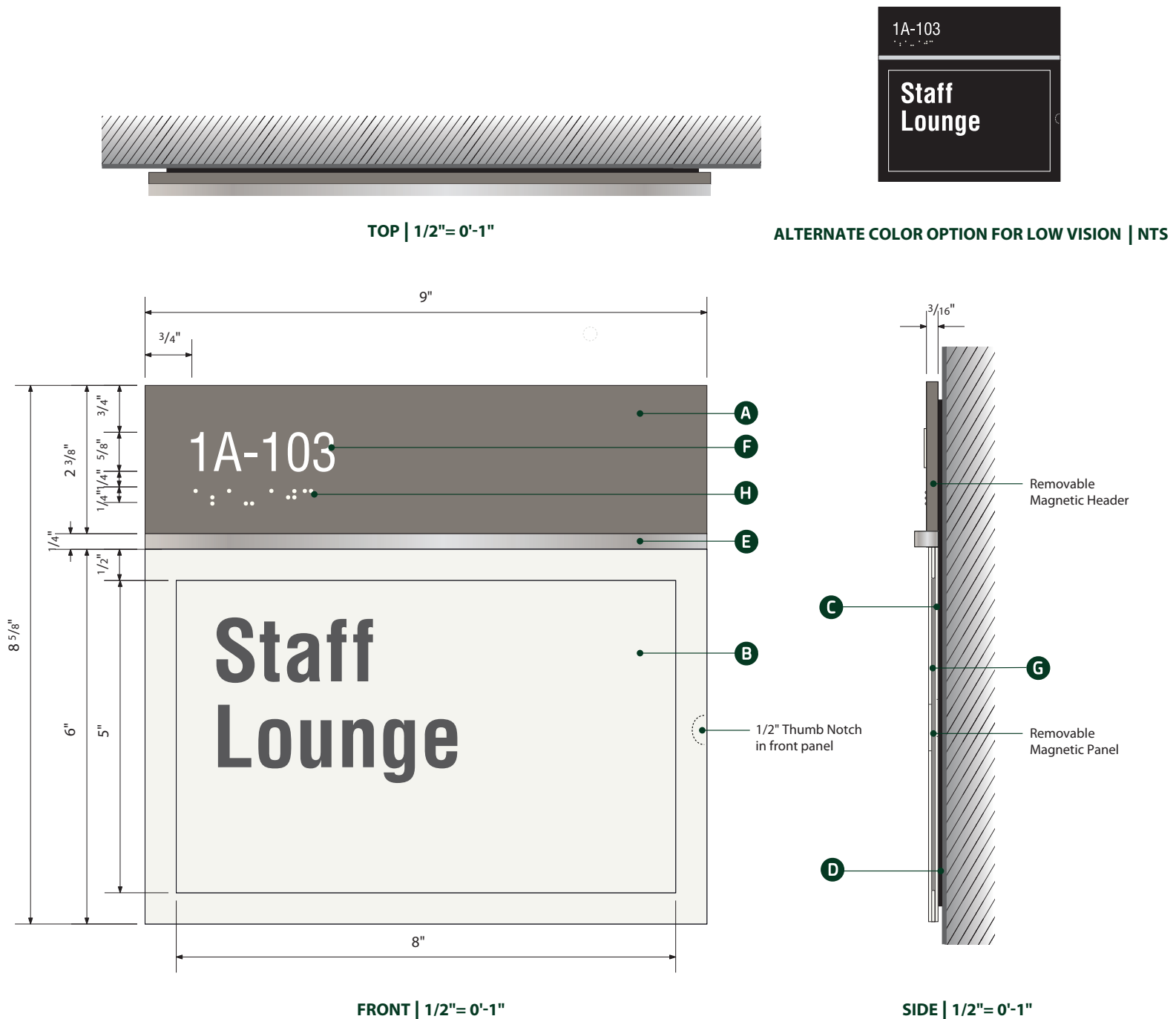
SIGN SPECS:

- A FACE** 1/8" Clear Polycarbonate
Second Surface Painted
- B Text/icon** Direct Color Print
Flat Font:
Helvetica Bold Cond.

MOUNTING INFO

5'-0" from top of sign to finished floor
DRYWALL: VHB double-sided acrylic
GLASS: VHB double-sided acrylic tape and vinyl backer (Dark Grey)
Clear silicone around all edges connected to wall
See Appendix for other conditions.

NOTES



SIGN COLORS:
(See Preface for Color details)

A	B	C	D	E	F
Inerte Grey	White Wonder	White Wonder	401 Black Rowmark	Brushed Aluminum BAR STOCK	201 White Rowmark

- SIGN TYPE: IN-04.03**
- SIGN DESCRIPTION:**
Primary Room Identification with 8.5x5 Paper Insert
- SIGN USE:**
Interior room sign used to identify room functionality and room number. This sign has a permanent room number and a paper insert. These signs should be used when a room's function or occupants may change. These signs should be placed at the entry to the room on the latch side of the door.
- SIGN SPECS:**
- A** FACE 1 3/16" P95 Acrylic Magnetic Header Second Surface Painted
 - B** FACE 2 1/16" P95 Acrylic Magnetic Panel Second Surface Painted
 - C** BACKER 1 1/16" P95 Acrylic Second Surface Painted
 - D** BACKER 2 1/16" Acrylic Inset 0.25" from perimeter
 - E** ACCENT BAR 1/4" W x 3/8" Finish: Brushed Aluminum w/ Matte Clear Coat
 - F** RAISED TEXT 1/32" Acrylic Font: Helvetica Regular Cond.
 - G** INSERT OPENING

☒ Right	☐ Left
☐ Both	☐ Lens ☐ N/A
 - H** BRAILLE BEADS

☒ Clear	☐ White	☐ Black
☐ Stainless Steel	☐ N/A	

 California Grade II Raster Braille

MOUNTING INFO

5'-0" from top of sign to finished floor

DRYWALL: D/F Tape & Silicone

GLASS: Tape and Vinyl Backer (Dark Grey)

NOTES

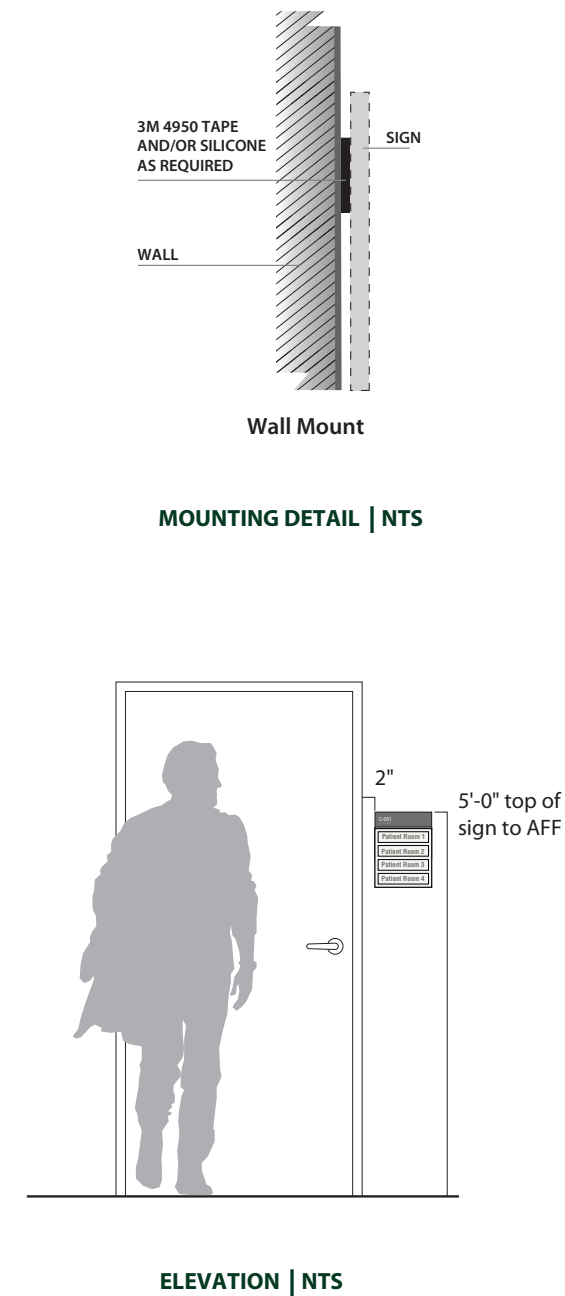
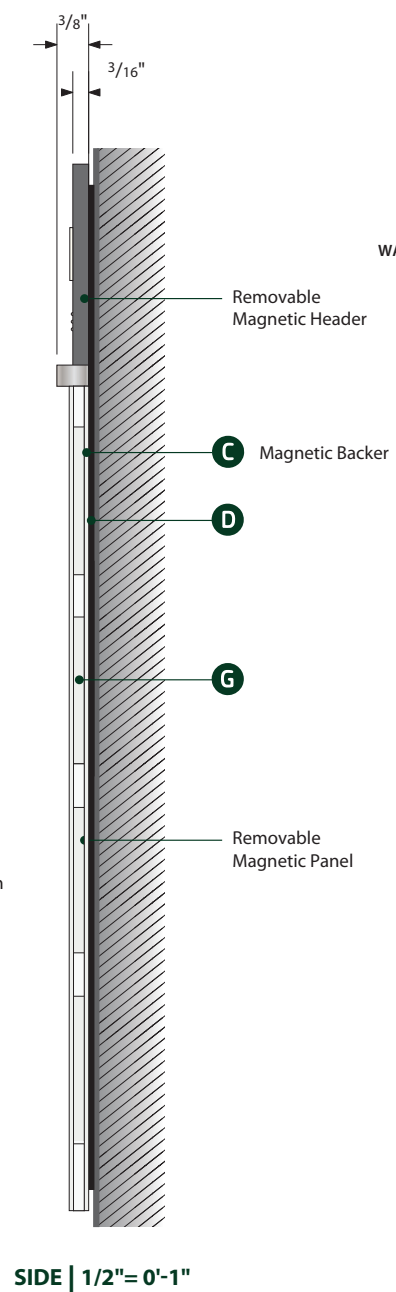
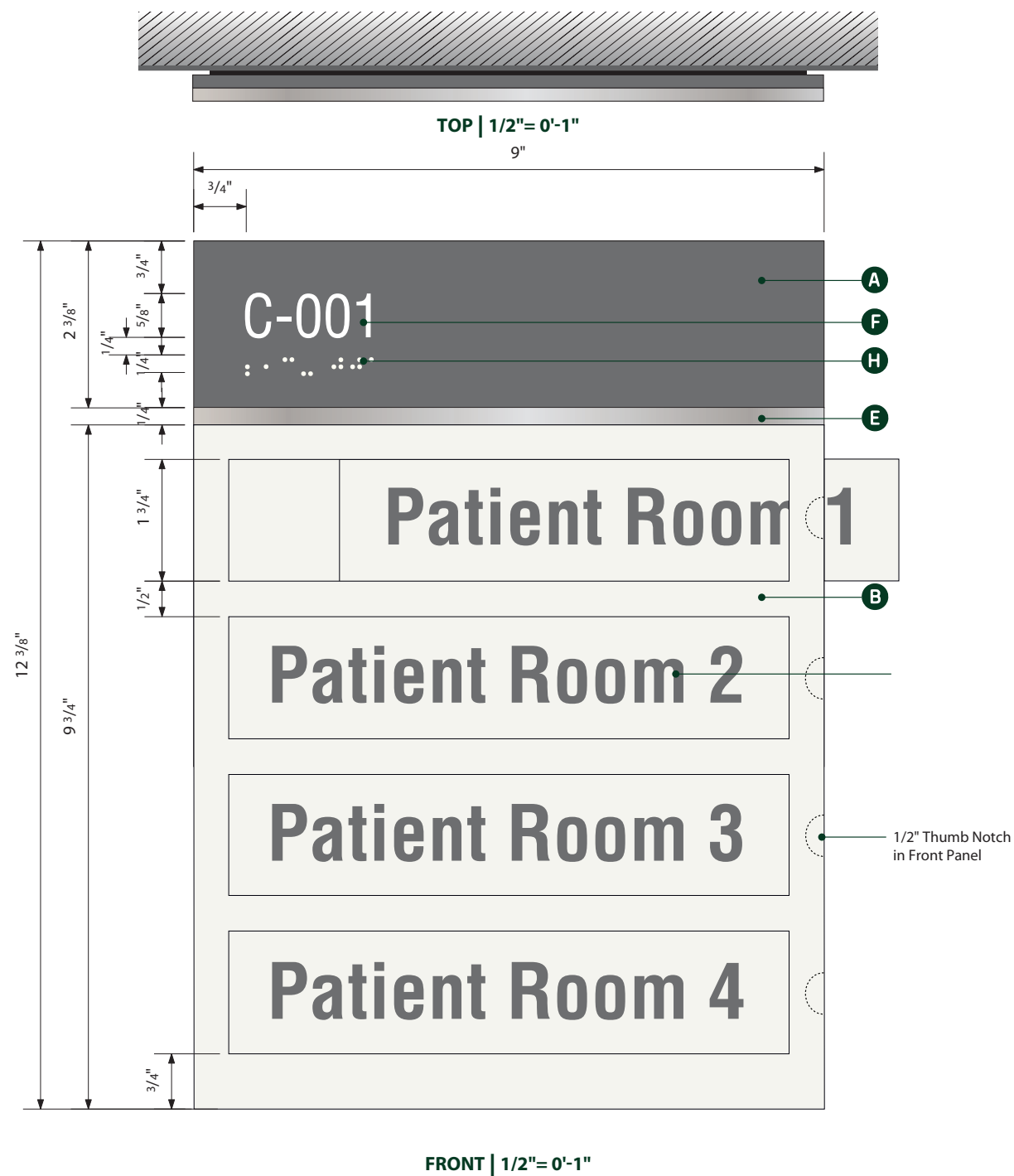
Header panel (A) and accent bar (E) are joined to be one assembly and mounted to magnetic backer.

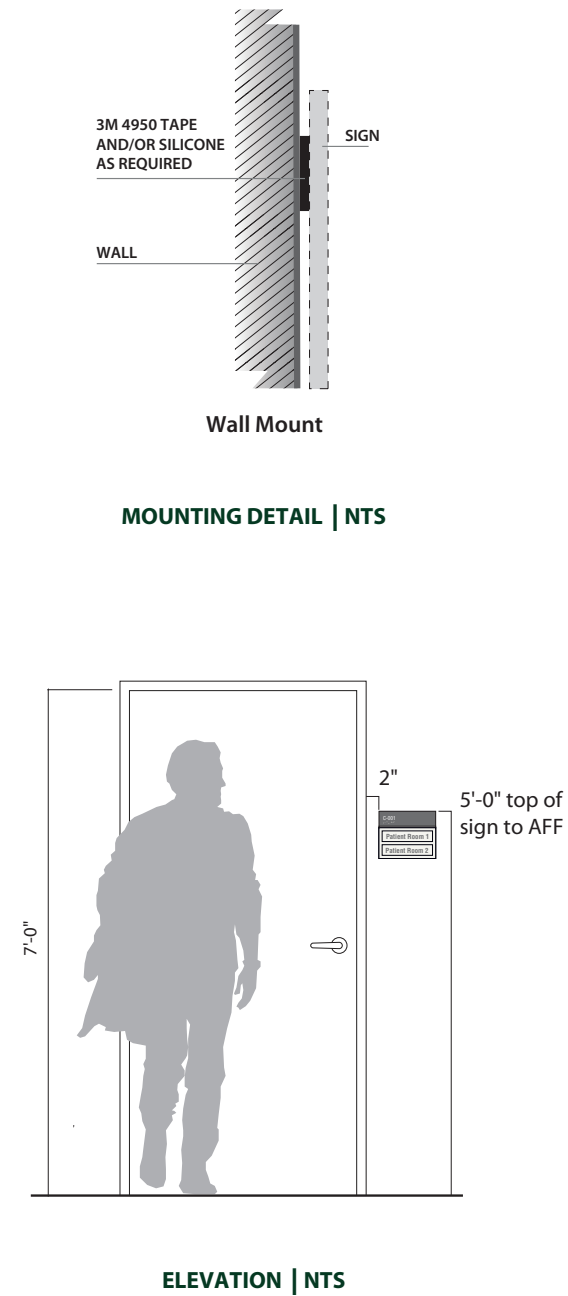
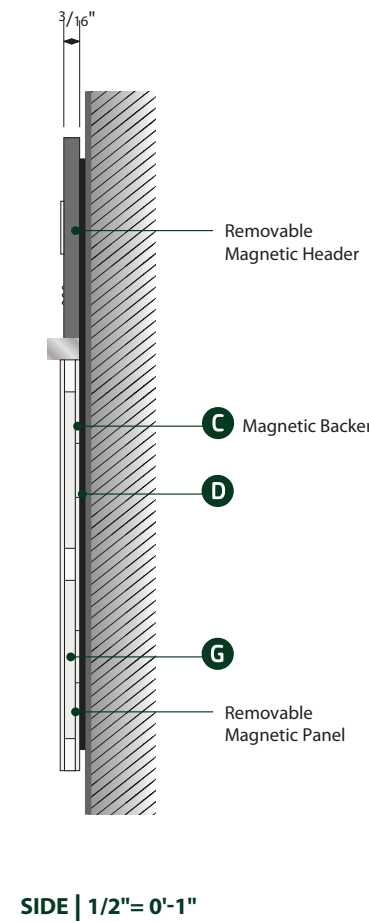
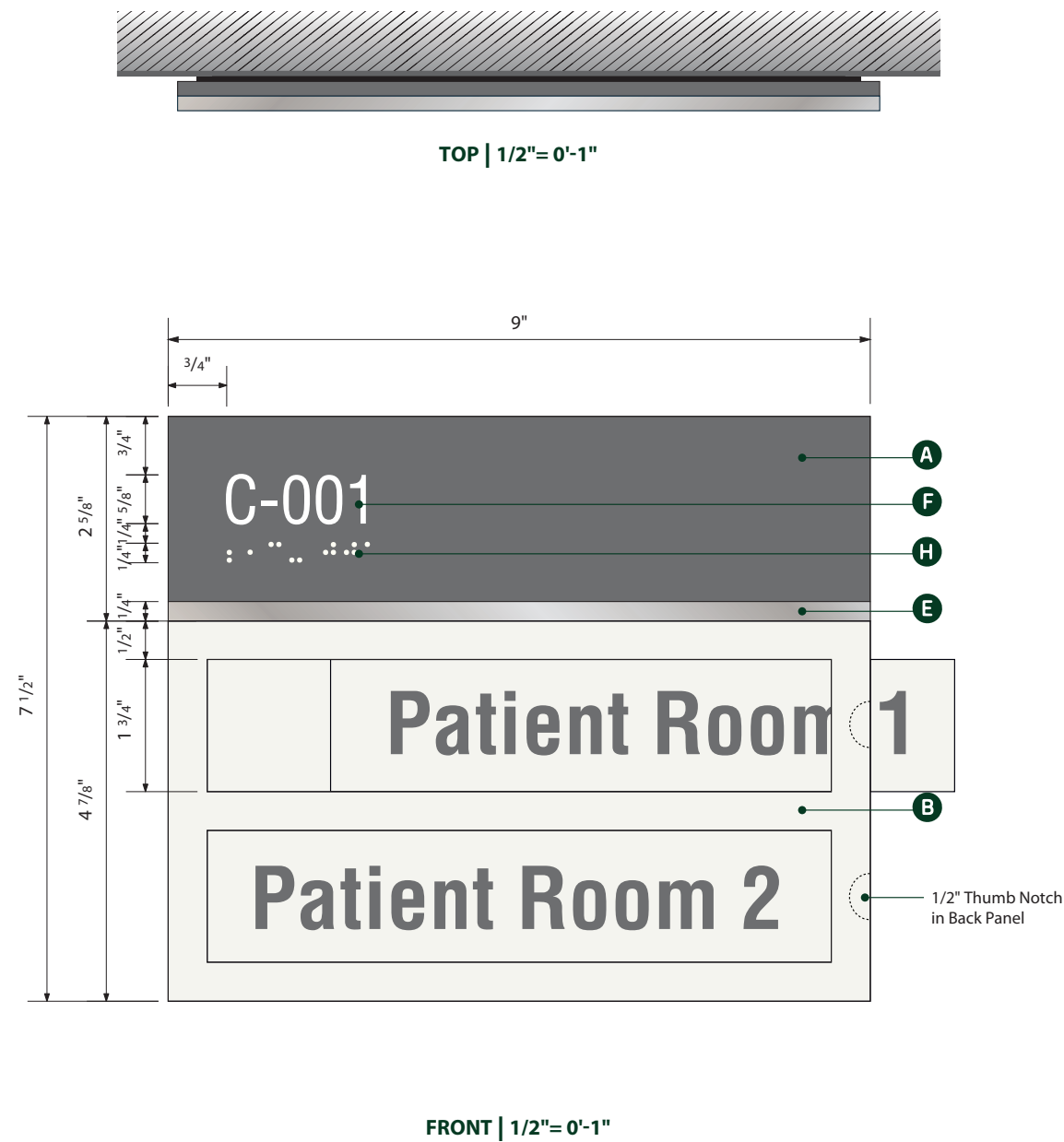
Insert Paper Size: 8.5"w x 5"h

Font: Helvetica Bold Cond.

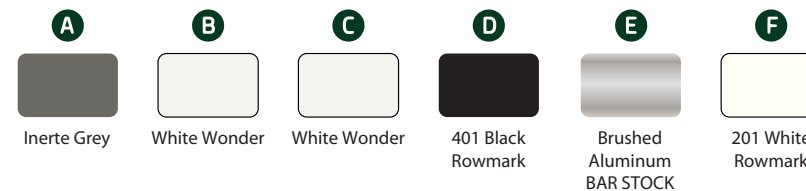
Grey Text to match Inerte Grey Paint Left Justified

Insert template to be provided by VA.





SIGN COLORS:
(See Preface for Color details)



SIGN TYPE: IN-04.04.3

SIGN DESCRIPTION:
Patient Room Identification with 2 Paper Inserts

SIGN USE:
Interior room sign used to identify room number and patient bed occupants of inpatient bedrooms. This sign has a permanent room number and two paper inserts. These signs should be used to identify inpatient rooms with up to two occupants. These signs should be placed at the entry to the room on the latch side of the door.

SIGN SPECS:

- A FACE 1** 3/16" P95 acrylic magnetic header second surface painted. Raised text and braille beads will be adhered to this face.
 - B FACE 2** 1/16" P95 acrylic second surface painted with magnetic backer.
 - C BACKER 1** 1/8" acrylic backer panel with 3/16" insert from perimeter mounted to the wall via screw. Backer used for structural support.
 - D BACKER 2** 1/16" thick P95 acrylic backer second surface painted. All non-magnetic components will be permanently affixed to this backer component, including permanent faces, and acrylic text as applicable. Backer will have self-adhesive magnetic sheeting covering the backer for magnetic face.
 - E ACCENT BAR** 1/4" W x 3/8" Finish: Brushed Aluminum w/ Matte Clear Coat
 - F RAISED TEXT** 1/32" Acrylic Font: Helvetica LT Std Cond.
 - G INSERT OPENING**
 - ☒ Right ☐ Left ☐ N/A
 - ☐ Both ☐ Lens
 - H BRAILLE BEADS**
 - ☒ Clear ☐ White ☐ Black
 - ☐ Stainless Steel ☐ N/A
- California Grade II Raster Braille

MOUNTING INFO

5'-0" from top of sign to floor
DRYWALL: D/F Tape & Silicone
See Appendix for other conditions.

NOTES

Header panel (A) and accent bar (E) are joined to be one assembly and mounted to magnetic backer.
Insert Paper Size: 8.5"w x 1.75"h
Font: Helvetica LT Std Bold Cond.
Grey Text to match Inerte Grey Paint Centered
Insert template to be provided by VA

SIGN TYPE: IN-05.08

SIGN DESCRIPTION:
Patient Room Identification with Patient Condition Pull Outs Two Bed Rooms

SIGN USE:
Interior room sign used to identify room number and patient occupancy of inpatient bedrooms with up to two beds. This sign has a permanent room number and four patient condition indicators. These signs should be used to identify inpatient rooms with occupants that have special conditions that need to be communicated prior to entry. These signs should be placed at the entry to the room on the latch side of the door.

SIGN SPECS:

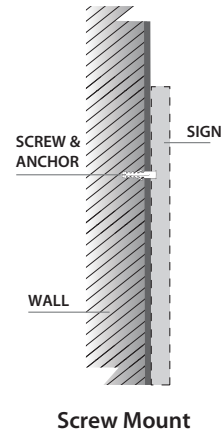
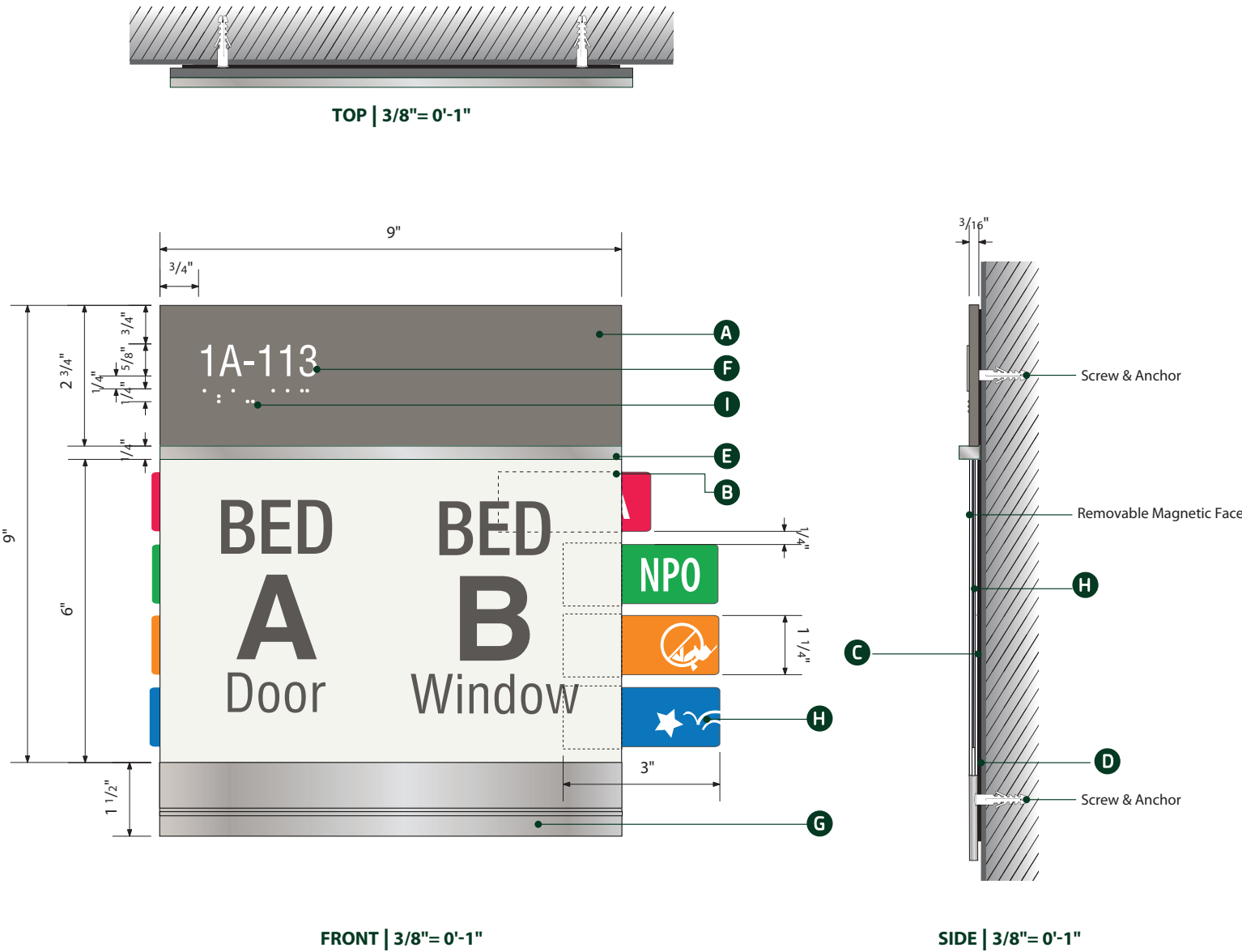
- A** FACE 1 3/16" P95 Acrylic Magnetic Header Second Surface Painted
- B** FACE 2 1/16" P95 Acrylic Second Surface Painted Dry-erase writable surface with magnetic backer
- C** BACKER 1 1/16" Acrylic Second surface painted
- D** BACKER 2 1/16" Acrylic Inset 0.25" from perimeter
- E** ACCENT BAR 1/4" W x 3/8" Finish: Brushed Aluminum w/ Matte Clear Coat
- F** RAISED TEXT 1/32" Acrylic Font: Helvetica LT Std Cond.
- G** HOLDER 1.5" "Grip-A-Strip"
- H** CONDITION SLIDERS
 - ☒ Right ☐ Left ☐ Acrylic
 - ☐ Both ☐ Lens ☐ N/A
- I** BRAILLE BEADS
 - ☒ Clear ☐ White ☐ Black
 - ☐ Stainless Steel ☐ N/ACalifornia Grade II Raster Braille

MOUNTING INFO

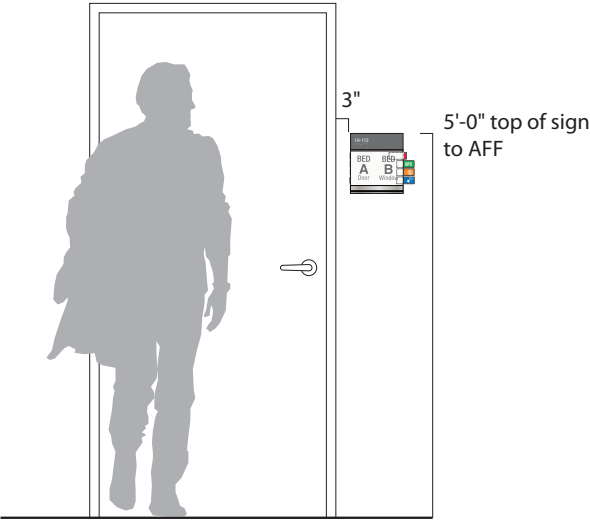
5'-0" from top of sign to finished floor
Hidden screw and anchor, centered horizontally, 1 inch from center of screw to sign ends
See Appendix for other conditions.

NOTES

Header panel (A) and accent bar (E) are joined to be one assembly and mounted to magnetic backer.
Condition Message
Aluminum paper holder applied to extended backer at bottom of sign



MOUNTING DETAIL | NTS



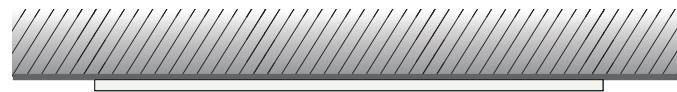
ELEVATION | NTS

SIGN COLORS:
(See Preface for Color details)

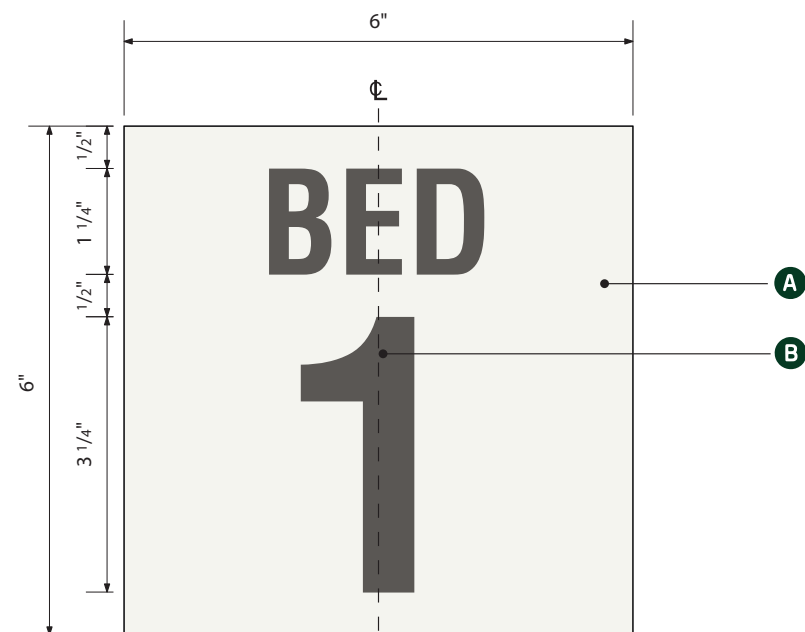
- A** Inerte Grey
- B** White Wonder
- C** White Wonder
- D** 401 Black Rowmark
- E** Brushed Aluminum BAR STOCK
- F** 201 White Rowmark



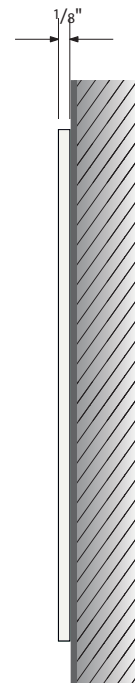
ALTERNATE COLOR OPTION FOR LOW VISION | NTS



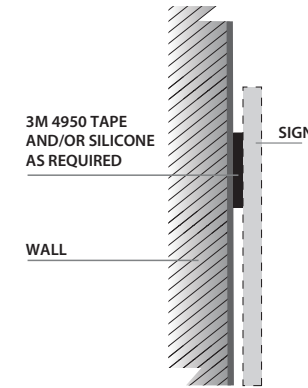
TOP | 1/2"= 0'-1"



FRONT | 1/2"= 0'-1"

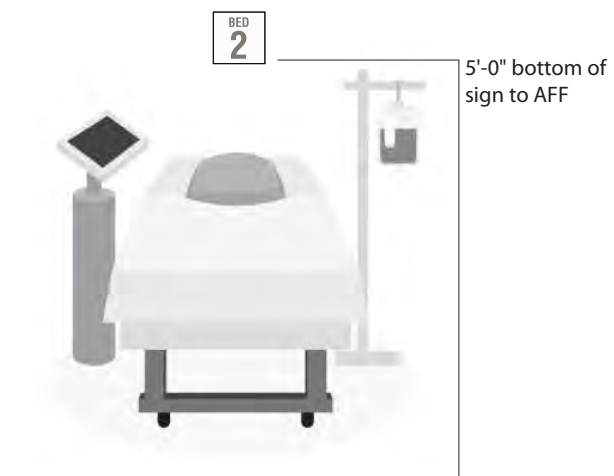


SIDE | 1/2"= 0'-1"



Wall Mount

MOUNTING DETAIL | NTS



ELEVATION | NTS

SIGN TYPE: IN-06.05

SIGN DESCRIPTION:

Patient Bed Sign

SIGN USE:

Interior room sign used to identify patient beds in open treatment areas with patient bays. These signs should be placed above the patient bed either on a soffit or wall.

SIGN SPECS:

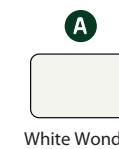
- A** FACE 1/8" P95 Acrylic
Second Surface Paint
- B** TEXT / ICON Direct Color Print, Flat
Font: Helvetica Bold Cond.

MOUNTING INFO

D/F Tape & Silicone
5'-0" bottom of sign to finished floor
See Appendix for other conditions.

NOTES

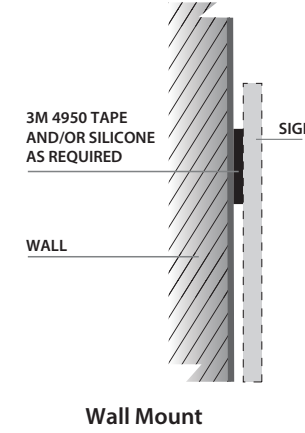
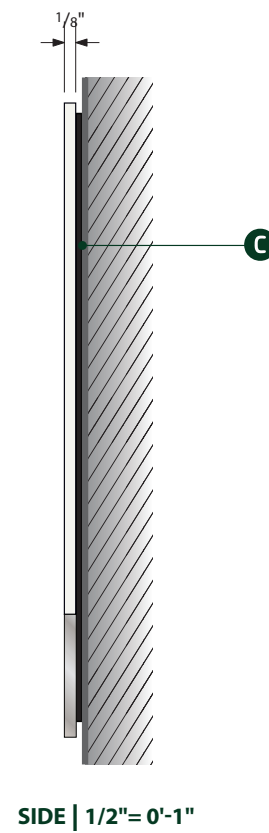
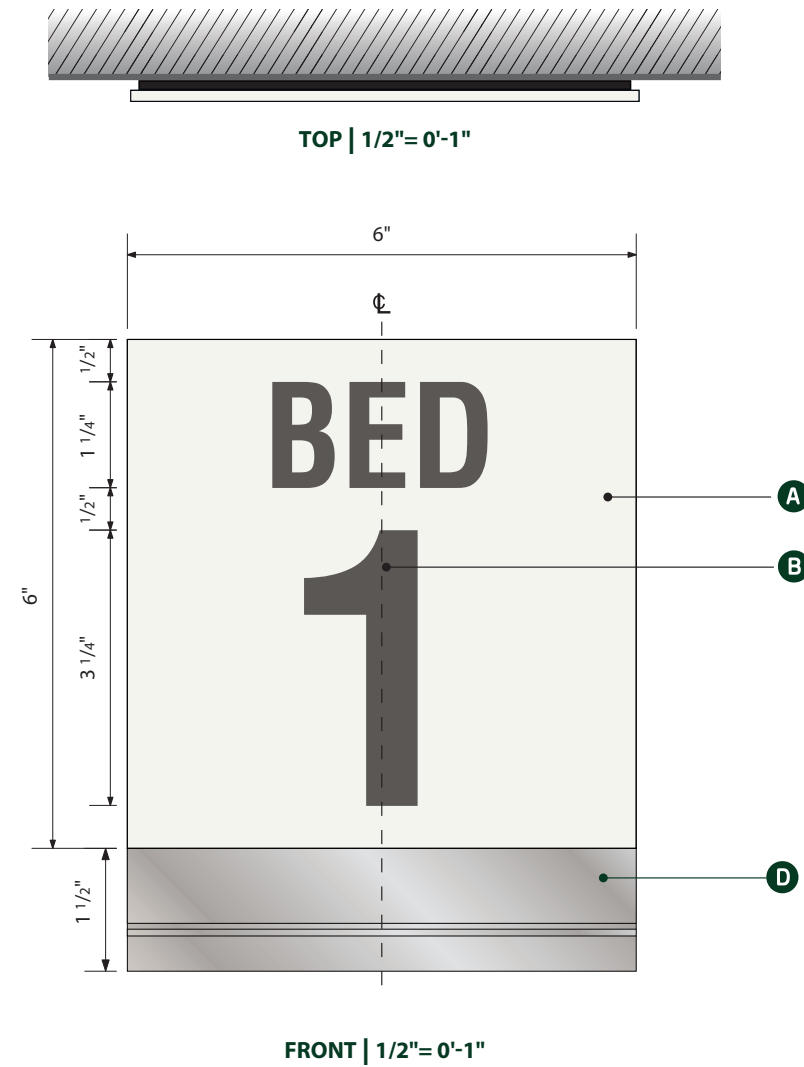
SIGN COLORS:
(See Preface for Color details)



White Wonder



Iron Mountain



MOUNTING DETAIL | NTS



ELEVATION | NTS

SIGN TYPE: IN-06.05.1

SIGN DESCRIPTION:
Patient Bed Sign with Paper Bar Clip

SIGN USE:
Interior room sign used to identify patient beds in open treatment areas with patient bays. This sign includes a clip to attach paper information needed by providers. These signs should be placed above the patient bed on a wall.

SIGN SPECS:

- A** FACE 1/8" P95 Acrylic
Second Surface Paint
- B** TEXT / ICON Direct Color Print, Flat
Font: Helvetica Bold Cond.
- C** BACKER 1/32" Acrylic
Inset 1/4" from perimeter
- D** HOLDER 1 1/2" "Grip-A-Strip"

MOUNTING INFO

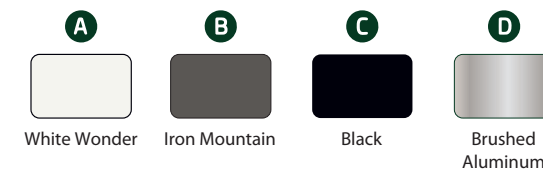
D/F Tape & Silicone
5'-0" bottom of sign to finished floor
See Appendix for other conditions.

NOTES

Aluminum paper bar clip
applied to extended backer at
bottom of sign

SIGN COLORS:

(See Preface for Color details)



SIGN TYPE: IN-07.01.3

SIGN DESCRIPTION:
Conference Room Sign with Indicator

SIGN USE:
Interior room sign used to identify room functionality, room status and room number. These signs should be used when a room's function is permanent or will not change and the room usage needs to be communicated to those outside the room to prevent disruption. These signs should be placed at the entry to the room on the latch side of the door.

SIGN SPECS:

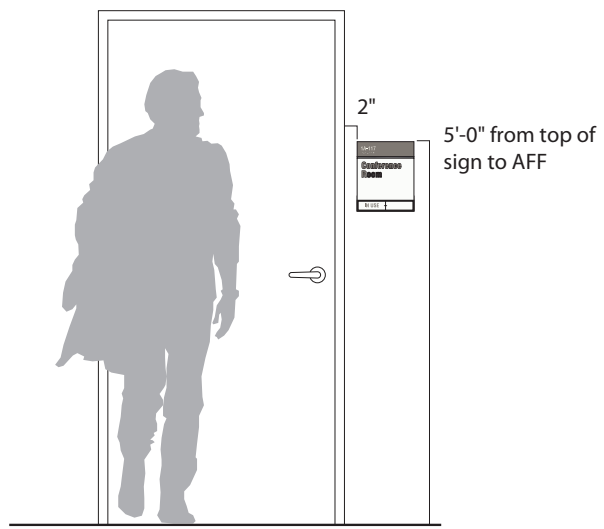
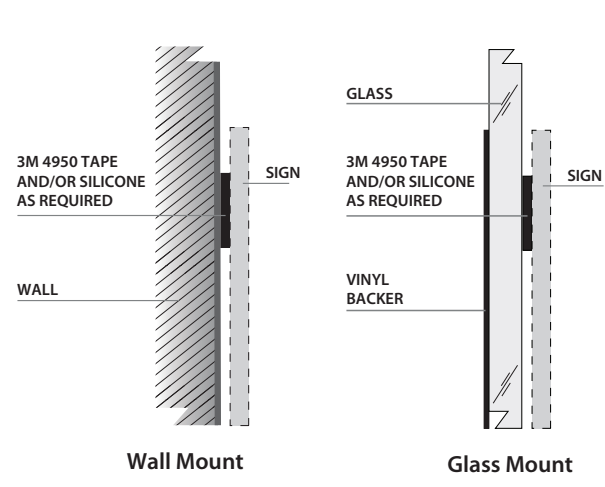
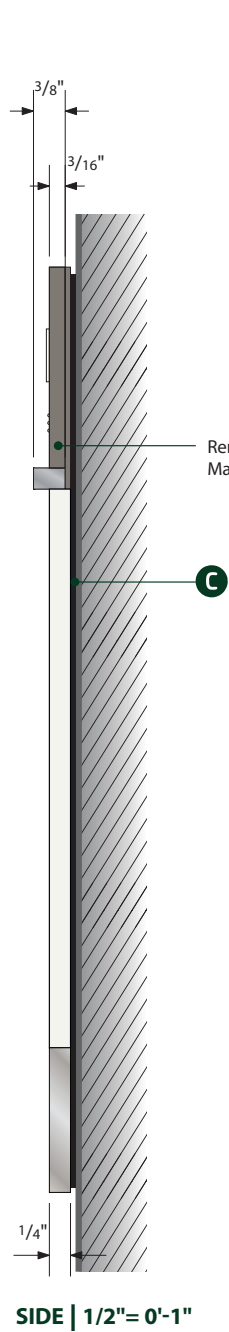
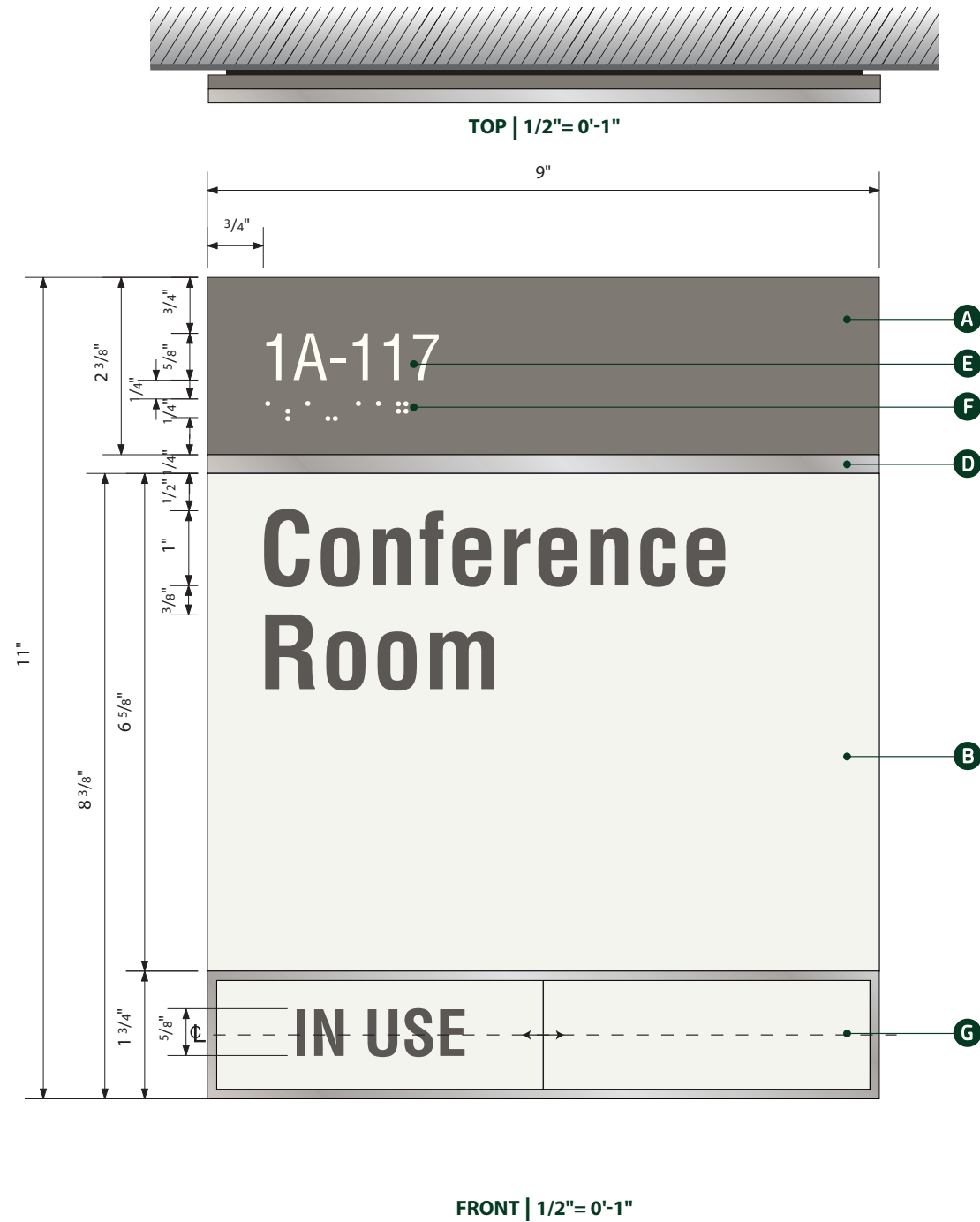
- A FACE 1** 3/16" P95 acrylic magnetic header second surface painted. Raised text and braille beads will be adhered to this face.
- B FACE 2** 1/16" P95 P95 acrylic second surface painted with DCP flat text, left justified
Font: Helvetica Bold Cond.
- C BACKER** 1/16" P95 acrylic backer second surface painted. All non-magnetic components will be permanently affixed to this backer component, including permanent faces, and acrylic text as applicable. Backer will have self-adhesive magnetic sheeting covering the backer for magnetic face.
- D ACCENT BAR** 1/4" W x 3/8"
Finish: Brushed Aluminum w/ Matte Clear Coat
- E RAISED TEXT** 1/32" Acrylic
Font: Helvetica Regular Cond.
- F BRAILLE BEADS**
 - Clear White Black
 - Stainless Steel N/ACalifornia Grade II Raster Braille
- G SLIDER** 0.0625" Acrylic Slider Panel
Background Color:
Second surface
MP32071 White Wonder
Direct Print Text
Color: BM2134-30 Iron Mountain
Font: Helvetica Bold Cond.
Slider Frame: #140 Aluminum border

MOUNTING INFO

5'-0" from top of sign to finished floor
DRYWALL: D/F Tape & Silicone
GLASS: Tape and Vinyl Backer (Silver Metallic)
See Appendix for other conditions.

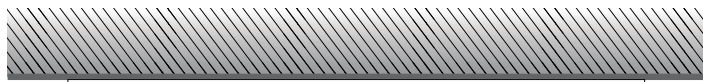
NOTES

Header panel (A) and accent bar (E) are joined to be one assembly and mounted to magnetic backer.



SIGN COLORS:
(See Preface for Color details)

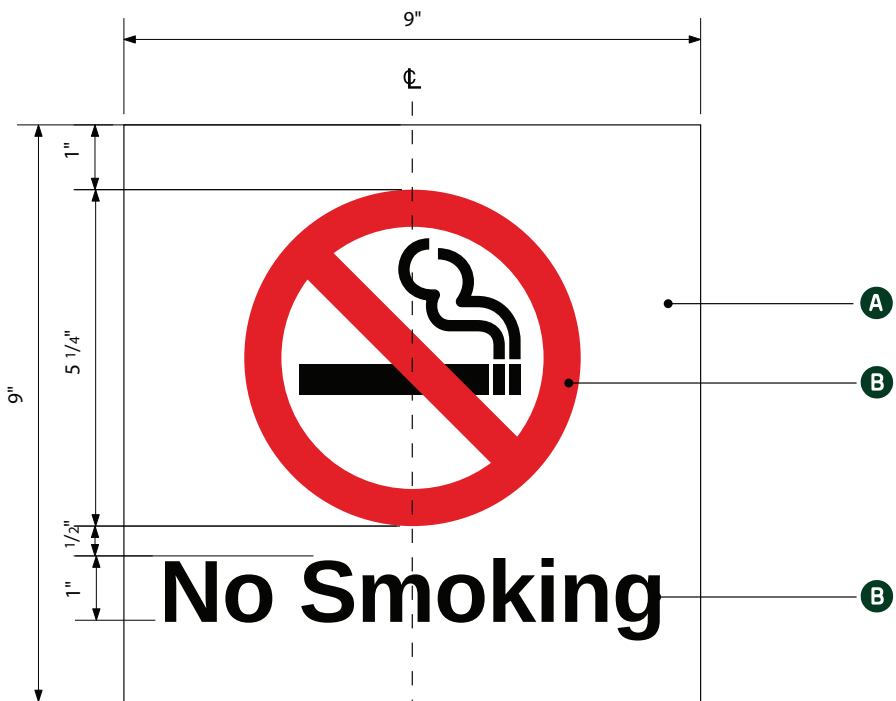
- A** Inerte Grey
- B** White Wonder/Iron Mountain
- C** 401 Black Rowmark
- D** Brushed Aluminum BAR STOCK
- E** 201 White Rowmark
- G** White Wonder/Iron Mountain



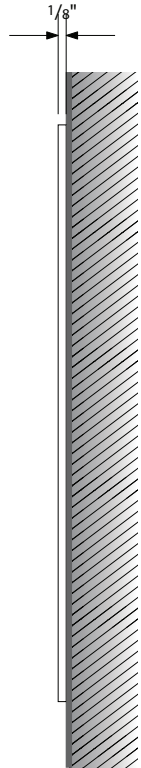
TOP | 3/8" = 0'-1"



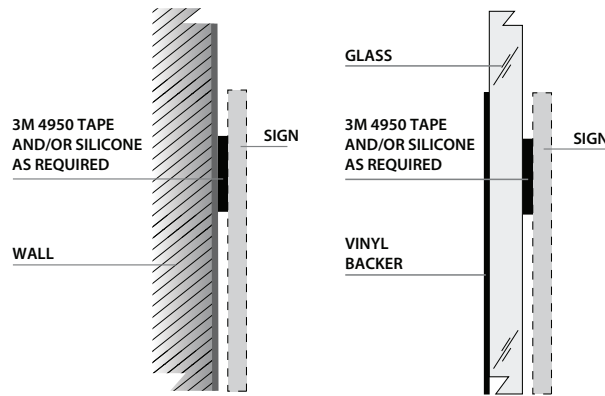
ALTERNATE COLOR OPTION FOR LOW VISION | NTS



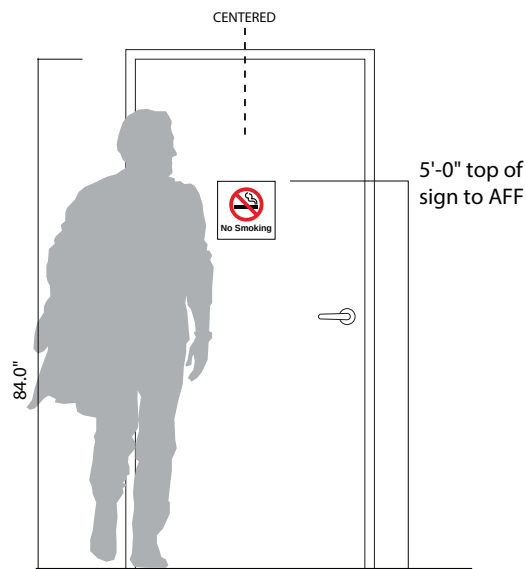
FRONT | 3/8" = 0'-1"



SIDE | 3/8" = 0'-1"



Wall Mount Glass Mount
SIDE MOUNTING DETAIL | NTS



ELEVATION | NTS

SIGN TYPE: IN-08.01

SIGN DESCRIPTION:
No Smoking

SIGN USE:
Interior room sign used to communicate prohibitions due to campus policy. Signs should be placed on wall or center of door.

SIGN SPECS:

- A** FACE 1/8" Acrylic
- B** TEXT / ICON Direct Color Print, Flat Font: Helvetica Bold

MOUNTING INFO

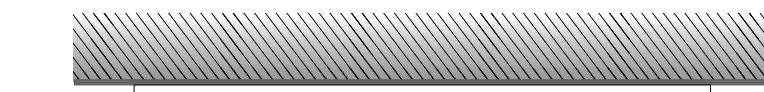
5'-0" from top of sign to floor
DRYWALL: D/F Tape & Silicone
GLASS: Tape and Vinyl Backer (Dark Grey)
See Appendix for other conditions.

NOTES

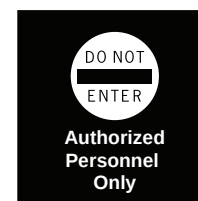
SIGN COLORS:

(See Preface for Color details)

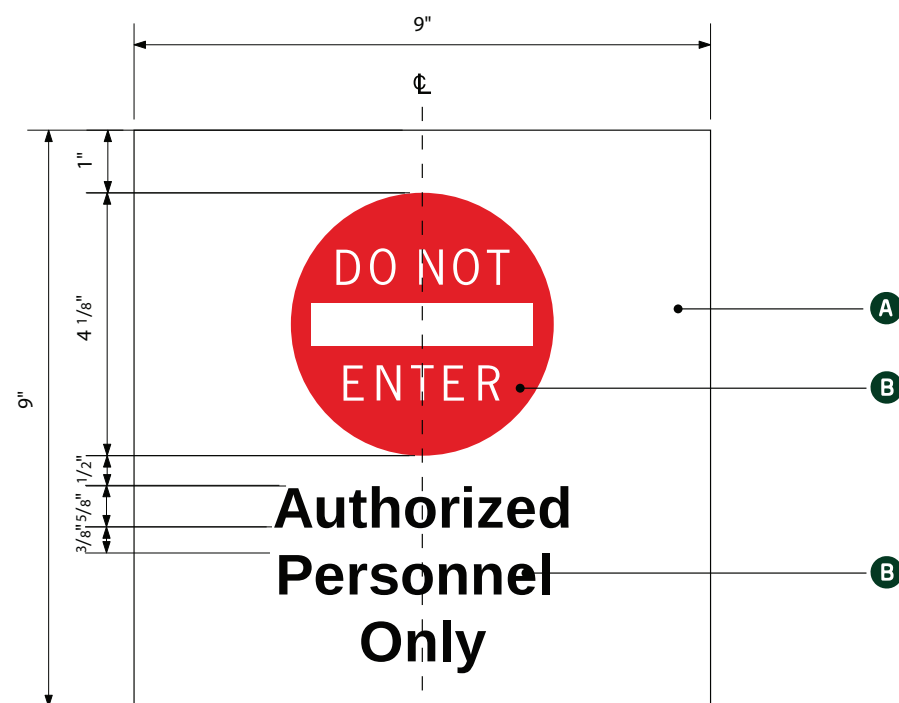




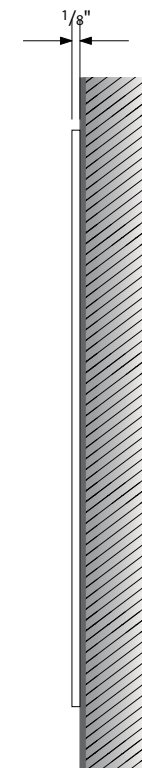
TOP | 3/8" = 0'-1"



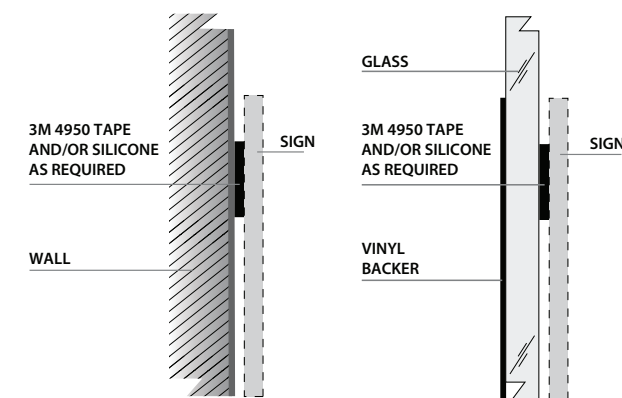
ALTERNATE COLOR OPTION FOR LOW VISION | NTS



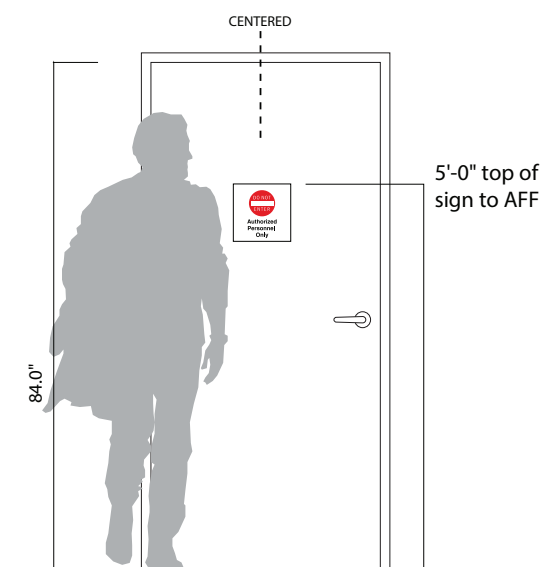
FRONT | 3/8" = 0'-1"



SIDE | 3/8" = 0'-1"



Wall Mount Glass Mount
SIDE MOUNTING DETAIL | NTS



ELEVATION | NTS

SIGN TYPE: IN-08.02

SIGN DESCRIPTION:
Prohibit Instructional and Control

SIGN USE:
Interior room sign used to communicate prohibitions due to campus policy. Signs should be placed on wall or center of door.

SIGN SPECS:

- A** FACE 1/8" Acrylic
- B** TEXT / ICON Direct Color Print, Flat Font: Helvetica Bold

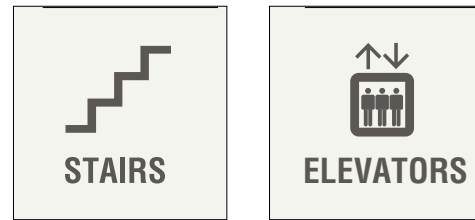
MOUNTING INFO

5'-0" from top of sign to floor
DRYWALL: D/F Tape & Silicone
GLASS: Tape and Vinyl Backer (Dark Grey)
See Appendix for other conditions.

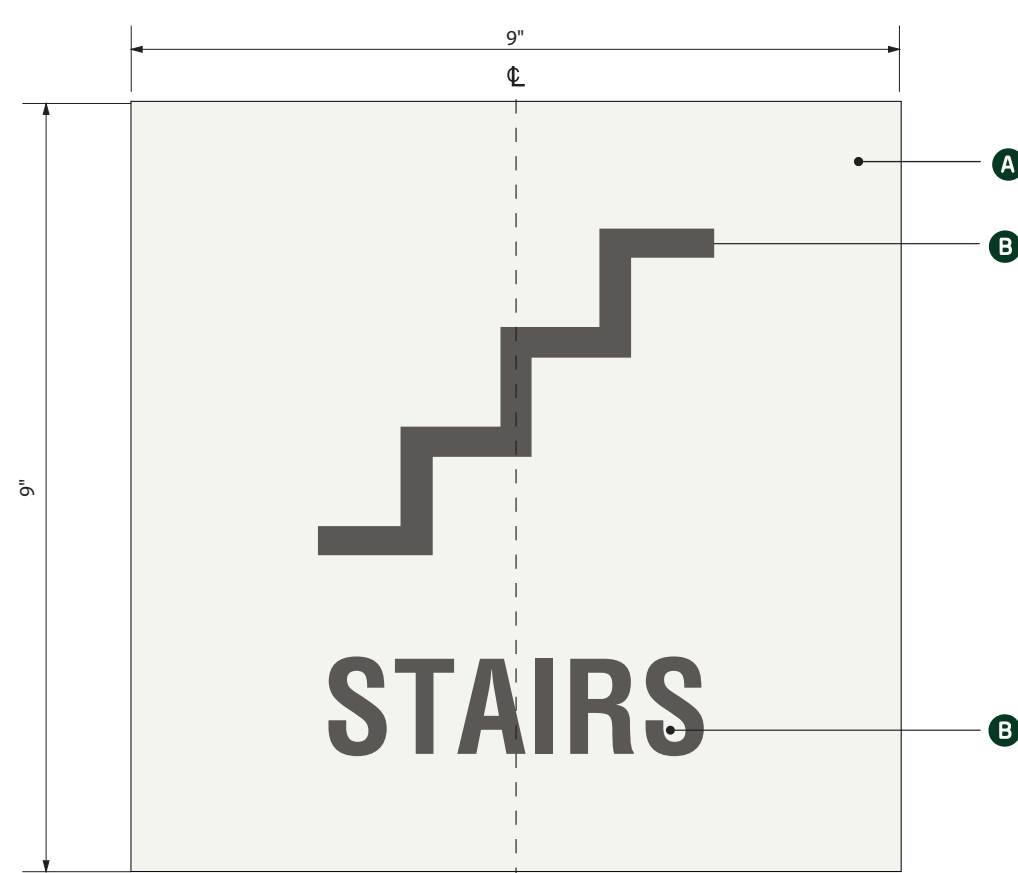
NOTES

SIGN COLORS:
(See Preface for Color details)

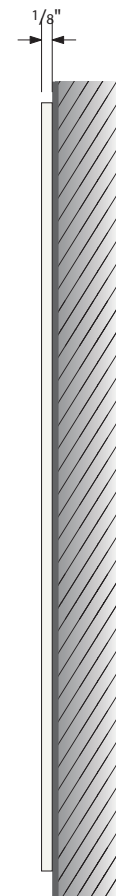
A	B
204 Bright White	RED & BLACK



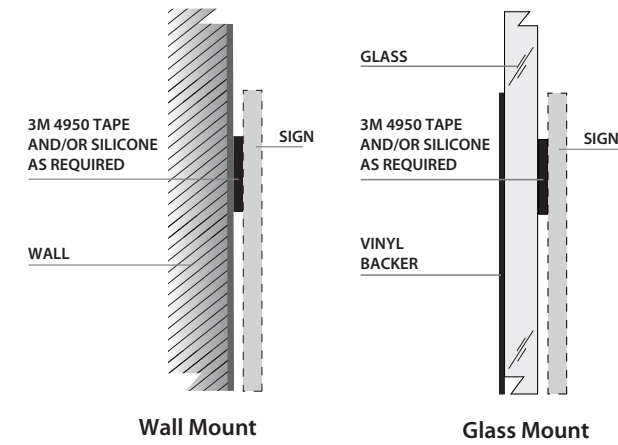
ADDITIONAL SIGN FACE LAYOUTS | NTS



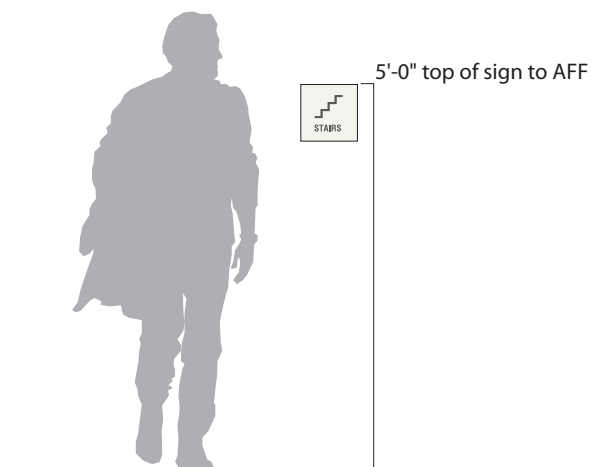
FRONT PROFILE | 1/2"=0'-1"



SIDE PROFILE | 1/2"=0'-1"



SIDE MOUNTING DETAIL | NTS



MOUNTING STANDARD | NTS

SIGN TYPE: IN-09.08

SIGN DESCRIPTION:

Pictogram/Symbol

SIGN USE:

Interior room sign used to communicate the location of a service with symbols and text. Sign should be located at the entry of the service area.

SIGN SPECS:

- A** FACE 1/8" Acrylic
- B** TEXT / ICON Direct Color Print
First surface, Flat
Font: Helvetica Bold Cond.

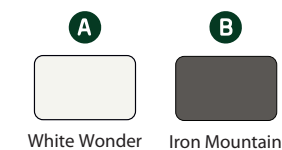
MOUNTING INFO

5'-0" from top of sign to floor
DRYWALL: D/F Tape & Silicone
GLASS: Tape and Vinyl Backer (Silver Metallic)
See Appendix for other conditions.

NOTES

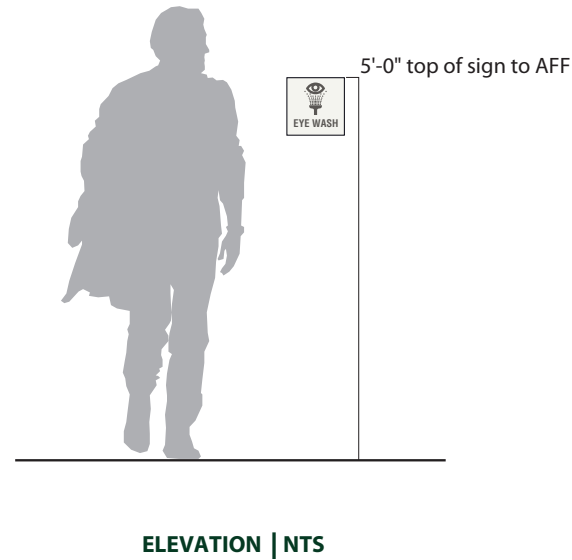
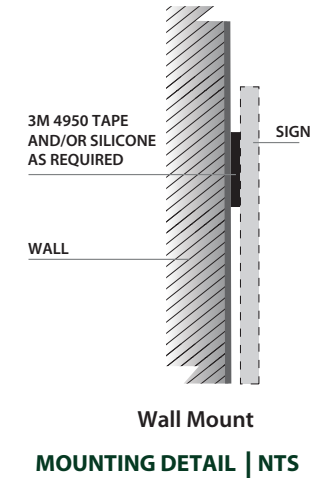
SIGN COLORS:

(See Preface for Color details)





**ALTERNATE COLOR OPTION
FOR LOW VISION | NTS**



SIGN TYPE: IN-09.08G
SIGN DESCRIPTION:
Pictogram/Symbol – Emergency Eye Wash

SIGN USE:
Interior room sign used to communi-
cate the location of an eye wash with
symbols and text. Sign should be
located on the wall above or adjacent
to the eye wash.

SIGN SPECS:

- A** FACE 1/8" Acrylic
- B** TEXT / ICON Direct Color Print
First surface, Flat
Font: Helvetica Bold Cond.

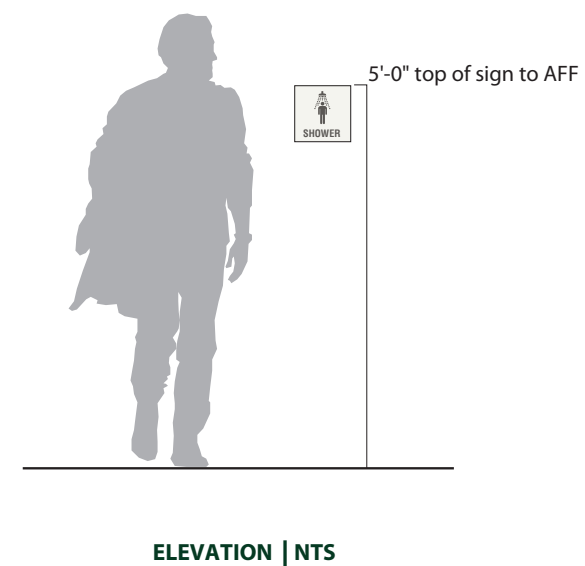
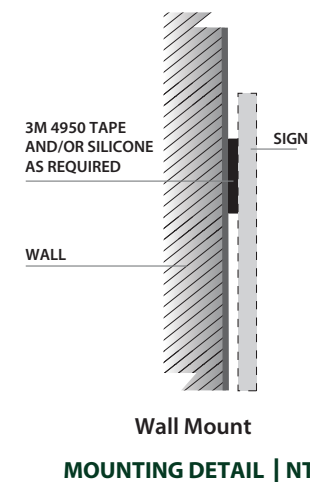
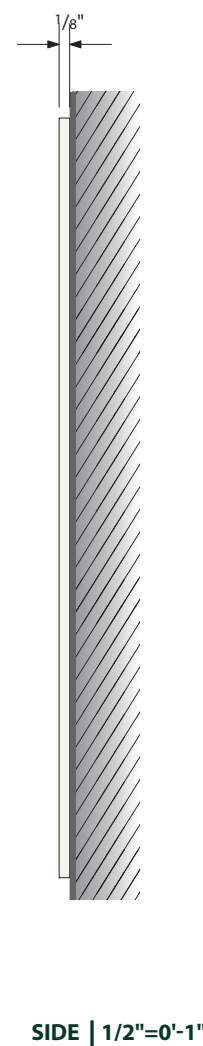
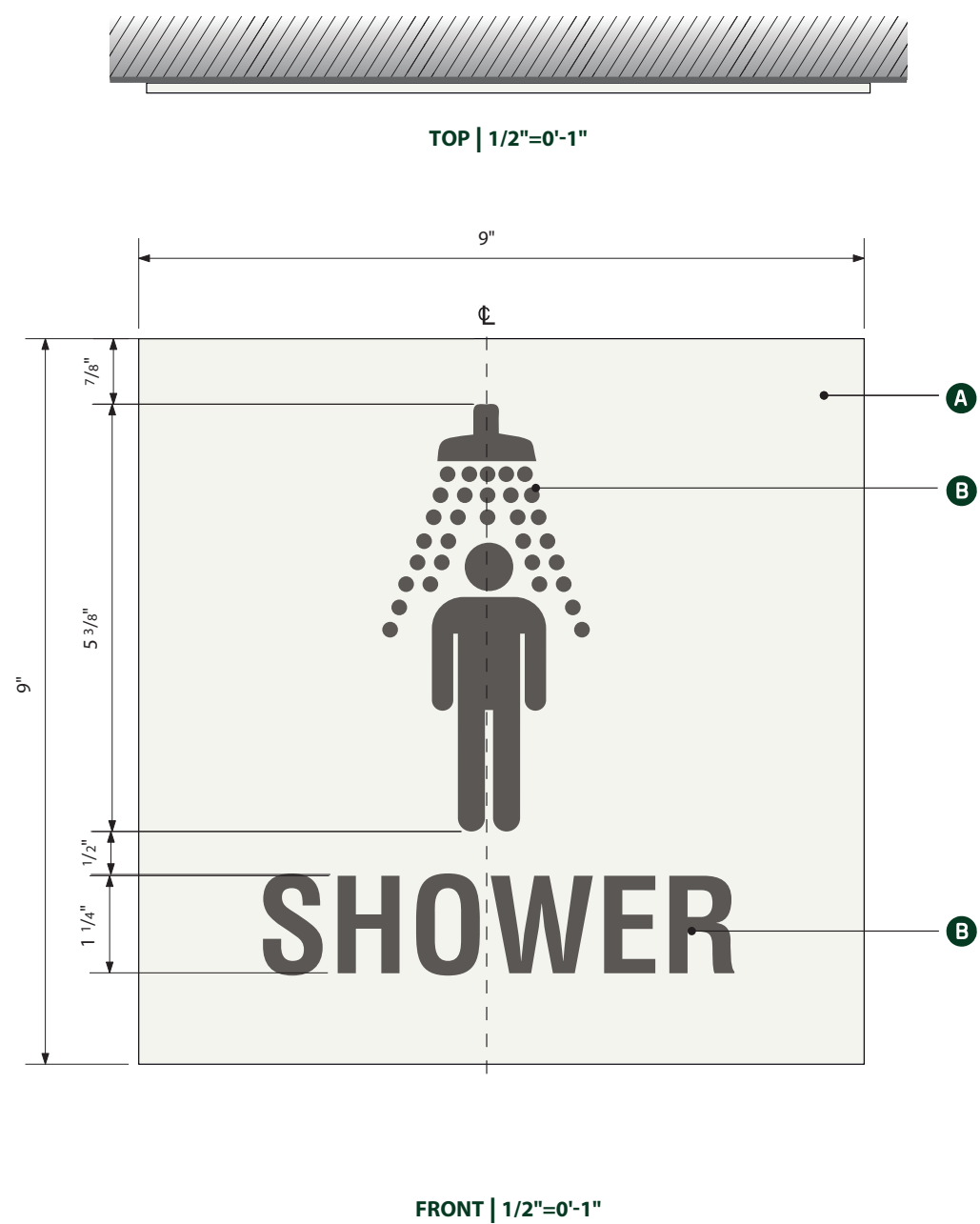
MOUNTING INFO
5'-0" from top of sign to floor
D/F Tape & Silicone
See Appendix for other conditions.

NOTES

SIGN COLORS:
(See Preface for Color details)

A White Wonder

B Iron Mountain



SIGN TYPE: IN-09.08H

SIGN DESCRIPTION:

Pictogram/Symbol – Emergency Shower

SIGN USE:

Interior room sign used to communicate the location of an emergency shower with symbols and text. Sign should be located on the wall above or adjacent to the emergency shower.

SIGN SPECS:

- A** FACE 1/8" Acrylic
- B** TEXT / ICON Direct Color Print
First surface, Flat
Font: Helvetica Bold Cond.

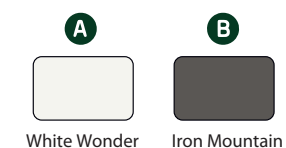
MOUNTING INFO

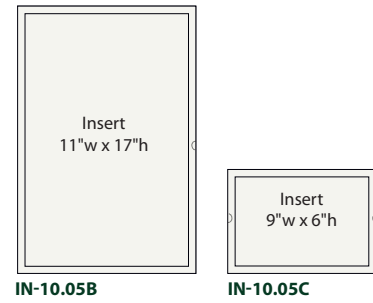
5'-0" from top of sign to floor
D/F Tape & Silicone
See Appendix for other conditions.

NOTES

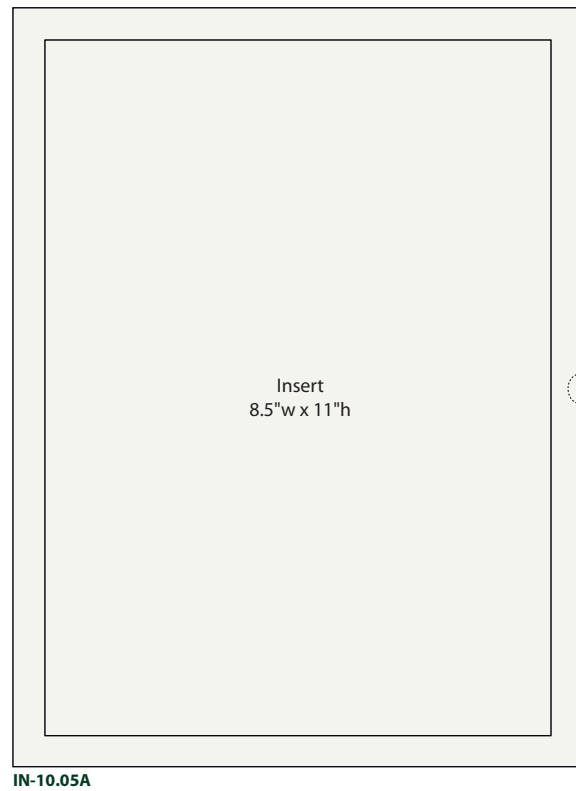
SIGN COLORS:

(See Preface for Color details)

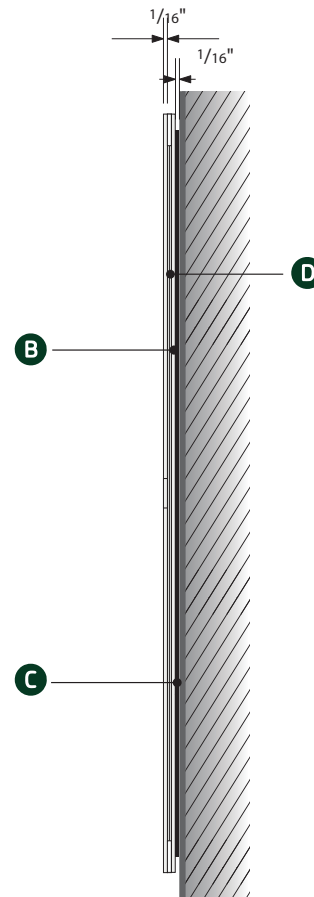




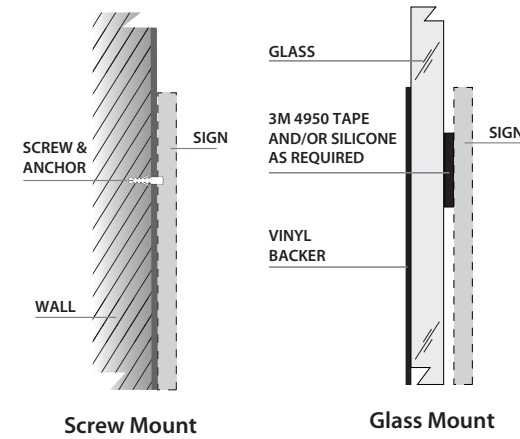
ADDITIONAL LAYOUT | NTS



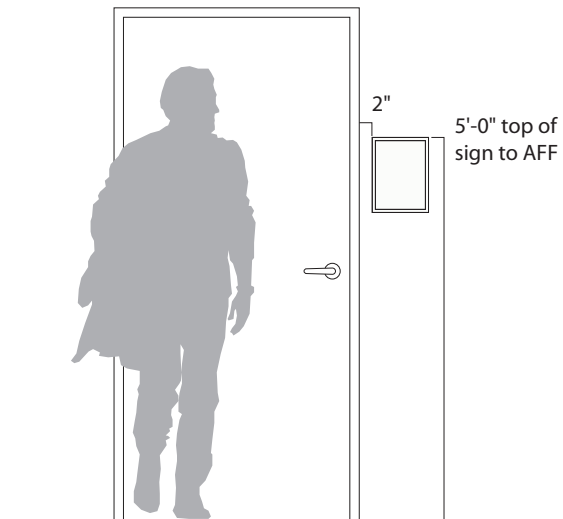
FRONT | 3/8"= 0'-1"



SIDE | 3/8"= 0'-1"

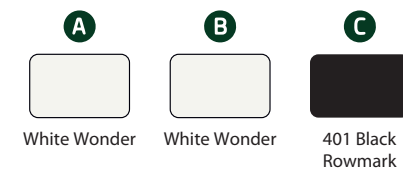


MOUNTING DETAIL | NTS



ELEVATION | NTS

SIGN COLORS:
(See Preface for Color details)



SIGN TYPE: IN-10.05

SIGN DESCRIPTION:
Sign Frame 8.5x11

SIGN USE:

Interior room sign used to hold posters, fire alarm schedules or other information sheets. Sign insert comes in multiple sizes. Sign should be located at the entry of the service area. Signs should be placed on latch side of door or center of door.

SIGN SPECS:

- A FACE** 1/16" P95 Acrylic
Second surface painted with insert window reveal for paper insert.
- B BACKER 1** 1/16" P95 Acrylic
Second surface painted
- C BACKER 2** 1/16" Acrylic
Inset 1/4" from perimeter
- D INSERT OPENING**
 - ☒ Right ☐ Left
 - ☐ Both ☐ Lens ☐ N/A

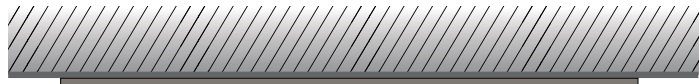
MOUNTING INFO

5'-0" from top of sign to finished floor
DRYWALL: Hidden screw and anchor, centered horizontally, 1 inch from center of screw to sign ends
GLASS: Tape and Vinyl Backer (Dark Grey)
See Appendix for other conditions.

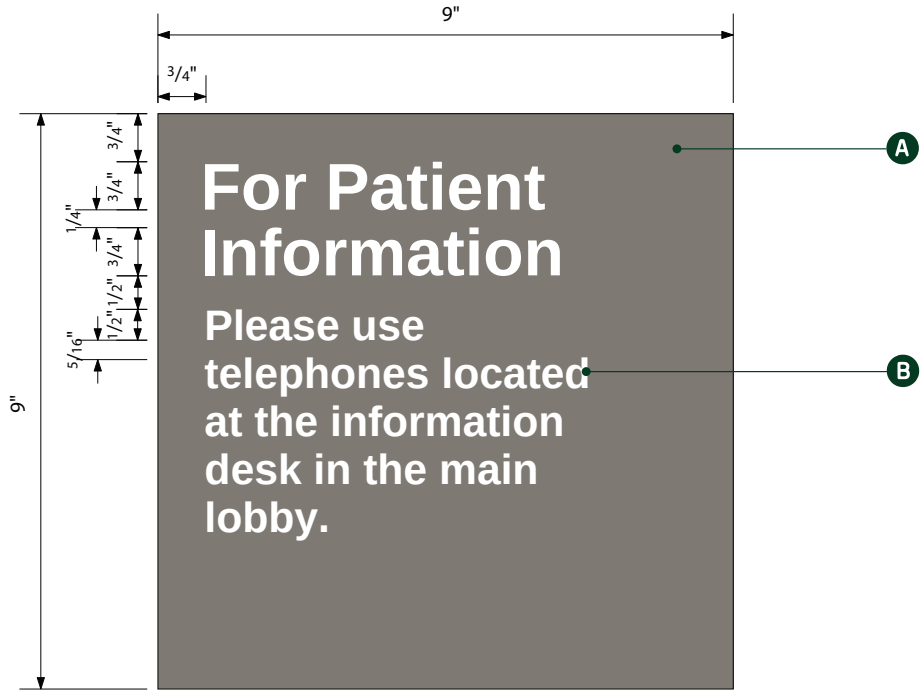
NOTES

Insert Paper Size: 8.5"w x 11"h

Insert template to be provided



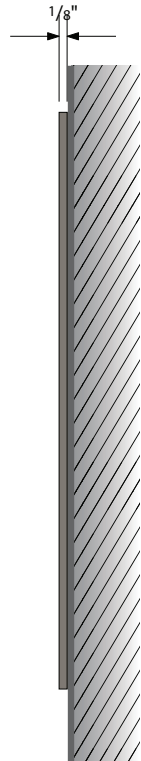
TOP | 3/8"=0'-1"



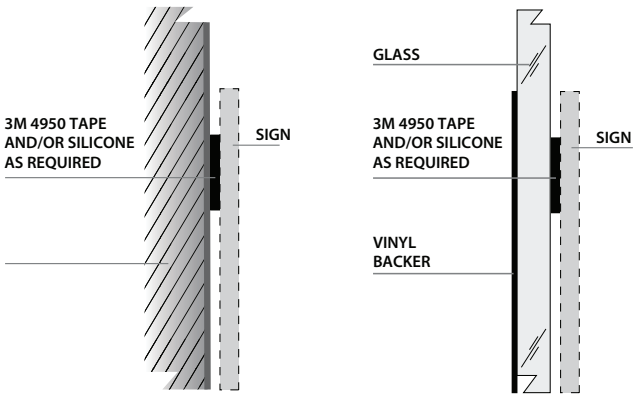
FRONT | 3/8"=0'-1"

For Patient Information
Please use telephones located at the information desk in the main lobby.

ALTERNATE COLOR OPTION
FOR LOW VISION | NTS



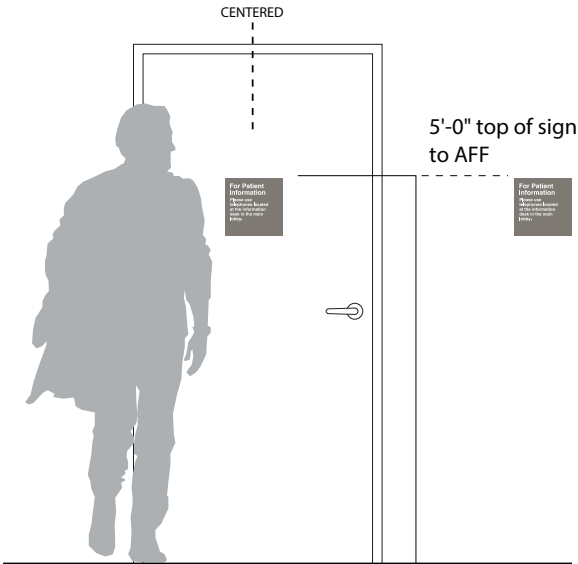
SIDE | 3/8"=0'-1"



Wall Mount

Glass Mount

MOUNTING DETAIL | NTS



ELEVATION | NTS

SIGN TYPE: IN-11.01

SIGN DESCRIPTION:
Informational/Instructional

SIGN USE:
Interior room sign used to present brief general information in corridors, waiting areas and interior spaces. Messages should be short and concise. Signs should be placed on latch side of door or center of door or at a destination.

SIGN SPECS:

- A FACE** 1/8" P95 Acrylic
Second Surface Painted
- B TEXT** Direct Color Print, Flat
Font: Helvetica Bold

MOUNTING INFO

5'-0" top of sign to finished floor
DRYWALL/DOOR: D/F Tape & Silicone
GLASS: Tape and Vinyl Backer (Dark Grey)
See Appendices for Mounting Details.
See VA Signage Design Manual for further requirements.

NOTES

Text FPO, see message schedule
Additional Sign Sizes:
6" x 6.0" (mounted center of sign to 66")
15" x 15"

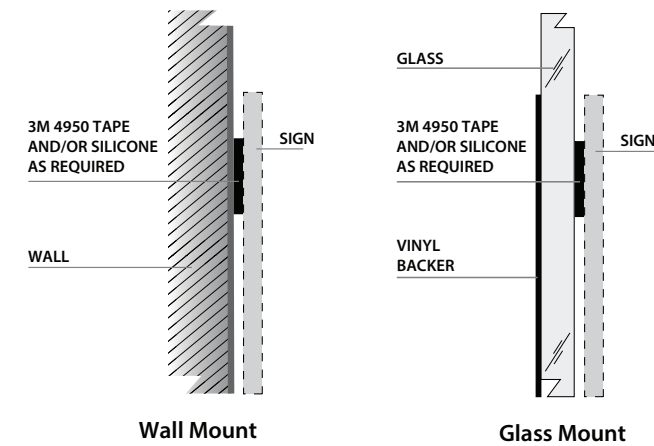
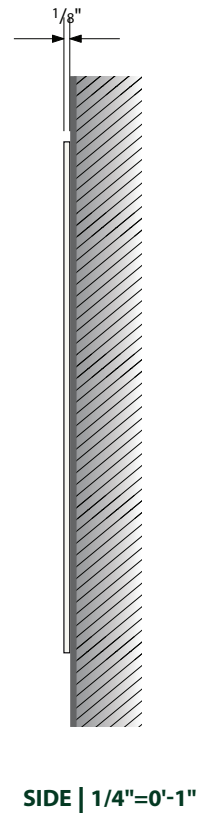
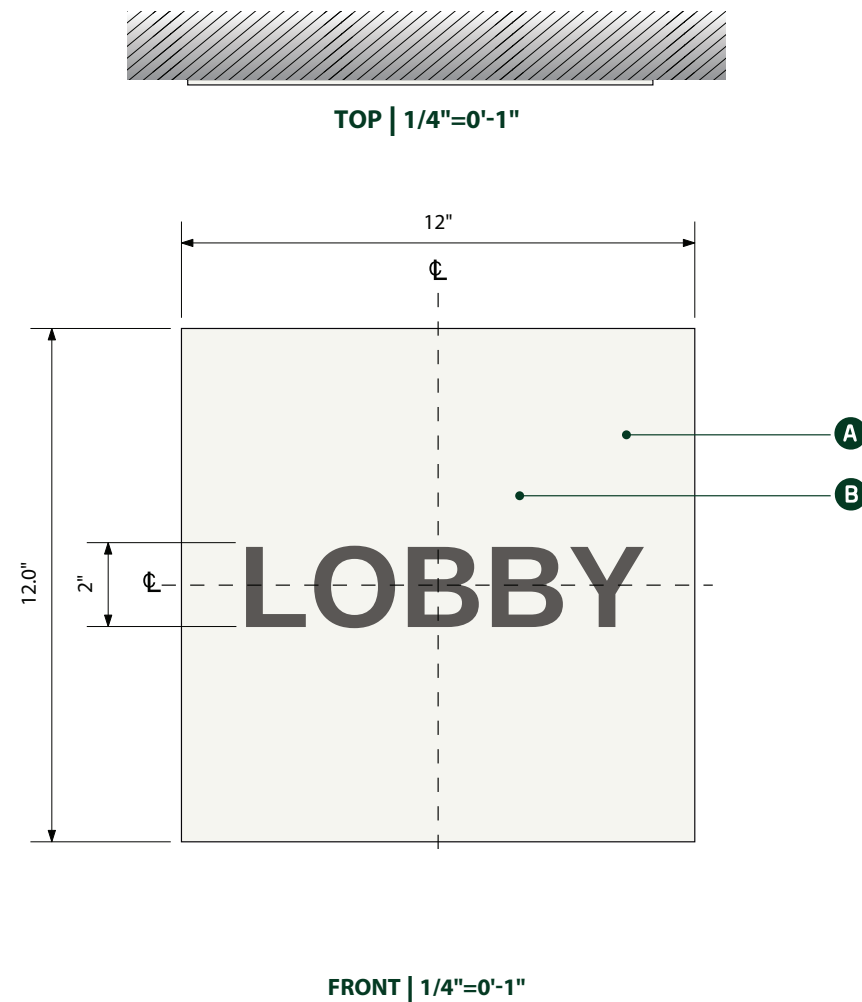
SIGN COLORS:
(See Preface for Color details)



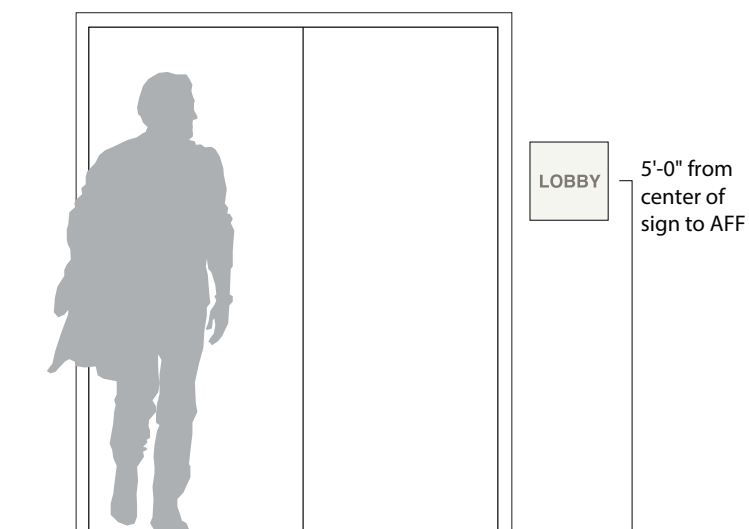
Inerte Grey



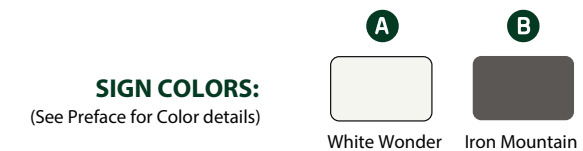
White Wonder



MOUNTING DETAIL | NTS



ELEVATION | NTS



SIGN TYPE: IN-11.02.1

SIGN DESCRIPTION:
Wall Mounted Entrance Identifier

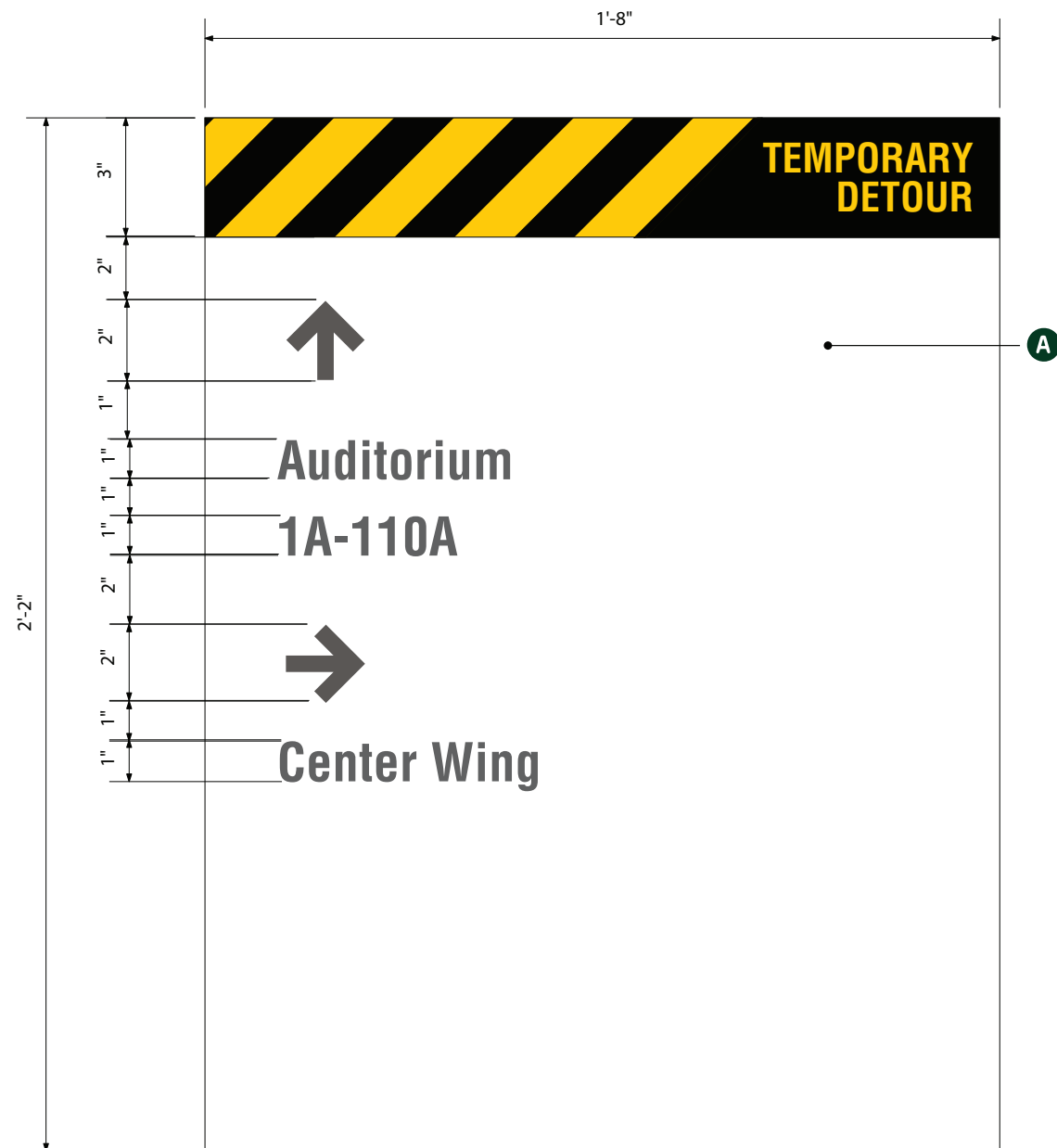
SIGN USE:
Interior wall mounted sign used to provide departmental information. Sign should be used in corridors to identify service entries when there is no space overhead.

- SIGN SPECS:**
- A** FACE 1/8" P95 Acrylic Second Surface Painted
 - B** TEXT Direct Color Print, Flat Font: Helvetica Bold

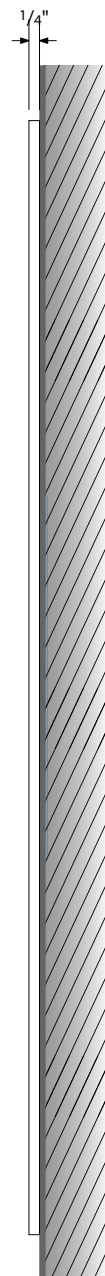
MOUNTING INFO

5'-0" from center of sign to finished floor
D/F Tape & Silicone
Provide panel backer when mounting on glass
See Appendix for other conditions.

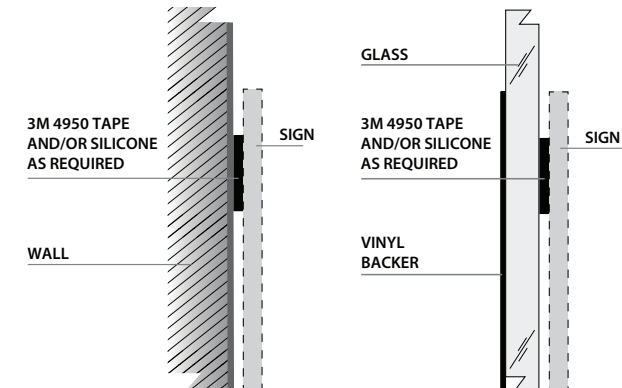
NOTES



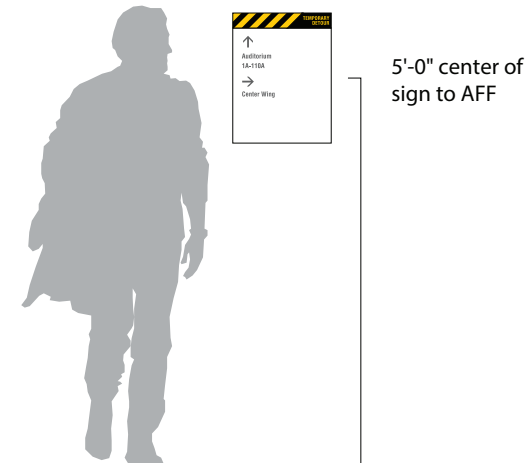
FRONT | 1/4" = 0'-1"



SIDE | 1/4" = 0'-1"

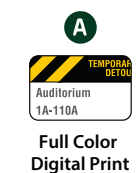


MOUNTING DETAIL | NTS



ELEVATION | NTS

SIGN COLORS:
(See Preface for Color Details)



Full Color
Digital Print

SIGN TYPE: IN-11.04

SIGN DESCRIPTION:
Interior Temporary Construction

SIGN USE:
Temporary wall mounted sign.
Use in areas under construction,
to direct people around this area
to their destination.

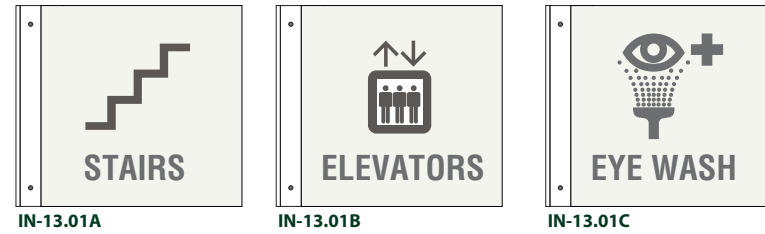
SIGN SPECS:

A FACE Full color digital print
on Sintra or similar substrate

MOUNTING INFO

5'-0" center of middle panel to floor
DRYWALL: D/F Tape & Silicone
GLASS: Tape and Vinyl Backer (Silver Metallic)
See Appendix for other conditions.

NOTES



IN-13.01A

IN-13.01B

IN-13.01C

ADDITIONAL SIGN FACE LAYOUTS | NTS

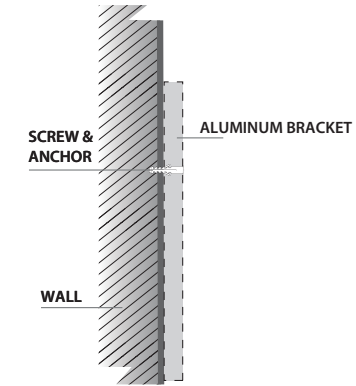


IN-13.01A

IN-13.01B

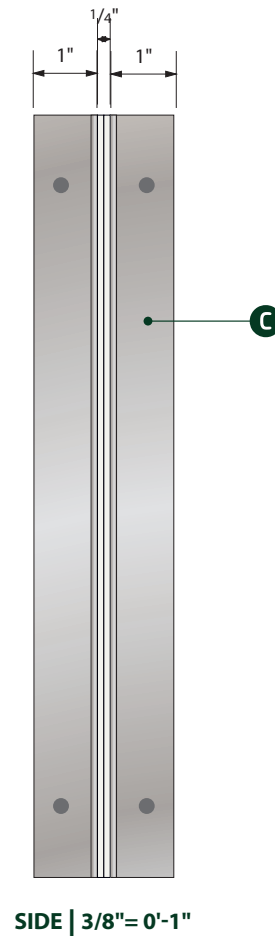
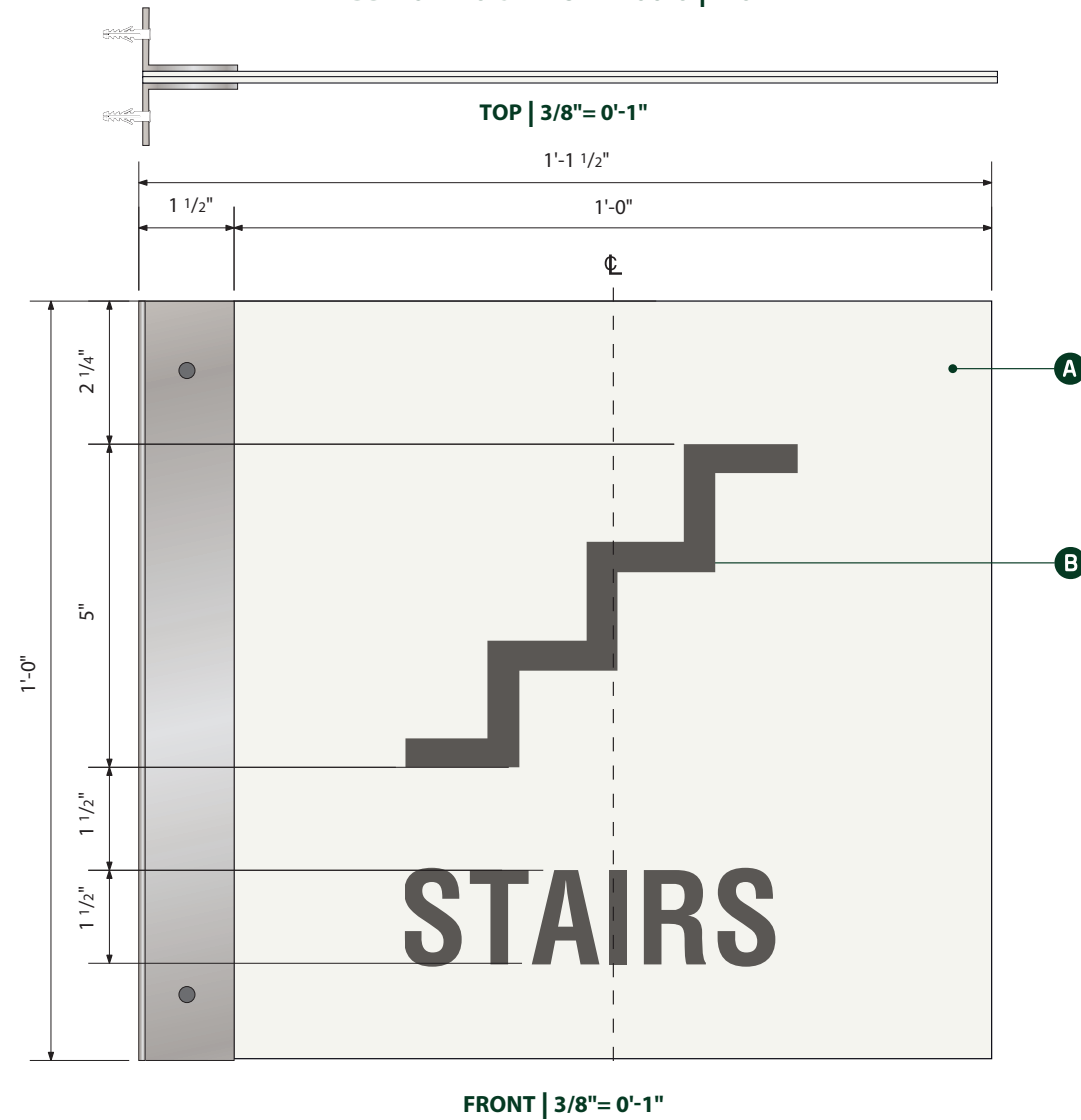
IN-13.01C

ALTERNATE COLOR OPTION FOR LOW VISION | NTS

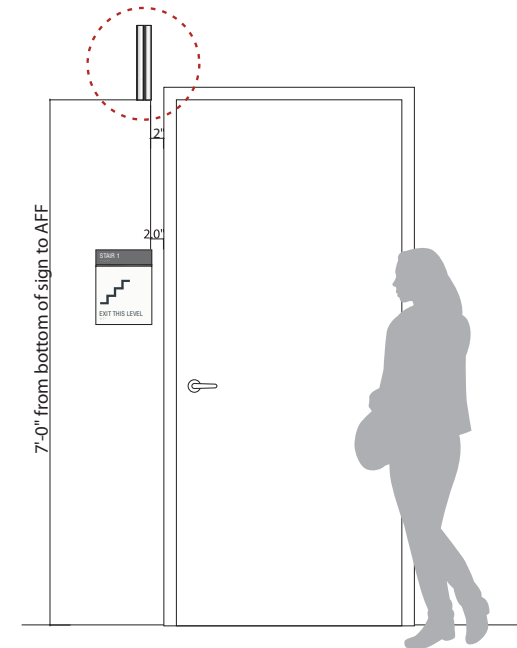


Screw Mount

MOUNTING DETAIL | NTS



SIDE | 3/8"= 0'-1"



ELEVATION | NTS

SIGN TYPE: IN-13.01

SIGN DESCRIPTION:
Flag Mount Elevator/Stairs

SIGN USE:
Interior wall mounted projecting/flag sign used to identify services or locations with both words and symbols. Sign should be mounted above the door/entryway to the service it is communicating.

SIGN SPECS:

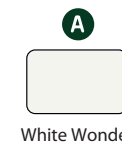
- A FACE** (2) - 1/8" P95 Acrylic Second Surface Painted Painted edges
- B TEXT/ICON** Direct Color Print, Flat Font: Helvetica LT Std Cond. Bold
- C BRACKET** 1" x 1 1/2" x 1/8" thick Brushed aluminum angle bracket

MOUNTING INFO

7'-0" from bottom of sign to finished floor
Screw and anchor
paint screw head to match bracket
See Appendix for other conditions.

NOTES

SIGN COLORS:
(See Preface for Color details)



White Wonder



Iron Mountain

SIGN TYPE: IN-13.C

SIGN DESCRIPTION:

Flag Mount Service

SIGN USE:

Interior wall mounted projecting/flag sign used to identify services with both words and symbols. Sign should be mounted above the door/entryway to the service it is communicating.

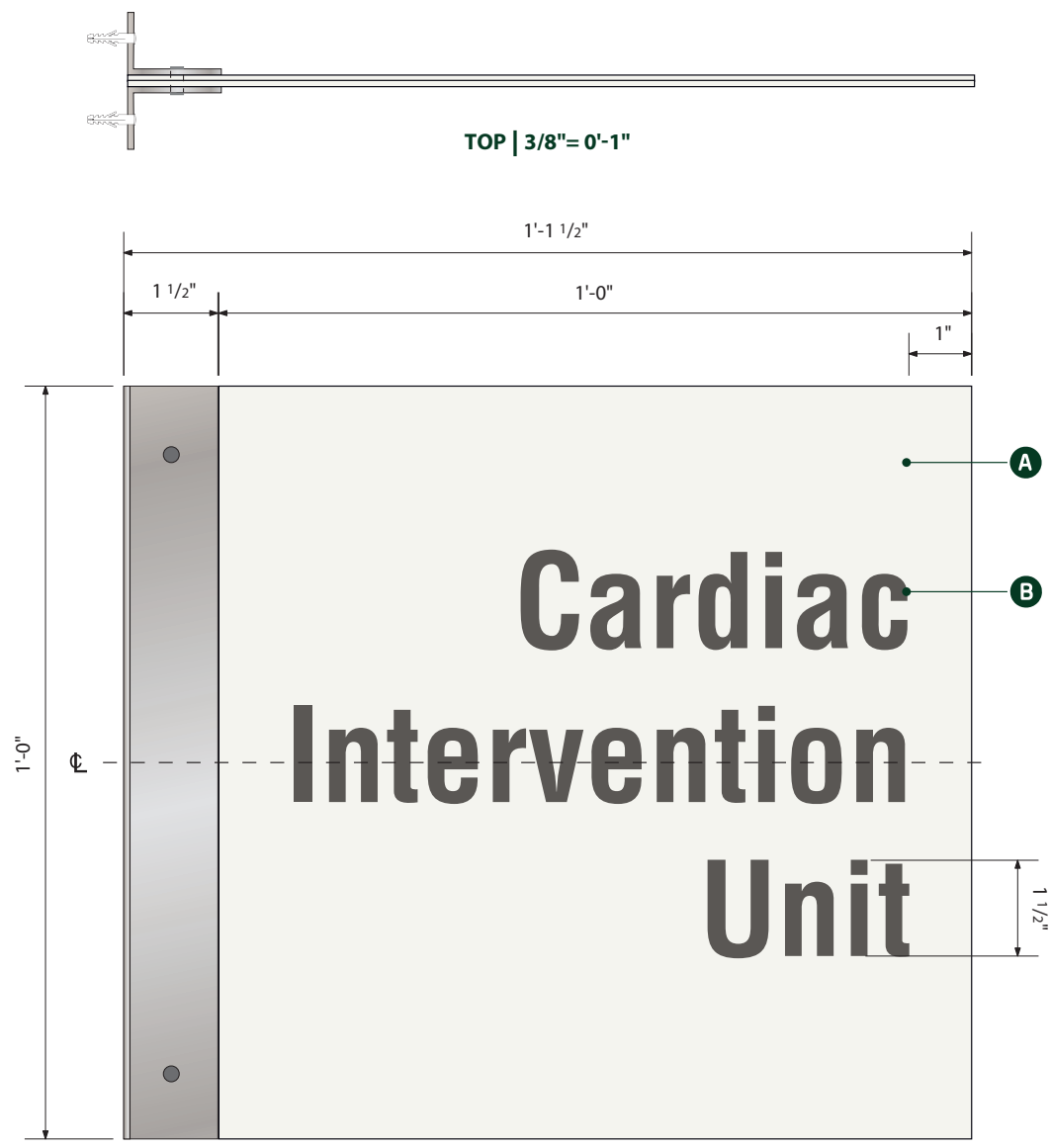
SIGN SPECS:

- A FACE** (2) - 1/8" P95 Acrylic
Second Surface Painted
Painted edges
- B TEXT/ICON** Direct Color Print, Flat
Font: Helvetica Bold Cond.
- C BRACKET** 1" x 1 1/2" x 1/8" thick
Brushed aluminum
angle bracket

MOUNTING INFO

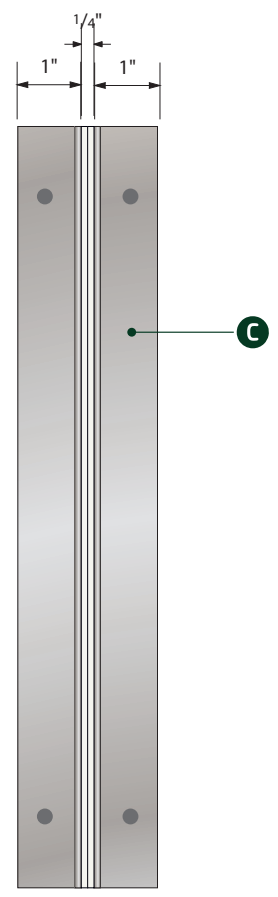
7'-0" from bottom of sign to finished floor
Screw and anchor
paint screw head to match bracket
See Appendix for other conditions.

NOTES

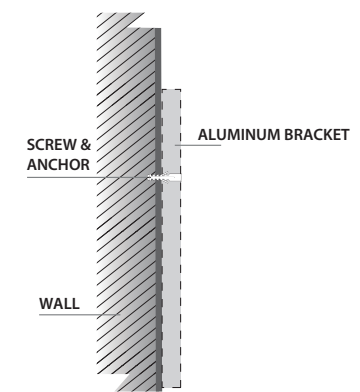


TOP | 3/8"= 0'-1"

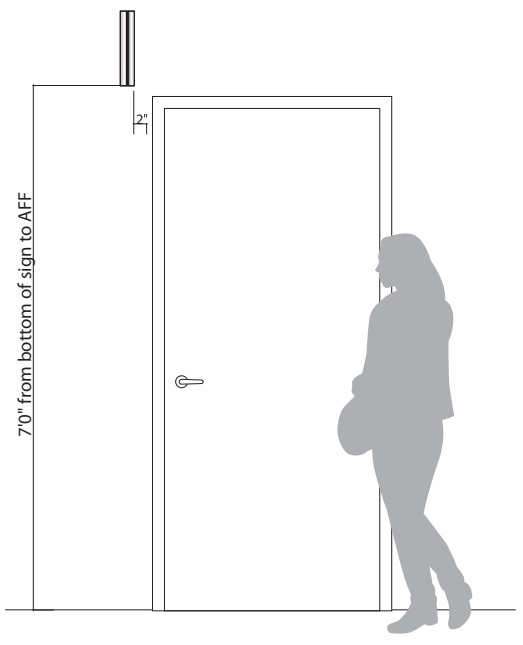
FRONT | 3/8"= 0'-1"



SIDE | 3/8"= 0'-1"



Screw Mount
MOUNTING DETAIL | NTS



ELEVATION | NTS

SIGN COLORS:
(See Preface for Color details)

- A** White Wonder
- B** Iron Mountain

Interior Restroom

IN-13A Flag Mount Restroom

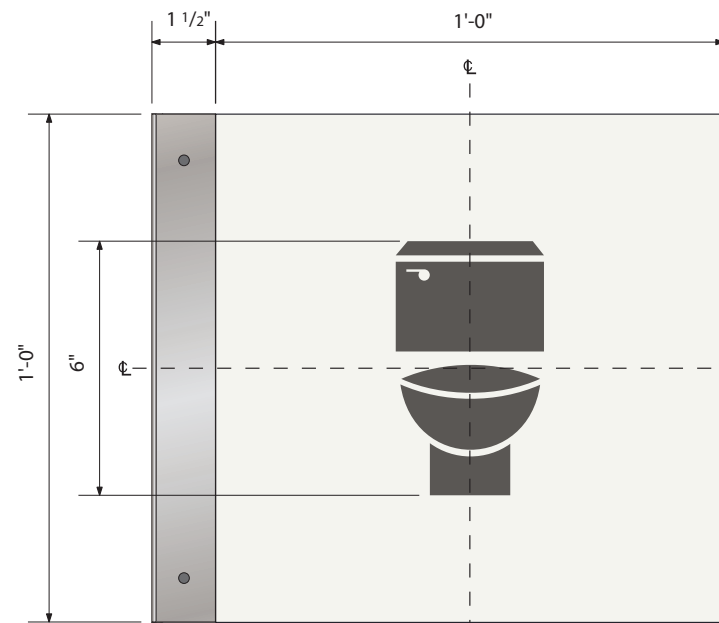
IN-13B Restroom Wall Sign

IN-13C California Title 24 Restroom Door Sign

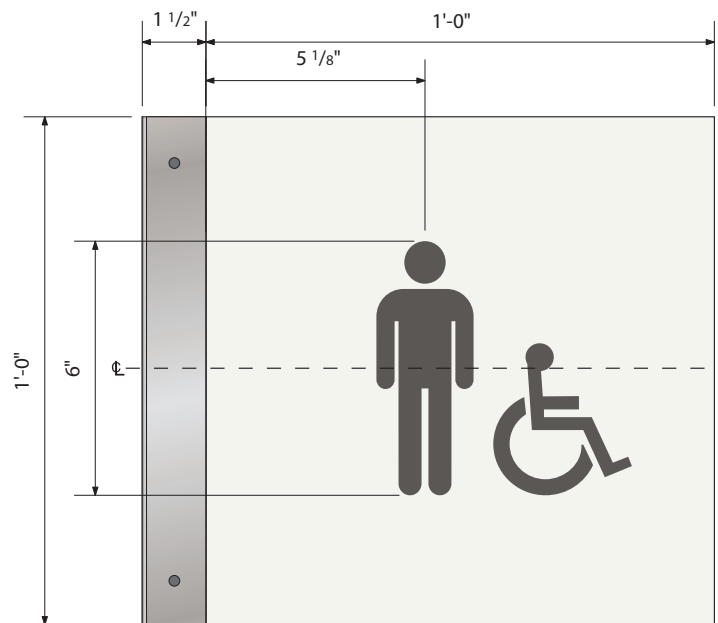
IN-13E Changing Station Wall Sign



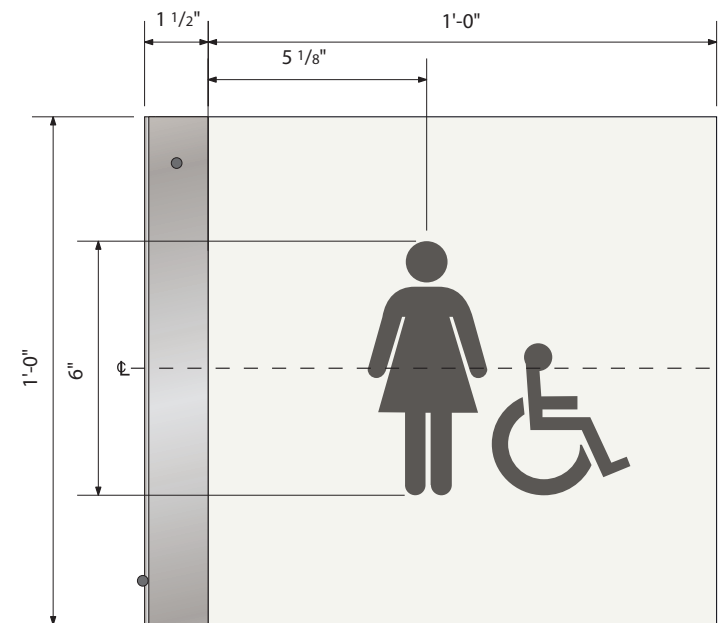
NOTES



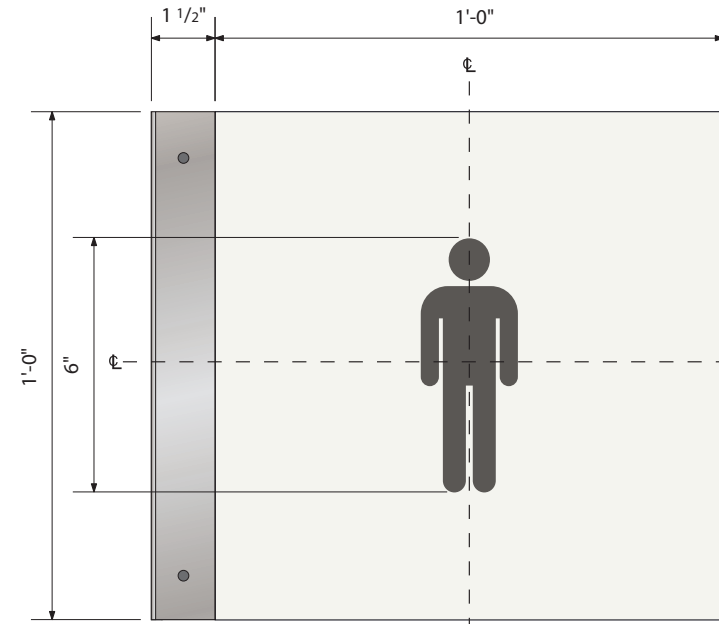
IN-13A.2



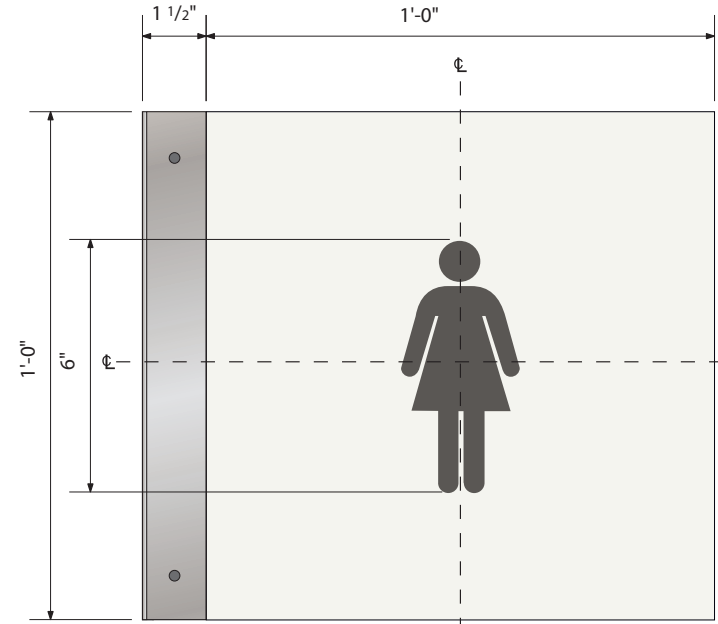
IN-13A.3



IN-13A.4



IN-13A.5



IN-13A.6

ADDITIONAL SIGN FACE LAYOUTS | 3"=1'-0"



IN-13A.1

IN-13A.3



IN-13A.4

ALTERNATE COLOR OPTION FOR LOW VISION | NTS

SIGN TYPE: IN-13A (2 of 2)

SIGN DESCRIPTION:

Flag Mount Restroom

SIGN USE:

Interior wall mounted projecting/flag sign used to identify locations of restrooms from a corridor using symbols. Sign should be mounted above the door/entryway to the restrooms.

SIGN SPECS:

- A FACE** (2) - 1/8" P95 Acrylic
Second Surface Painted
Painted edges
- B TEXT/ICON** Direct Color Print, Flat
Font: Helvetica Bold Cond.
- C BRACKET** 1" x 1 1/2" x 1/8" thick
Brushed aluminum
angle bracket

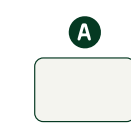
MOUNTING INFO

7'-0" from bottom of sign to finished floor
Screw and anchor
paint screw head to match bracket
See Appendix for other conditions.

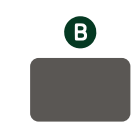
NOTES

SIGN COLORS:

(See Preface for Color details)



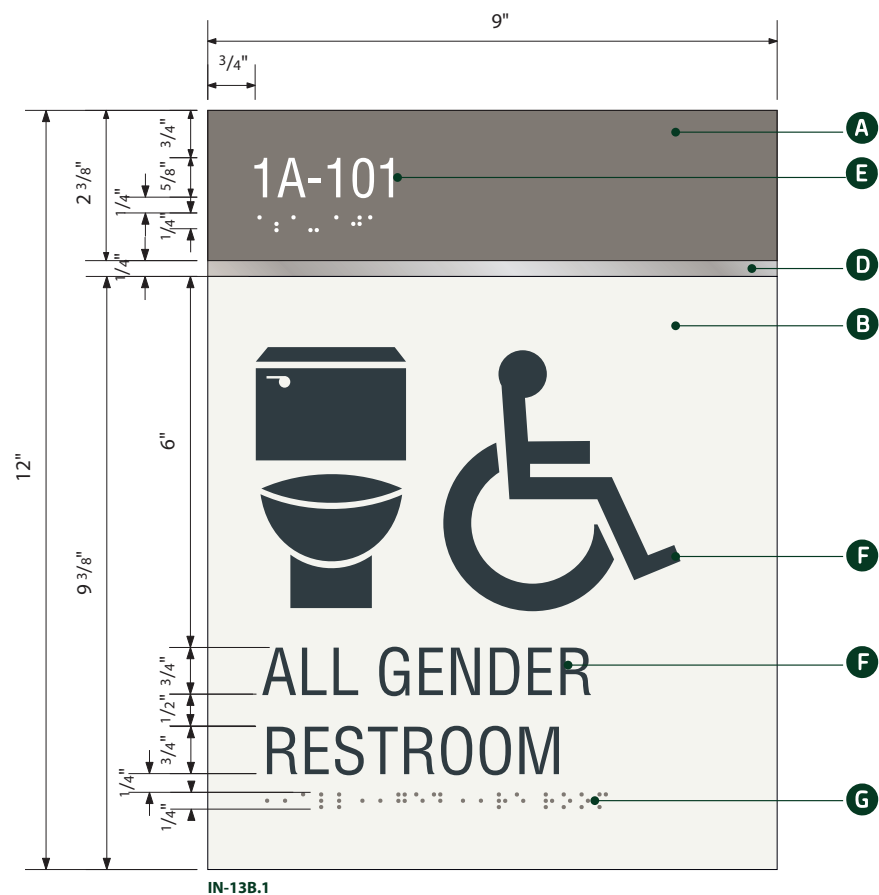
White Wonder



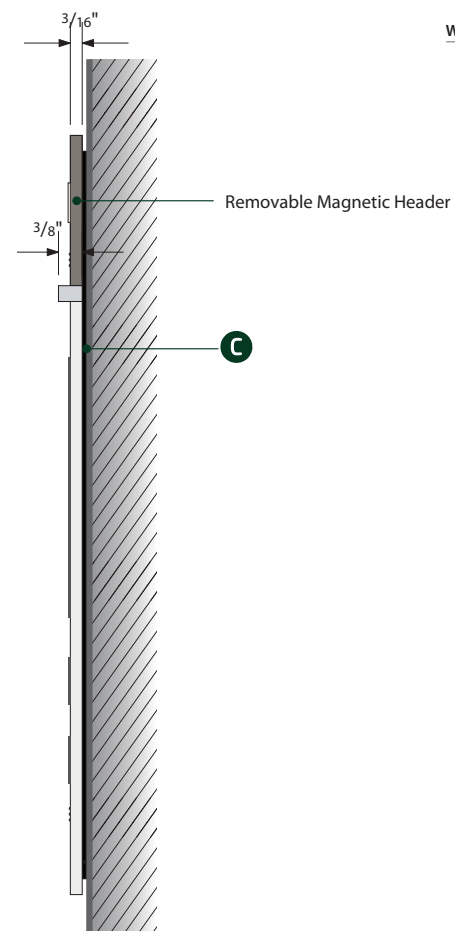
Iron Mountain



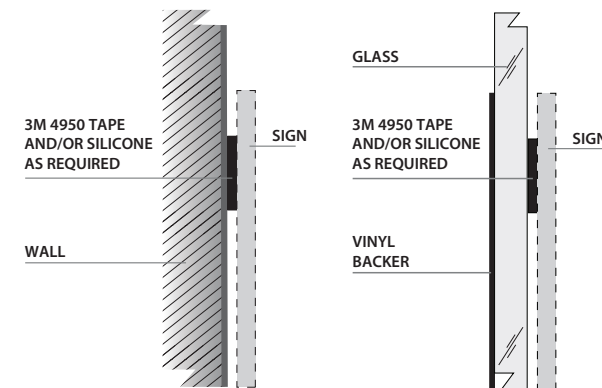
ALTERNATE COLOR OPTION FOR LOW VISION | NTS



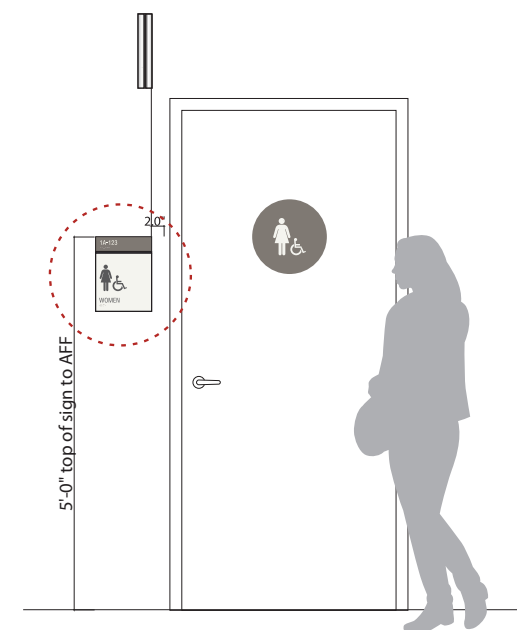
FRONT PROFILE | 3/8"= 0'-1"



SIDE PROFILE | 3/8"= 0'-1"



SIDE MOUNTING DETAIL | NTS



MOUNTING STANDARD | NTS

SIGN TYPE: IN-13B (1 of 2)

SIGN DESCRIPTION: Restroom Wall Signs

SIGN USE:
Interior wall mounted sign used to identify restroom and room numbers using words and symbols. Sign should be mounted on the latch side of the door to the restroom.

SIGN SPECS:

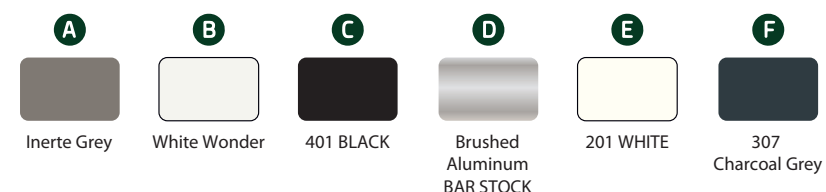
- A** FACE 1 3/16" P95 Acrylic
Magnetic Header
Second Surface Painted
- B** FACE 2 3/16" P95 Acrylic
Second Surface Painted
- C** BACKER 1/16" Acrylic
Inset 0.25" from perimeter
- D** ACCENT BAR 0.25" W x 3/8"
Finish: Brushed Aluminum w/
Matte Clear Coat
- E** RAISED TEXT 1 1/32" Acrylic
Font: Helvetica Regular Cond.
- F** RAISED TEXT 2 1/32" Acrylic
Font: Helvetica Regular Cond.
- G** BRAILLE BEADS
 - ☒ Clear ☐ White ☐ Black
 - ☐ Stainless Steel ☐ N/A
 California Grade II Raster Braille

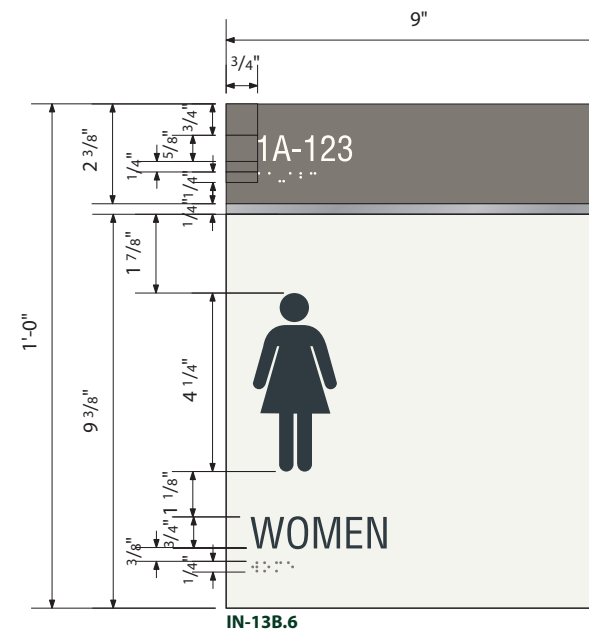
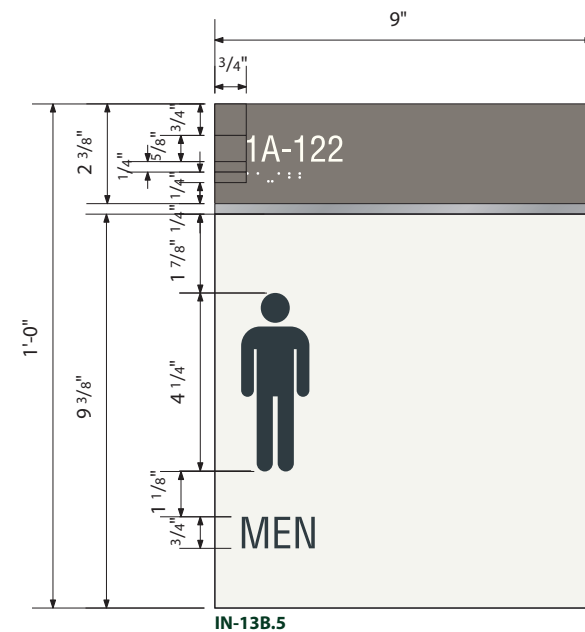
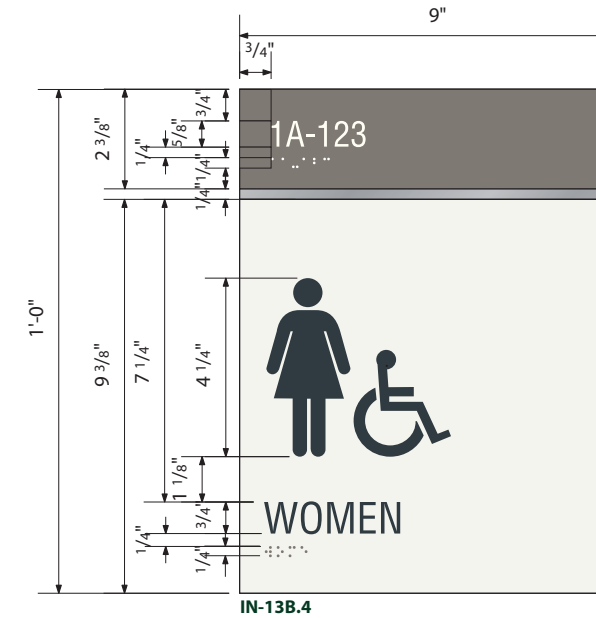
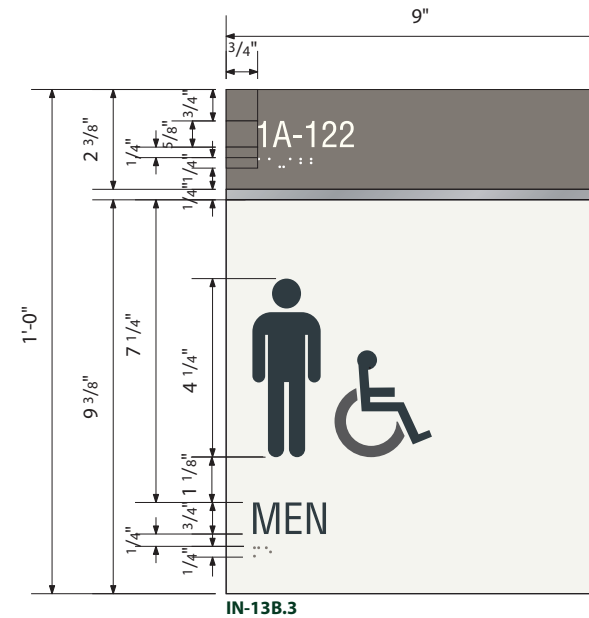
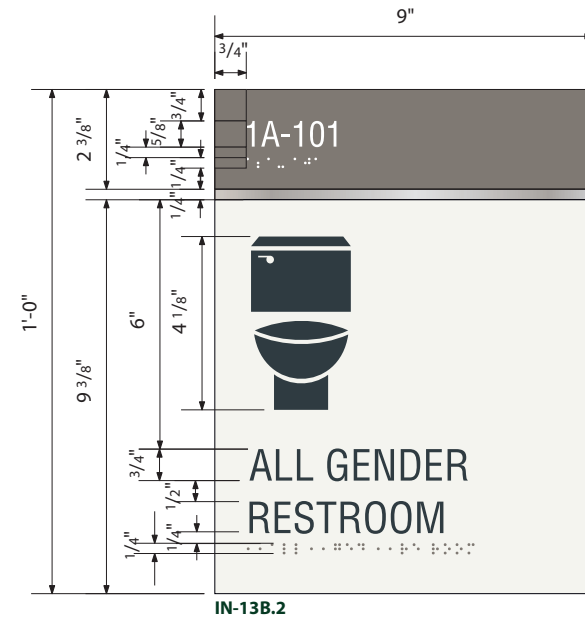
MOUNTING INFO

5'-0" from top of sign to floor
 DRYWALL: D/F Tape & Silicone
 GLASS: Tape and Vinyl Backer (Silver Metallic)
 See Appendix for other conditions.

NOTES

SIGN COLORS: (See Preface for Color details)





ADDITIONAL SIGN FACE LAYOUTS | 3"= 1'-0"

SIGN TYPE: IN-13B (2 of 2)

SIGN DESCRIPTION: Restroom Wall Signs

SIGN USE:
Interior wall mounted sign used to identify restroom and room numbers using words and symbols. Sign should be mounted on the latch side of the door to the restroom.

SIGN SPECS:

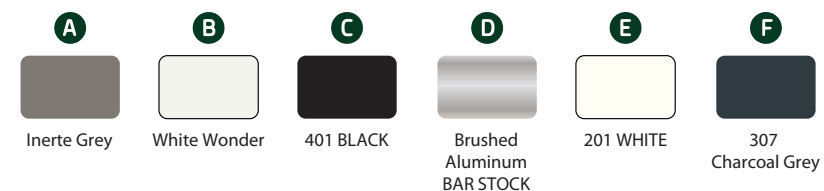
- A** FACE 1 3/16" P95 Acrylic
Magnetic Header
Second Surface Painted
- B** FACE 2 3/16" P95 Acrylic
Second Surface Painted
- C** BACKER 1/16" Acrylic
Inset 0.25" from perimeter
- D** ACCENT BAR 0.25" W x 3/8"
Finish: Brushed Aluminum w/
Matte Clear Coat
- E** RAISED TEXT 1 1/32" Acrylic
Font: Helvetica Regular Cond.
- F** RAISED TEXT 2 1/32" Acrylic
Font: Helvetica Regular Cond.
- G** BRAILLE BEADS
 - ☒ Clear ☐ White ☐ Black
 - ☐ Stainless Steel ☐ N/A
 California Grade II Raster Braille

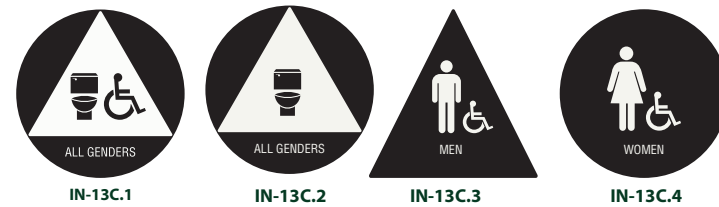
MOUNTING INFO

5'-0" from top of sign to floor
 DRYWALL: D/F Tape & Silicone
 GLASS: Tape and Vinyl Backer (Silver Metallic)
 See Appendix for other conditions.

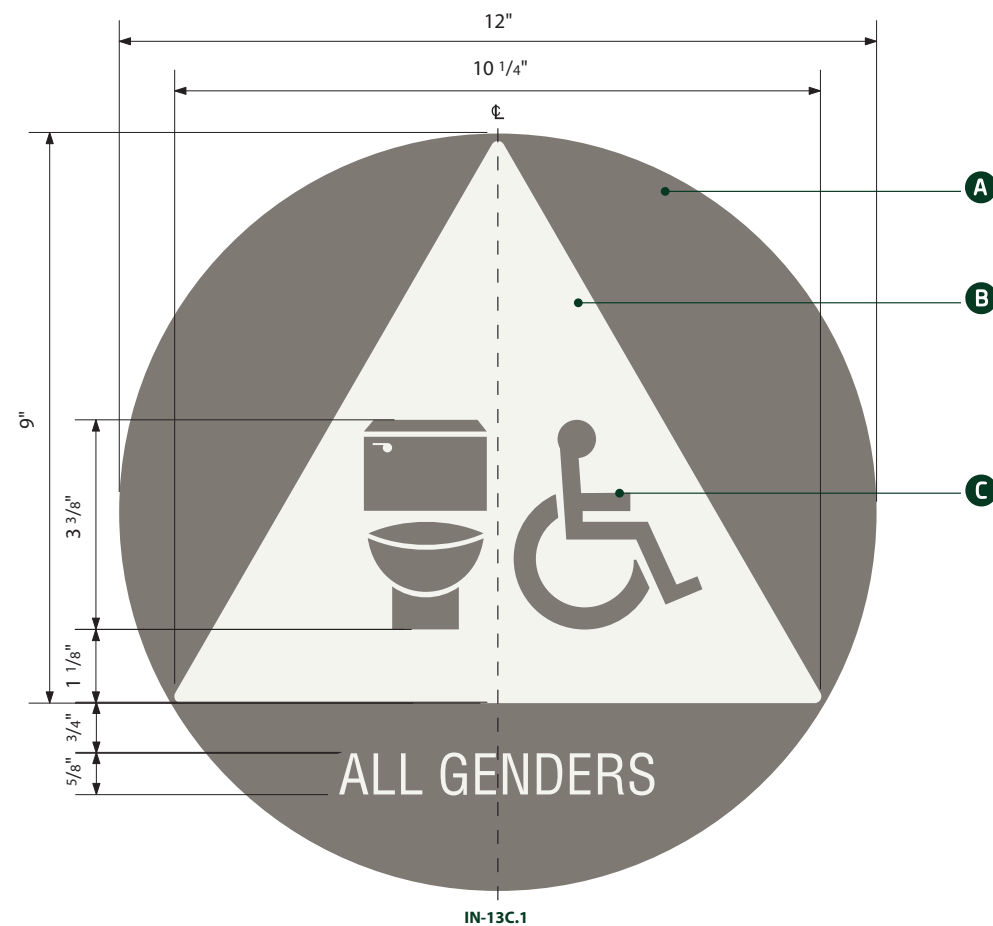
NOTES

SIGN COLORS: (See Preface for Color details)

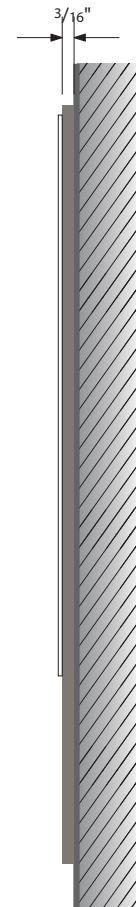




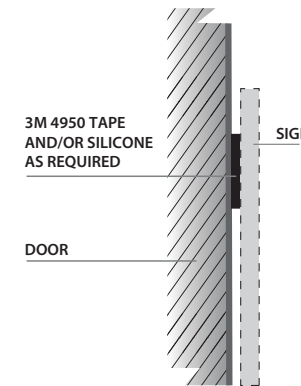
ALTERNATE COLOR OPTION
FOR LOW VISION | NTS



FRONT PROFILE | 3/8"= 0'-1"

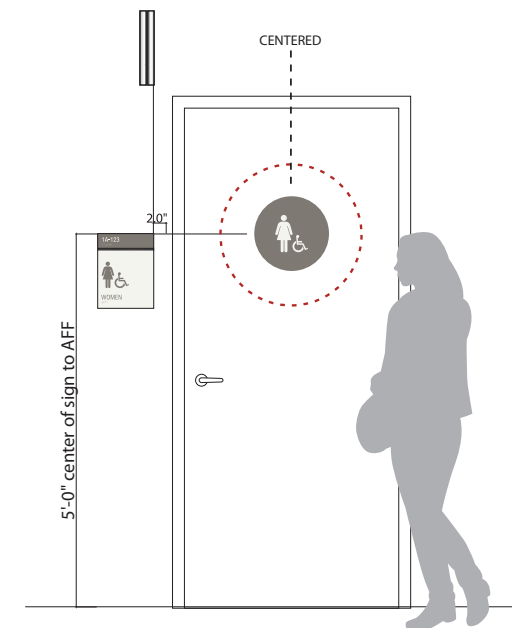


SIDE PROFILE | 3/8"= 0'-1"



Door Mount

SIDE MOUNTING DETAIL | NTS



MOUNTING STANDARD | NTS

SIGN TYPE: IN-13C (1 of 2)

SIGN DESCRIPTION:
California Title 24 Restroom Door Signs

SIGN USE:
Interior door mounted sign used to identify restroom and using words and symbols. Sign should be mounted on the center of the door to the restroom.

SIGN SPECS:

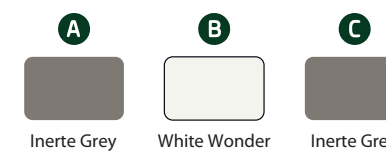
- A** FACE 1 3/16" P95 Acrylic
Second Surface Painted
- B** FACE 2 1/32" P95 Acrylic
Second Surface Painted
- C** ICONS Direct color print, Flat

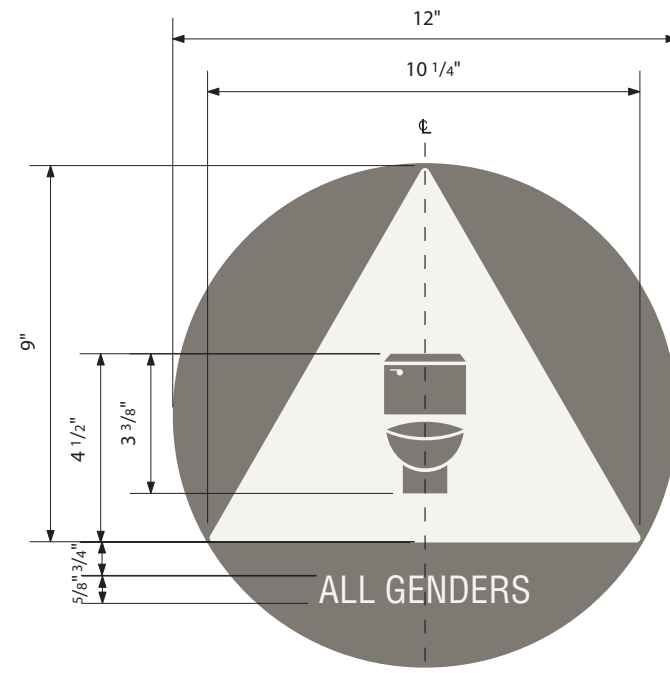
MOUNTING INFO

5'-0" from center of sign to finished floor
D/F Tape & Silicone
See Appendix for other conditions.

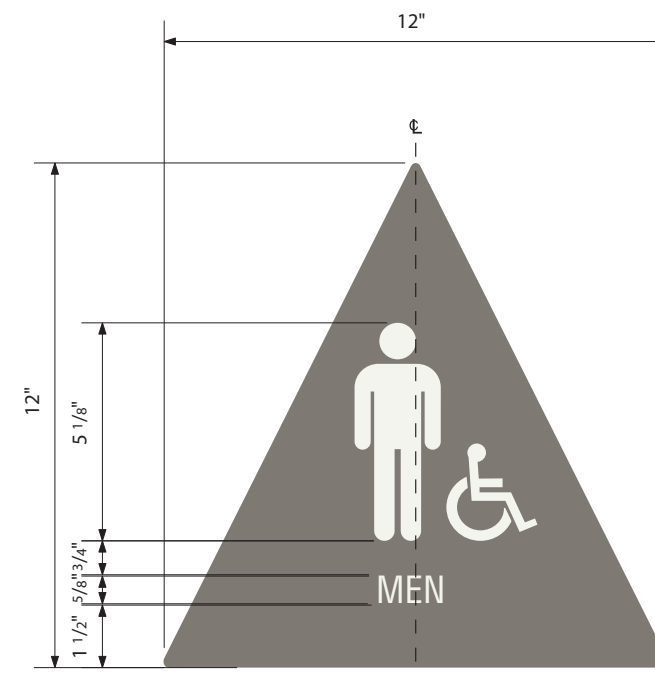
NOTES

SIGN COLORS:
(See Preface for Color details)

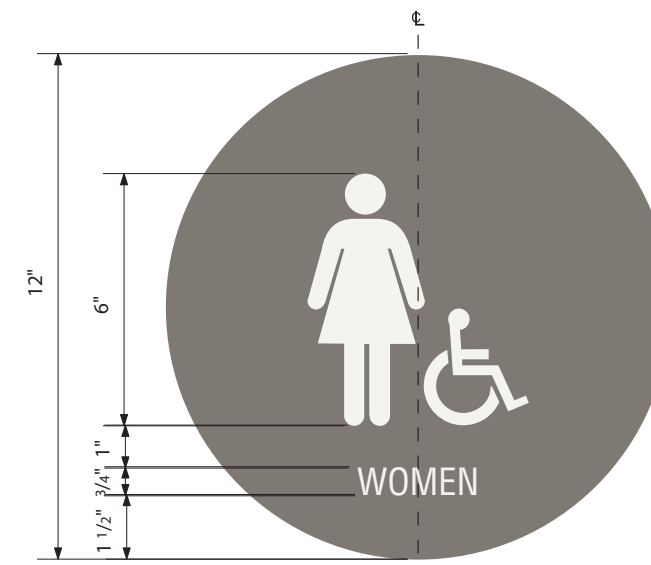




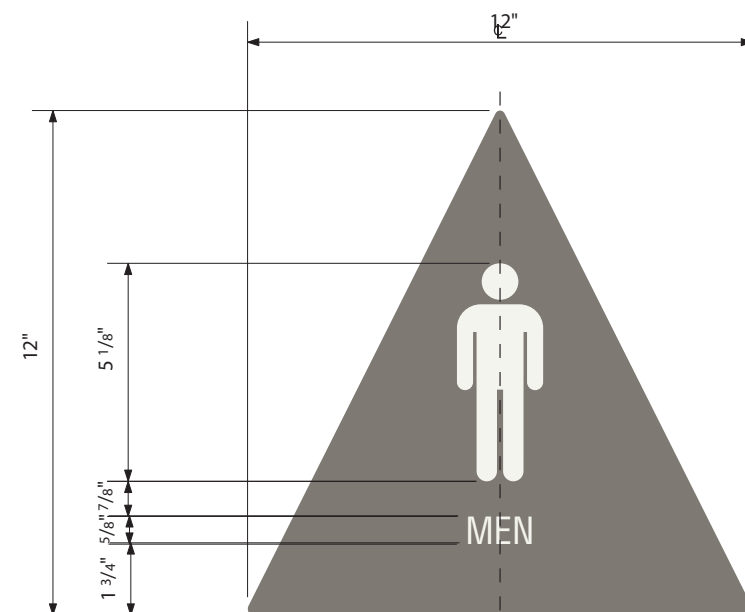
IN-13C.2



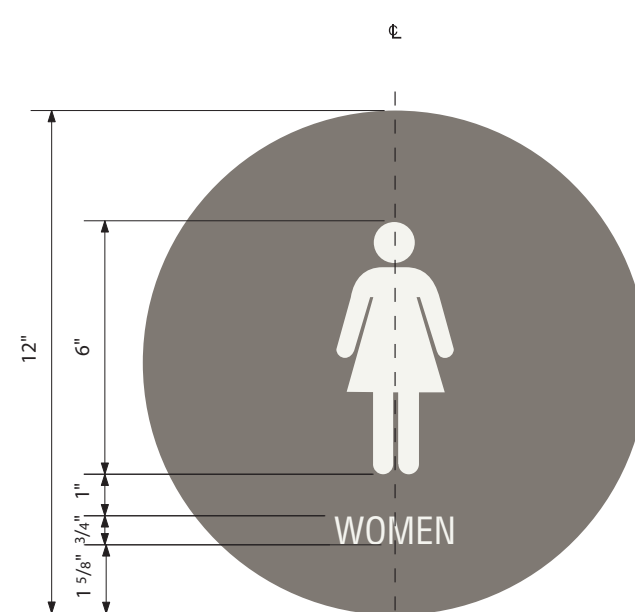
IN-13C.3



IN-13C.4



IN-13C.5



IN-13C.6

ADDITIONAL SIGN FACE LAYOUTS | NTS

SIGN TYPE: IN-13C (2 of 2)

SIGN DESCRIPTION:
California Title 24 Restroom Door Signs

SIGN USE:
Interior door mounted sign used to identify restroom and using words and symbols. Sign should be mounted on the center of the door to the restroom.

SIGN SPECS:

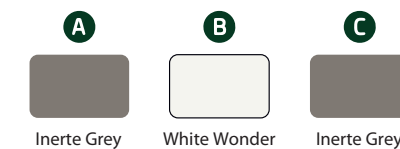
- A** FACE 1 3/16" P95 Acrylic
Second Surface Painted
- B** FACE 2 1/32" P95 Acrylic
Second Surface Painted
- C** ICONS Direct color print, Flat

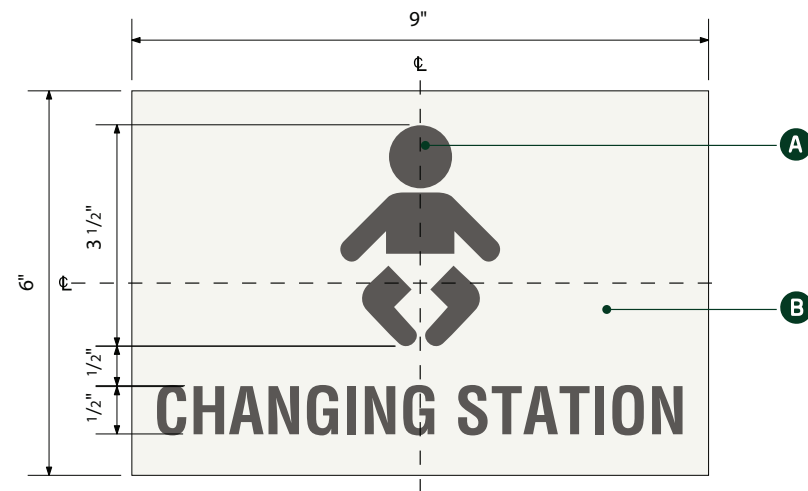
MOUNTING INFO

5'-0" from center of sign to finished floor
D/F Tape & Silicone
See Appendix for other conditions.

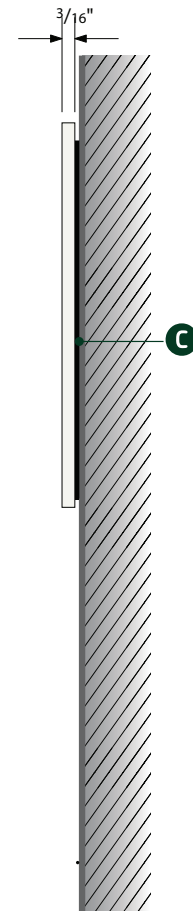
NOTES

SIGN COLORS:
(See Preface for Color details)

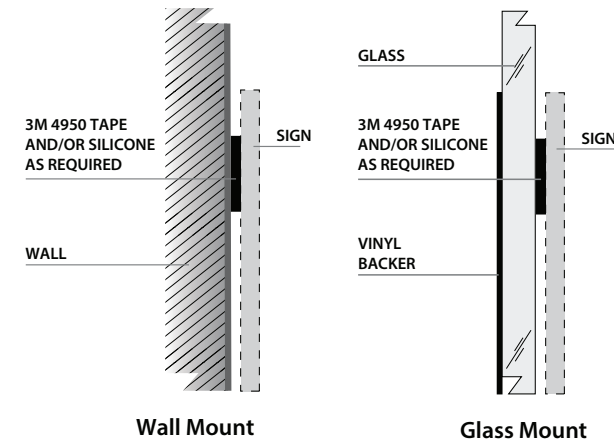




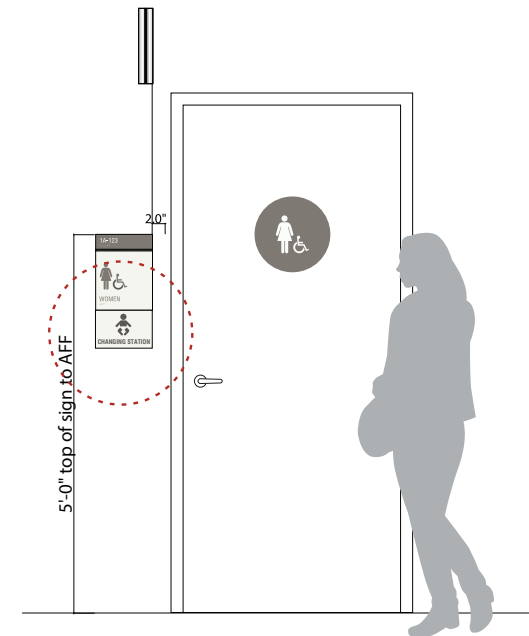
FRONT PROFILE | 3/8"= 0'-1"



SIDE PROFILE | 3/8"= 0'-1"



SIDE MOUNTING DETAIL | NTS



MOUNTING STANDARD | NTS

SIGN TYPE: IN-13E

SIGN DESCRIPTION:
Changing Station Wall Sign

SIGN USE:
Interior wall mounted sign used to identify the restrooms that contain baby changing stations. Sign should be mounted on the latch side of the door to the restroom.

SIGN SPECS:

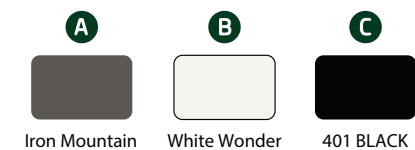
- A** FACE 1 3/16" P95 Acrylic
Second Surface Painted
- C** BACKER 1/32" Acrylic
Inset 1/4" from perimeter

MOUNTING INFO

Mounted just below IN-13 sign
DRYWALL: D/F Tape & Silicone
GLASS: Tape and Vinyl Backer (Silver Metallic)
See Appendix for other conditions.

NOTES

SIGN COLORS:
(See Preface for Color details)



Interior Directional

IN-14 Part 1 (General details of the sign)	IN-15.51.2 Ceiling Mounted Directional Small
IN-14 Part 2 (IN-14.03.1, IN-14.04.1, and IN-14.05.1)	IN-15.61.2 Ceiling Mounted Directional Large
• IN-14.03.1 Wall Directional Medium/Magnetic Panels	IN-16.51.1 Soffit Mounted Directional Small
• IN-14.04.1 Wall Directional Large/Magnetic Panels	IN-16.61.1 Soffit Mounted Directional Large
• IN-14.05.1 Wall Directional Small/Magnetic Panels	IN-16.51.2 Soffit Mounted Entrance Identifier Small
IN-14.06.1 Free Standing Directional/Magnetic Panels	IN-16.61.2 Soffit Mounted Entrance Identifier Large
IN-14.27.1 Wall Building Directory Medium w/Map/ Magnetic Panels	IN-19.52 Department Identification with Puck Stand Off
IN-14.27.1.1 Free Standing Building Directory Medium w/Map/Magnetic Fields	IN-27.03 Interactive Digital Directory
IN-14.27.2 Wall Building Directory Small w/Map/Magnetic panels	IN-27.51 Digital Directory
IN-14.27.3 Wall Elevator Directory Double Column w/Magnetic Panels	IN-27.52 Janus Digital Information Sign
IN-14.27.4 Wall Elevator Directory Single Column w/Magnetic Panels	
IN-14.27.5 Clinic Directory with Paper Insert	
IN-14.27.6 Clinic Directory/Magnetic Panels	
IN-15.51.1 Suspended Directional Small	
IN-15.61.1 Suspended Directional Large	

SIGN TYPE: IN-14 (1 of 2)

SIGN DESCRIPTION:
Small Directional/Magnetic Panels

SIGN USE:
Interior wall mounted sign used to provide directional information to services. This sign should be placed in corridors and other public spaces to direct patients and visitors throughout the floor. Size of directory should be determined by the number of services needing to be communicated.

SIGN SPECS:

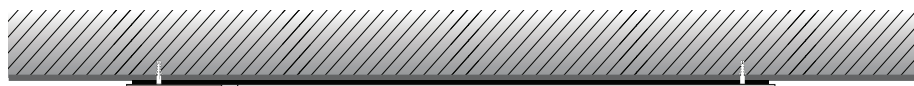
- A** FACE 1 3/16" P95 Acrylic
Second Surface Painted
- B** FACE 2 1/32" P95 Acrylic
Magnetic header
Second Surface Painted
First surface direct print color text
- C** FACE 3 1/32" P95 Acrylic
Magnetic panel
Second Surface Painted
First surface direct print color text
- D** BACKER 1 1/32" P95 Acrylic
Second Surface Painted
- E** BACKER 2 1/8" Acrylic
Inset 1/32" from perimeter
- F** ACCENT BAR 1/2" W x 3/4 D"
Finish: Brushed Aluminum
w/ Matte Clear Coat
- G** TEXT 1 1/4" Acrylic
Font: Helvetica Bold Cond.
- H** TEXT 2 1/4" Acrylic
Font: Helvetica Bold Cond.

MOUNTING INFO

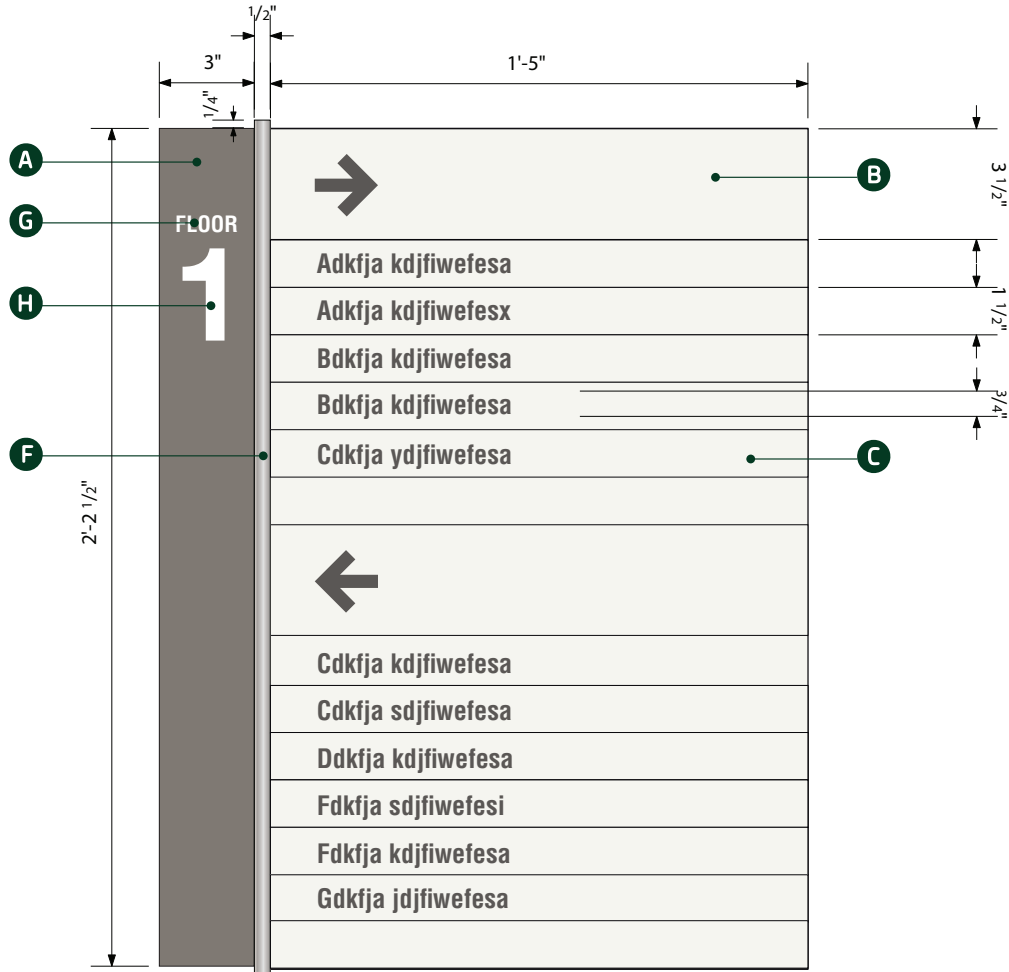
5'-0" from center of sign to floor
Concealed screw and anchor, centered horizontally, 1 inch from center of screw to sign ends
See Appendix for other conditions.

NOTES

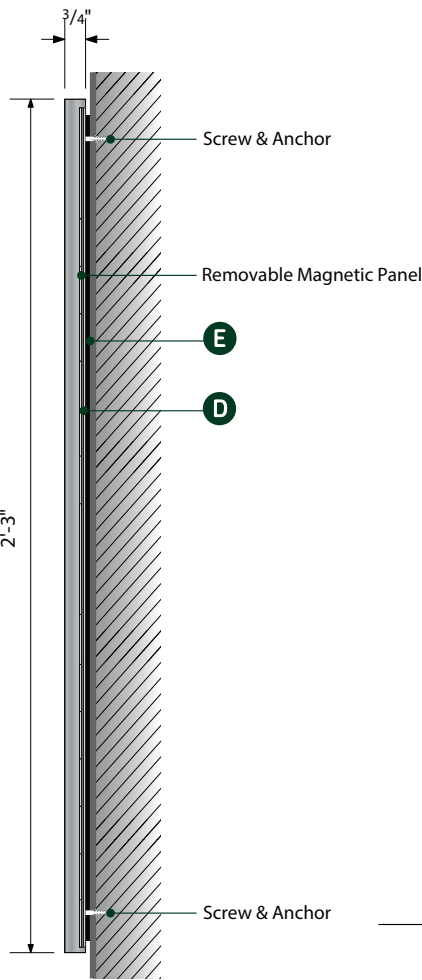
All Faces to have 45-degree continuous chamfered edges, do not paint



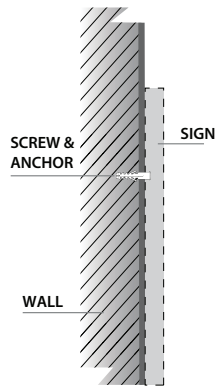
TOP | 3/16"= 0'-1"



FRONT | 3/16"= 0'-1"

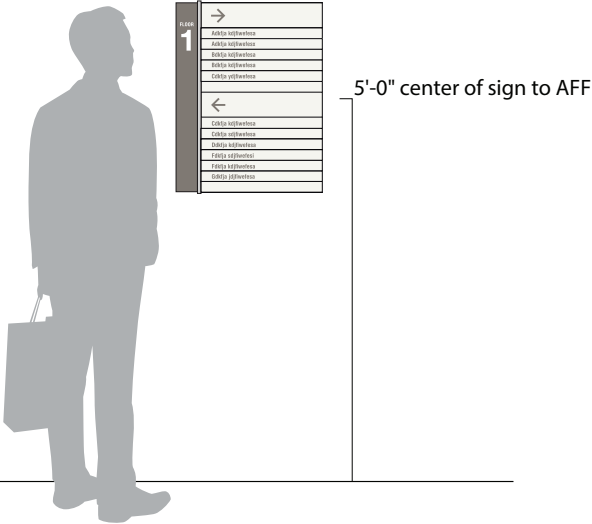


SIDE | 3/16"= 0'-1"



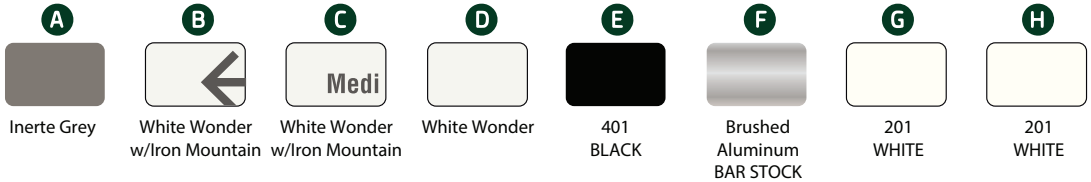
Screw Mount

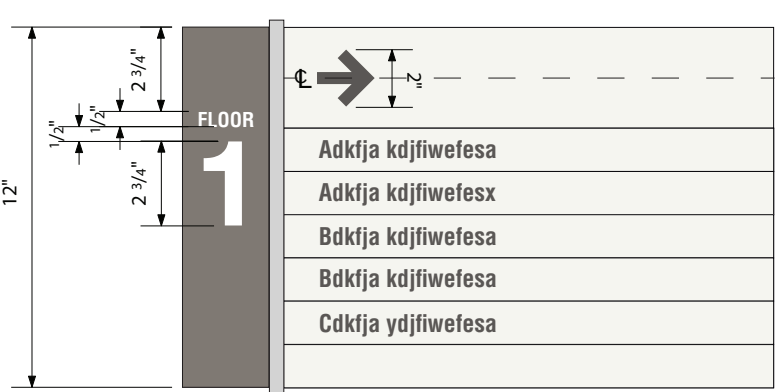
MOUNTING DETAIL | NTS



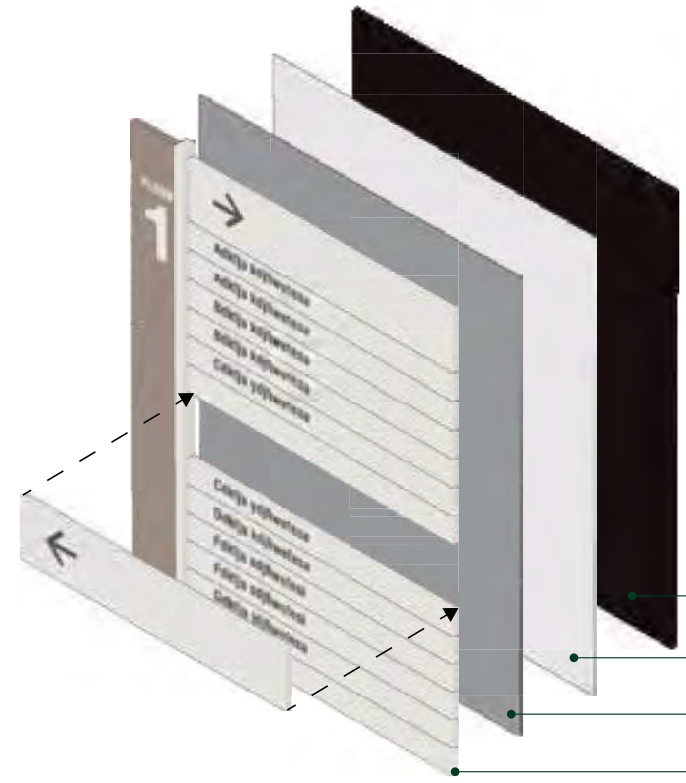
ELEVATION | NTS

SIGN COLORS:
(See Preface for Color details)

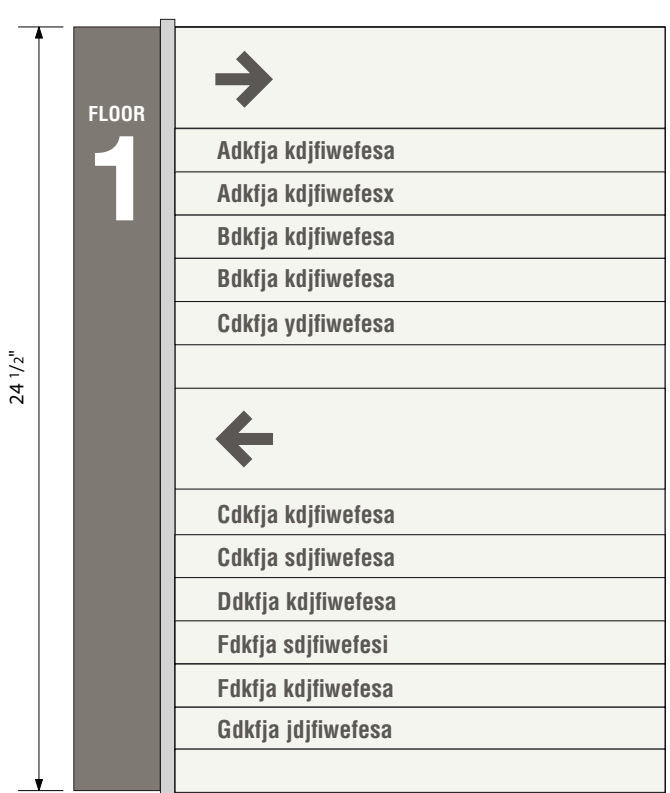




IN-14.05.1



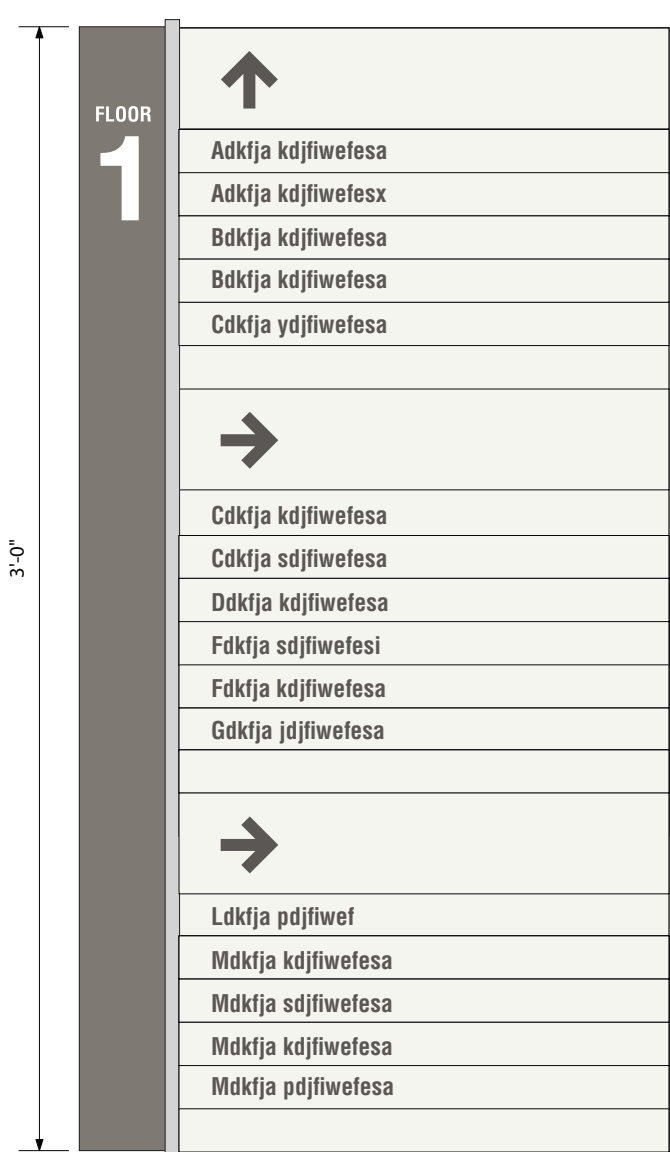
ISOMETRIC VIEW | NTS



IN-14.03.1

All parts will be adhered together as one piece with the exception of the removable directory strips **C**.

- E** See mounting info for directions on mounting **E** to wall.
- D** P95 Acrylic
- D** Magnetic sheeting
- C** Removable directory strips



IN-14.04.1

SIGN COLORS:
(See Preface for Color details)

- A** Inerte Grey
- B** White Wonder w/Iron Mountain
- C** White Wonder w/Iron Mountain
- D** White Wonder
- E** 401 BLACK
- F** Brushed Aluminum BAR STOCK
- G** 201 WHITE
- H** Inerte Grey

SIGN TYPE: IN-14 (2 of 2)

SIGN DESCRIPTION:
Small Directional/Magnetic Panels

SIGN USE:
Interior wall mounted sign used to provide directional information to services. This sign should be placed in corridors and other public spaces to direct patients and visitors throughout the floor. Size of directory should be determined by the number of services needing to be communicated.

SIGN SPECS:

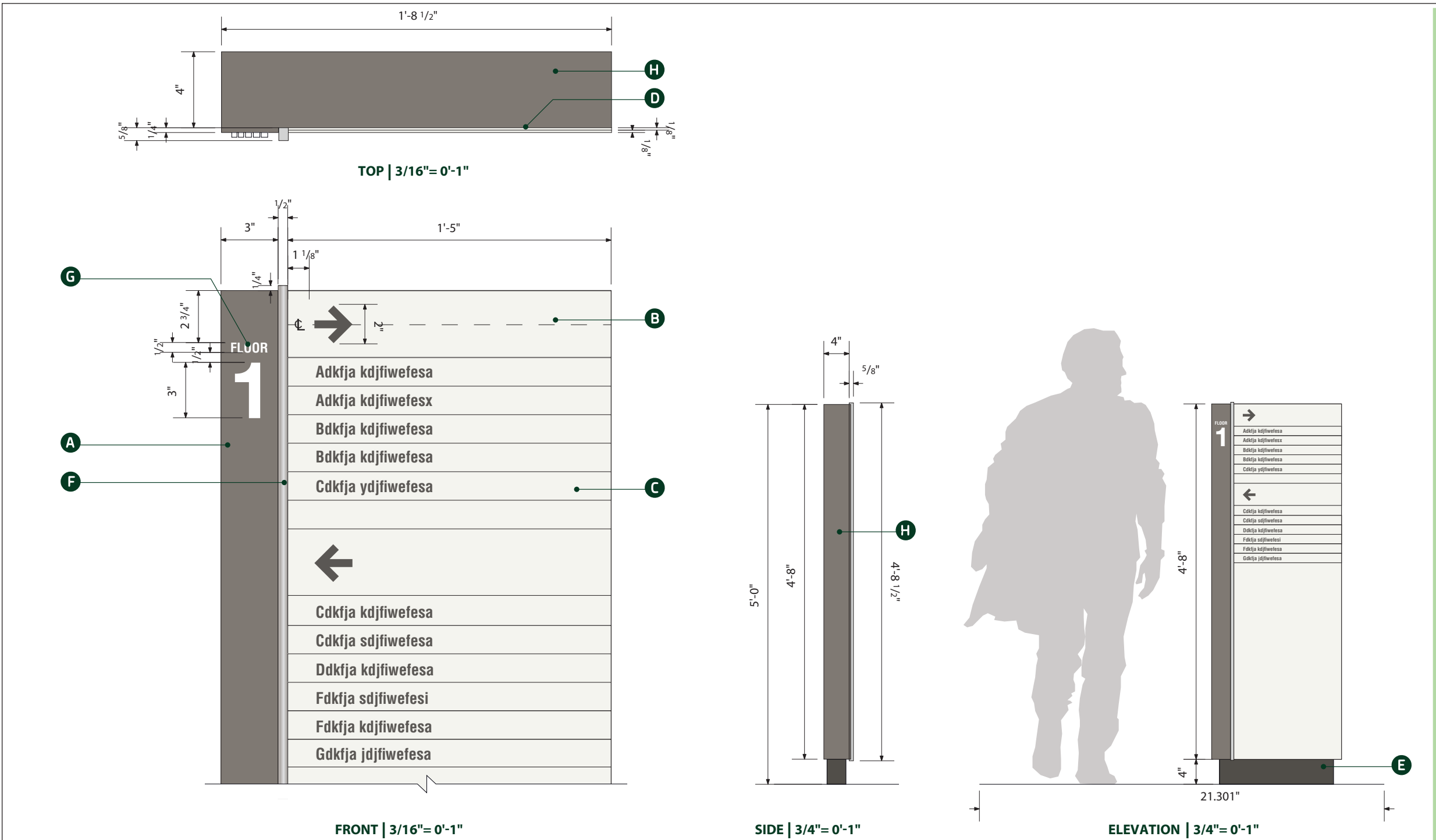
- A** FACE 1 3/16" P95 Acrylic
Second Surface Painted
- B** FACE 2 1/32" P95 Acrylic
Magnetic header
Second Surface Painted
First surface direct print color text
- C** FACE 3 1/32" P95 Acrylic
Magnetic panel
Second Surface Painted
First surface direct print color text
- D** BACKER 1 1/32" P95 Acrylic
Second Surface Painted
- E** BACKER 2 1/8" Acrylic
Inset 1/32" from perimeter
- F** ACCENT BAR 1/2" W x 3/4 D"
Finish: Brushed Aluminum w/ Matte Clear Coat
- G** TEXT 1 1/4" Acrylic
Font: Helvetica Bold Cond.
- H** TEXT 2 1/4" Acrylic
Font: Helvetica Bold Cond.

MOUNTING INFO

5'-0" from center of sign to floor
Concealed screw and anchor, centered horizontally, 1 inch from center of screw to sign ends
See Appendix for other conditions.

NOTES

All Faces to have 45-degree continuous chamfered edges, do not paint



SIGN TYPE: IN-14.06.1

SIGN DESCRIPTION:
Free Standing Directional/Magnetic Panels

SIGN USE:
Interior floor mounted sign used to identify locations of services on the floor. Sign should be located building or elevator lobbies where wall space is not available for a wall mounted directory.

- SIGN SPECS:**
- A FACE 1** 1/4" P95 Acrylic
Second Surface Painted
Mounted to cabinet with VHB and silicone.
 - B FACE 2** 1/8" P95 Acrylic
Magnetic header
Second Surface Painted
First surface direct print color text
 - C FACE 3** 1/8" P95 Acrylic
Magnetic panel
Second Surface Painted
First surface direct print color text
 - D BACKER** 1/8" P95 Acrylic
Second Surface Painted
Secured to cabinet with countersunk screws
 - E TOE KICK** 1/8" Acrylic
Inset 1 1/4" from perimeter
 - F ACCENT BAR** 1/2" W x 0.675 D"
Finish: Brushed Aluminum w/Matte Clear Coat
 - G TEXT 1** 1/4" Acrylic
Font: Helvetica Bold Cond.
 - H CABINET** Fabricated continuous aluminum sign cabinet. Cabinet will be ground smooth. Painted Inerte Grey.

MOUNTING INFO

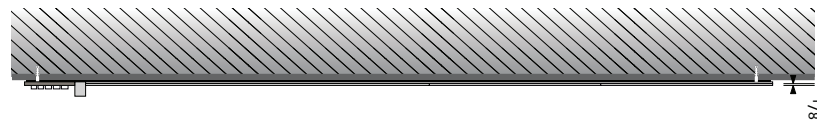
Sign to be mechanically anchored to floor. Method to be determined by Fabricator, and approved by VA prior to installation. See Appendix for other conditions.

NOTES

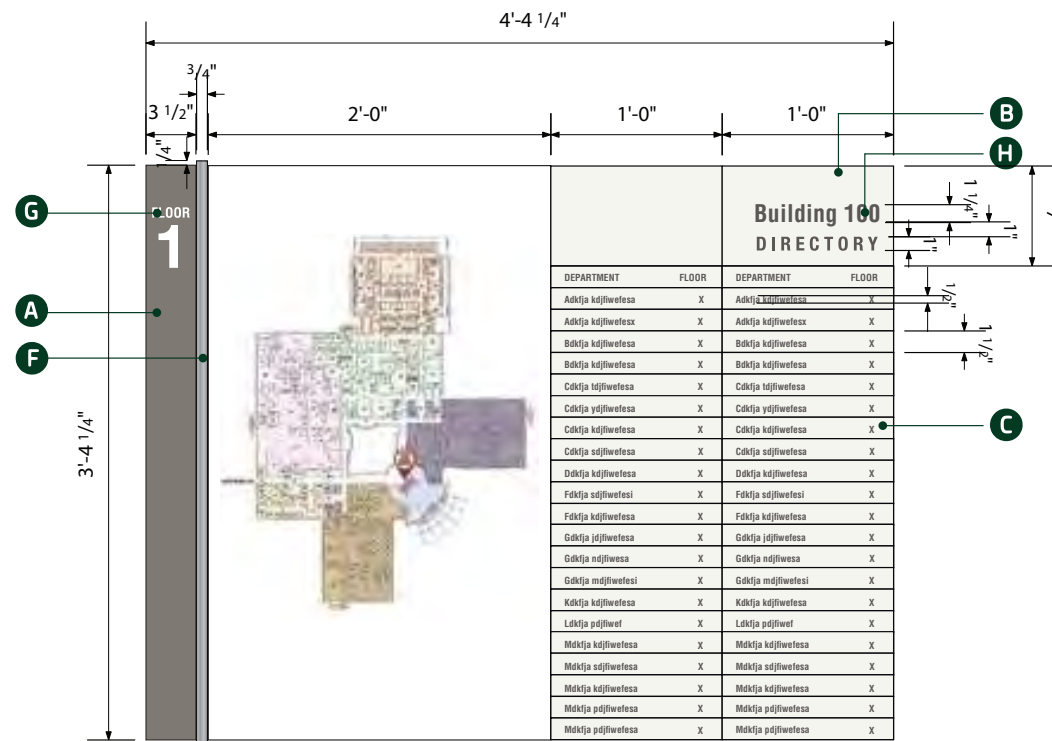
All Faces to have 45-degree continuous chamfered edges, do not paint

SIGN COLORS:
(See Preface for Color details)

A	B	C	D	E	F	G	H
Inerte Grey	White Wonder w/Iron Mountain	White Wonder w/Iron Mountain	White Wonder	401 BLACK	Brushed Aluminum BAR STOCK	201 WHITE	Inerte Grey

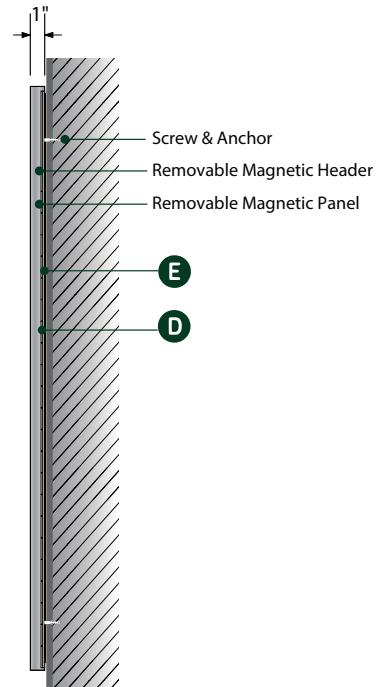


TOP | 1"= 1'-0"

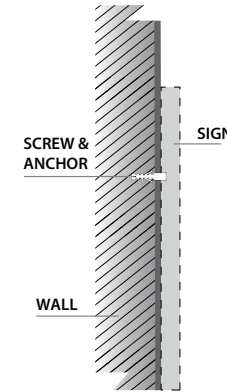


*Map For Position Only
Digital Print First Surface
Magnetic Panel

FRONT | 1"= 1'-0"



SIDE | 1"= 1'-0"



Screw Mount

MOUNTING DETAIL | NTS



ELEVATION | NTS

SIGN COLORS:
(See Preface for Color details)

A	B	C	D	E	F	G	H
Inerte Grey	White Wonder w/Iron Mountain	White Wonder w/Iron Mountain	White Wonder	401 BLACK	Brushed Aluminum BAR STOCK	201 WHITE	Inerte Grey

SIGN TYPE: IN-14.27.1

SIGN DESCRIPTION:
Wall Building Directory Medium
w/Map/Magnetic Panels

SIGN USE:
Interior wall mounted sign used to
provide directional information to
services through department listings
and building map for the floor. This
sign should be placed in building main
lobbies or public entrances in buildings
other than Building 100 or 334. Size of
directory should be determined by the
number of services needing to be
communicated.

SIGN SPECS:

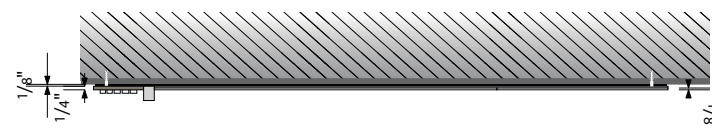
- A** FACE 1 1/4" P95 Acrylic
Second Surface Painted
- B** FACE 2 1/8" P95 Acrylic
Magnetic header
Second Surface Painted
- C** FACE 3 1/8" P95 Acrylic
Magnetic panel
Second Surface Painted
First surface direct color text
- D** BACKER 1 1/8" P95 Acrylic
Second Surface Painted
- E** BACKER 2 1/8" Acrylic
Inset 3/16" from perimeter
- F** ACCENT BAR 3/4" W x 1" D
Finish: Brushed Aluminum w/
Matte Clear Coat
- G** TEXT 1
1/4" Acrylic
Font: Helvetica Bold Cond.
- H** TEXT 2
Direct Print, First Surface
Font: Helvetica Bold Cond.

MOUNTING INFO

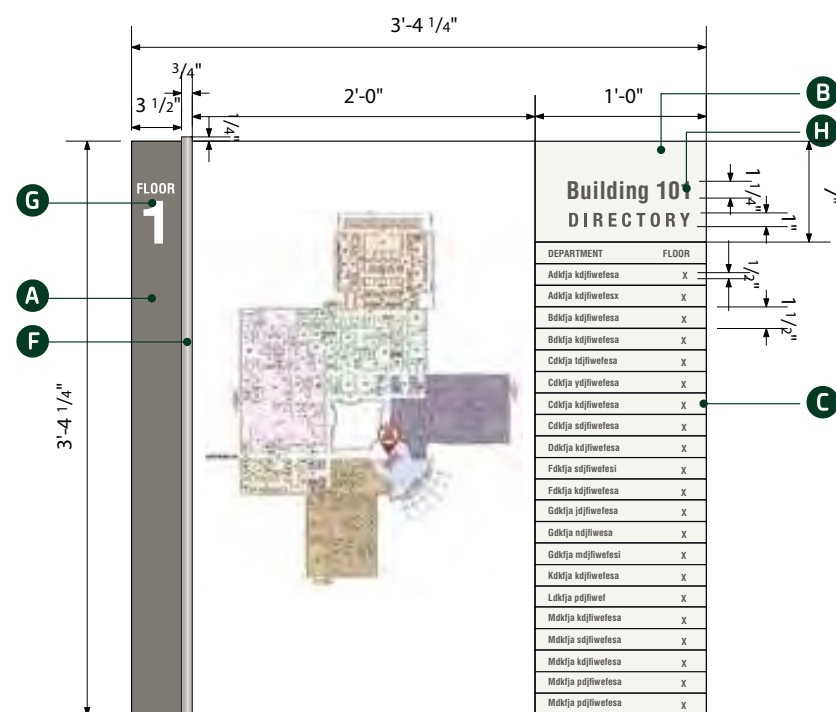
5'-0" from center of sign to finished floor
Concealed screw and anchor, centered
horizontally, 1 inch from center of screw to
sign ends
See Appendix for other conditions.

NOTES

Building Map to be oriented properly and to be
in a forward-facing direction.
Maps to be simple and indicate zones
important destinations (bathrooms) interior
and exterior (parking lot) relevant to the
building.
See Interior Map Artwork Standards for
guidance regarding creation of interior maps

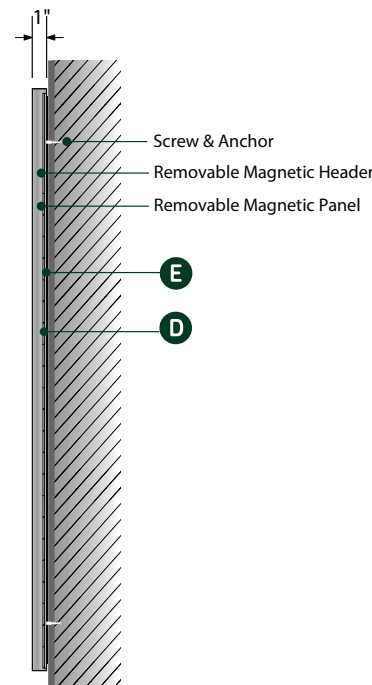


TOP | 1"= 1'-0"

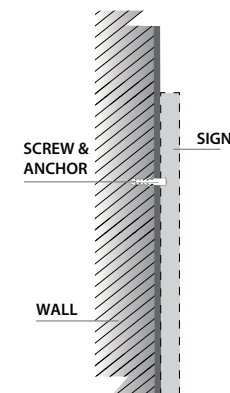


*Map For Position Only
Digital Print First Surface
Magnetic Panel

FRONT | 1"= 1'-0"

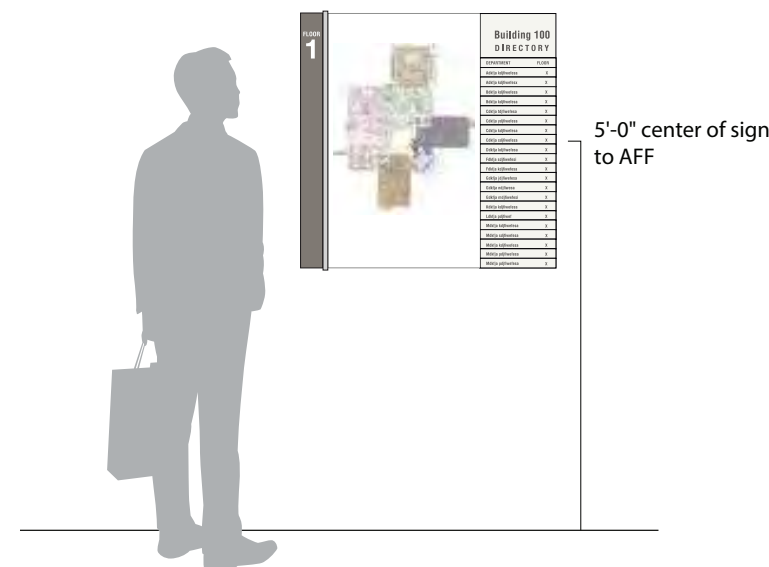


SIDE | 1"= 1'-0"



Screw Mount

MOUNTING DETAIL | NTS



ELEVATION | NTS

SIGN TYPE: IN-14.27.2

SIGN DESCRIPTION:
Wall Building Directory Small
w/Map/Magnetic panels

SIGN USE:
Interior wall mounted sign used to
provide directional information to
services through department listings
and building map for the floor. This
sign should be placed in building main
lobbies or public entrances in buildings
other than Building 100 or 334. Size of
directory should be determined by the
number of services needing to be
communicated.

SIGN SPECS:

- A** FACE 1 1/4" P95 Acrylic
Second Surface Painted
- B** FACE 2 1/8" P95 Acrylic
Magnetic header
Second Surface Painted
- C** FACE 3 1/8" P95 Acrylic
Magnetic panel
Second Surface Painted
First surface direct color text
- D** BACKER 1 1/8" P95 Acrylic
Second Surface Painted
- E** BACKER 2 1/8" Acrylic
Inset 0.1875" from perimeter
- F** ACCENT BAR 3/4" W x 1" D
Finish: Brushed Aluminum w/
Matte Clear Coat
- G** TEXT 1
1/4" Acrylic
Font: Helvetica Bold Cond.
- H** TEXT 2
Direct Print, First Surface
Font: Helvetica Bold Cond.

MOUNTING INFO

5'-0" from center of sign to finished floor
Concealed screw and anchor, centered
horizontally, 1 inch from center of screw to
sign ends
See Appendix for other conditions.

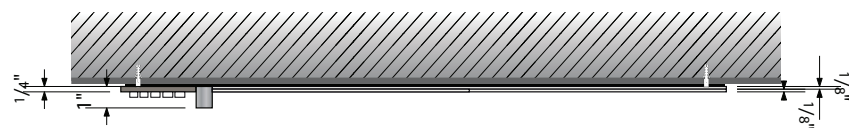
NOTES

Building Map to be oriented properly and to be
in a forward-facing direction.
Maps to be simple and indicate zones
important destinations (bathrooms) interior
and exterior (parking lot) relevant to the
building.
See Interior Map Artwork Standards for
guidance regarding creation of interior maps

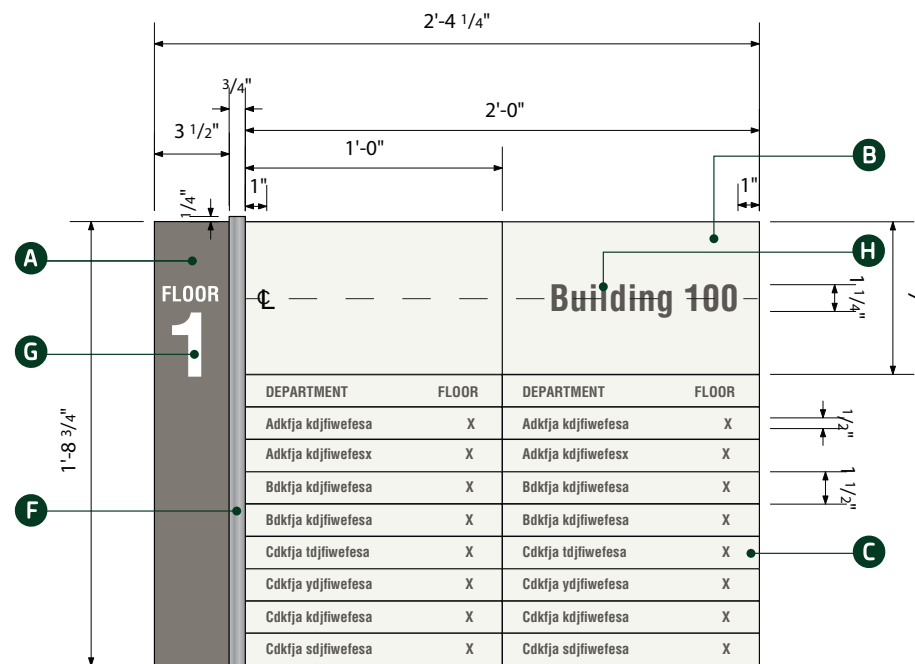
SIGN COLORS:

(See Preface for Color details)

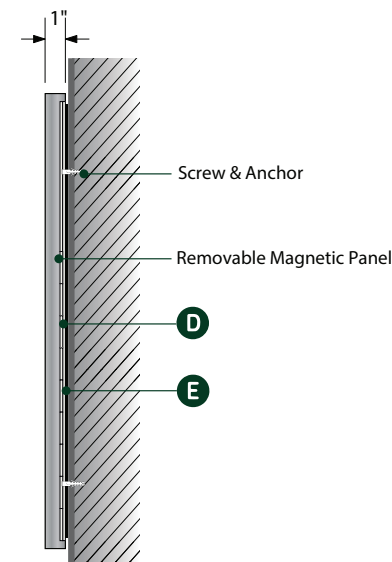
A	B	C	D	E	F	G	H
Inerte Grey	White Wonder w/Iron Mountain	White Wonder w/Iron Mountain	White Wonder	401 BLACK	Brushed Aluminum BAR STOCK	201 WHITE	Inerte Grey



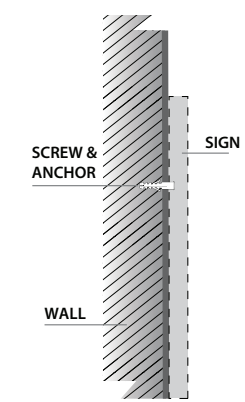
TOP | 1 1/2" = 1'-0"



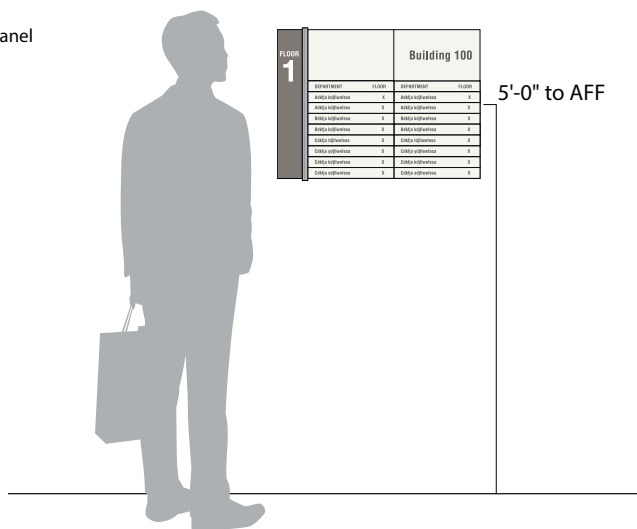
FRONT | 1 1/2" = 1'-0"



SIDE | 1 1/2" = 1'-0"



Screw Mount
MOUNTING DETAIL | NTS



ELEVATION | NTS

SIGN TYPE: IN-14.27.3

SIGN DESCRIPTION:
Wall Elevator Directory Double Column w/Magnetic Panels

SIGN USE:
Interior wall mounted sign used to identify locations of services in the building. Sign has double column of department listings. Sign should be located in elevator lobbies in Building 100 and other buildings where there is space available for a wide directory at the elevator.

SIGN SPECS:

- A** FACE 1 1/4" P95 Acrylic Second Surface Painted
- B** FACE 2 1/8" P95 Acrylic Magnetic Header Second Surface Painted
- C** FACE 3 1/8" P95 Acrylic Magnetic Panel Second Surface Painted
- D** BACKER 1 1/8" P95 Acrylic Second Surface Painted
- E** BACKER 2 1/8" Acrylic Inset 0.1875" from perimeter
- F** ACCENT BAR 3/4" W x 1" D Finish: Brushed Aluminum w/ Matte Clear Coat
- G** RAISED TEXT 1/4" Acrylic Font: Helvetica Bold Cond.
- H** TEXT Cut Vinyl Font: Helvetica Bold Cond.

MOUNTING INFO

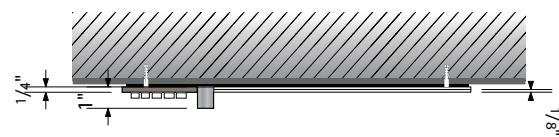
5'-0" from center of sign to finished floor
Concealed screw and anchor, centered horizontally, 1 inch from center of screw to sign ends
See Appendix for other conditions.

NOTES

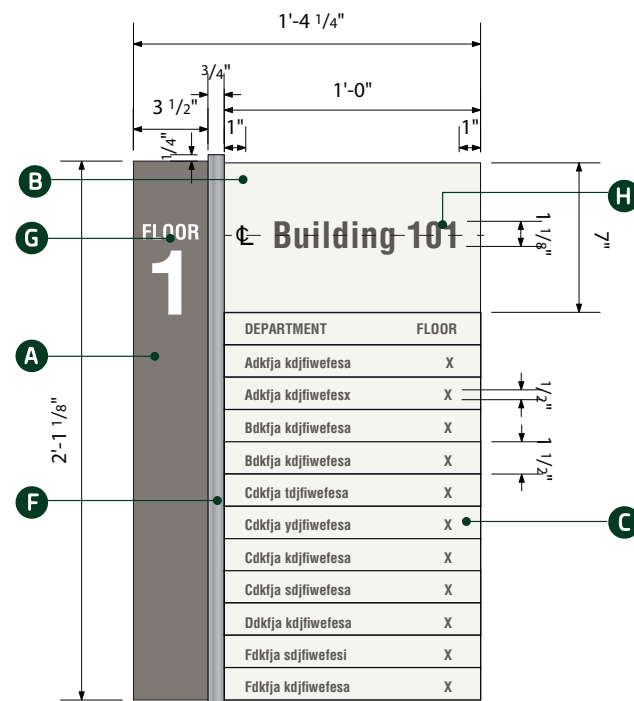
SIGN COLORS:

(See Preface for Color details)

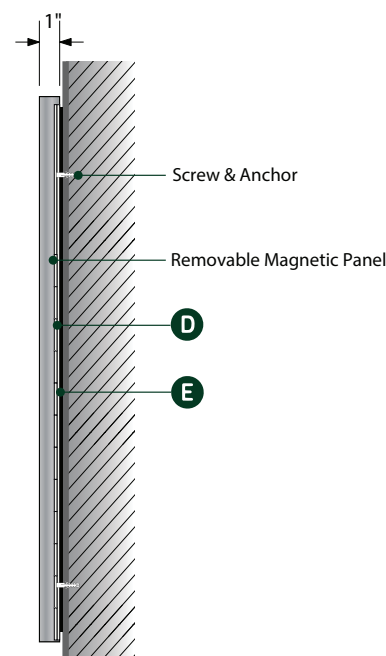
- A** Inerte Grey
- B** White Wonder w/Iron Mountain
- C** White Wonder w/Iron Mountain
- D** White Wonder
- E** 401 BLACK
- F** Brushed Aluminum BAR STOCK
- G** 201 WHITE
- H** Inerte Grey



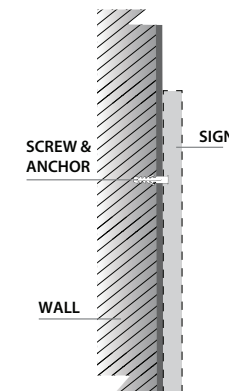
TOP | 1 1/2"= 1'-0"



FRONT | 1 1/2"= 1'-0"

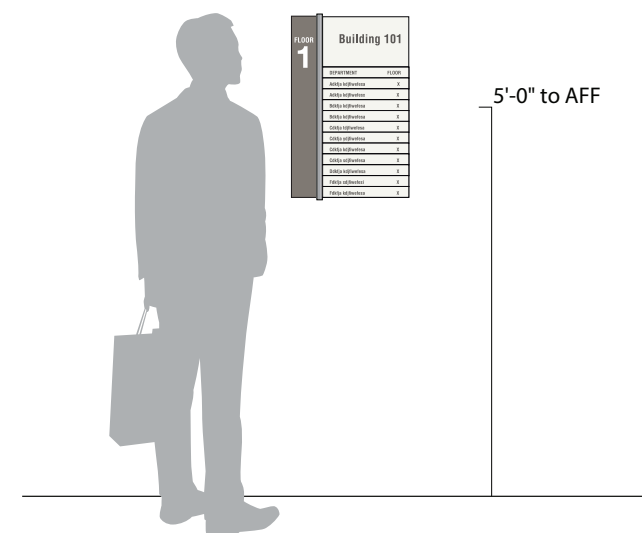


SIDE | 1 1/2"= 1'-0"



Screw Mount

MOUNTING DETAIL | NTS



ELEVATION | NTS

SIGN COLORS:
(See Preface for Color details)

A	B	C	D	E	F	G	H
Inerte Grey	White Wonder w/Iron Mountain	White Wonder w/Iron Mountain	White Wonder	401 BLACK	Brushed Aluminum BAR STOCK	201 WHITE	Inerte Grey

SIGN TYPE: IN-14.27.4

SIGN DESCRIPTION:
Wall Elevator Directory Single Column
w/Magnetic Panels

SIGN USE:
Interior wall mounted sign used to
identify locations of services in the
building. Sign has single column of
department listings. Sign should be
located in elevator lobbies where space
limitations do not allow for double
column directories.

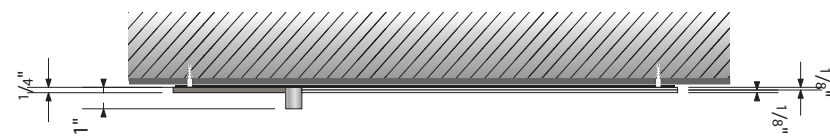
SIGN SPECS:

- A** FACE 1 1/4" P95 Acrylic
Second Surface Painted
- B** FACE 2 1/8" P95 Acrylic
Magnetic Header
Second Surface Painted
- C** FACE 3 1/8" P95 Acrylic
Magnetic Panel
Second Surface Painted
- D** BACKER 1 1/8" P95 Acrylic
Second Surface Painted
- E** BACKER 2 1/8" Acrylic
Inset 0.1875" from perimeter
- F** ACCENT BAR 3/4" W x 1" D
Finish: Brushed Aluminum
w/ Matte Clear Coat
- G** RAISED TEXT 1/4" Acrylic
Font: Helvetica Bold Cond.
- H** TEXT Cut Vinyl
Font: Helvetica Bold Cond.

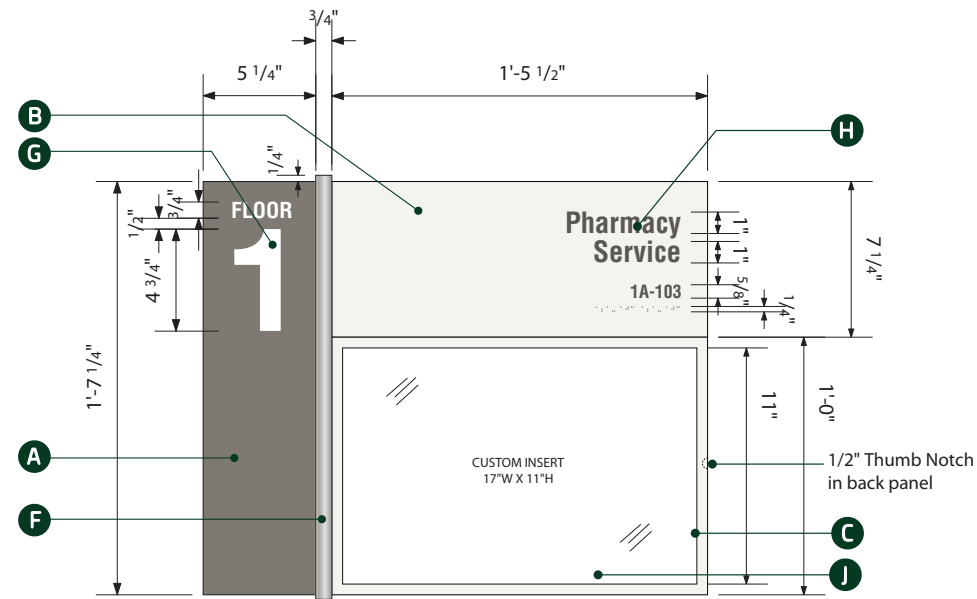
MOUNTING INFO

5'-0" from center of sign to finished floor
Concealed screw and anchor, centered
horizontally, 1 inch from center of screw to
sign ends
See Appendix for other conditions.

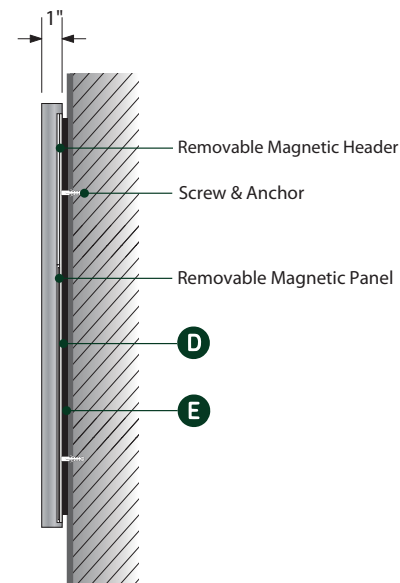
NOTES



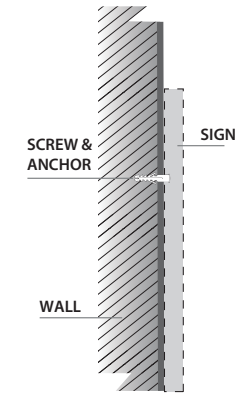
TOP | 1 1/2"= 1'-0"



FRONT | 1 1/2"= 1'-0"

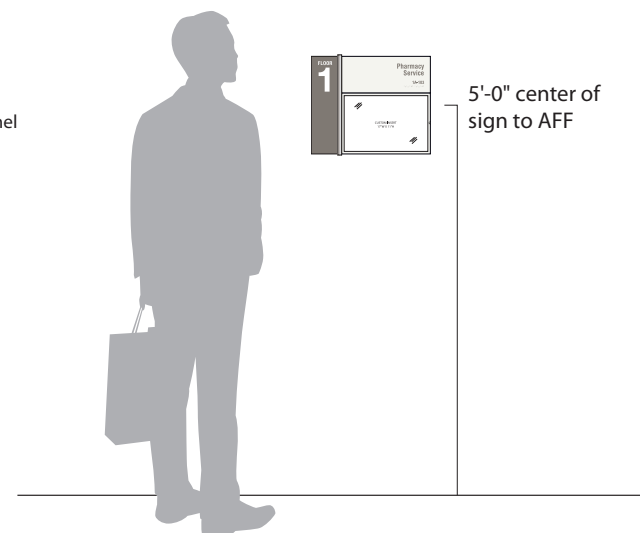


SIDE | 1 1/2"= 1'-0"



Screw Mount

MOUNTING DETAIL | NTS



ELEVATION | NTS

SIGN TYPE: IN-14.27.5

SIGN DESCRIPTION: Clinic Directory with Paper Insert

SIGN USE:

Interior wall mounted sign used to identify clinic and suite entrance and operational information. Signs should be mounted outside waiting area or corridor leading into the area.

SIGN SPECS:

- A** FACE 1 1/4" P95 Acrylic
Second Surface Painted
- B** FACE 2 1/8" P95 Acrylic
Magnetic Header
Steel tape for magnetics
Second Surface Painted
- C** FACE 3 1/16" Acrylic
- D** BACKER 1 1/16" Acrylic
- E** BACKER 2 1/8" Acrylic
Magnet milled into backer
Inset 0.1875" from perimeter
- F** ACCENT BAR 3/4" W x 1" D
Finish: Brushed Aluminum
w/ Matte Clear Coat
- G** RAISED TEXT 1/32" Acrylic
Font: Helvetica Bold Cond.
- H** TEXT Cut Vinyl
Font: Helvetica Bold Cond.
- J** PAPER INSERT
Holds insert size
17" w x 11" h
Provided by Customer

MOUNTING INFO

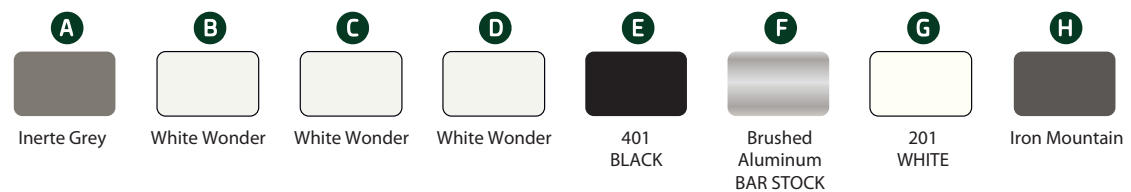
5'-0" from center of sign to finished floor
Concealed screw and anchor, centered horizontally, 1 inch from center of screw to sign ends

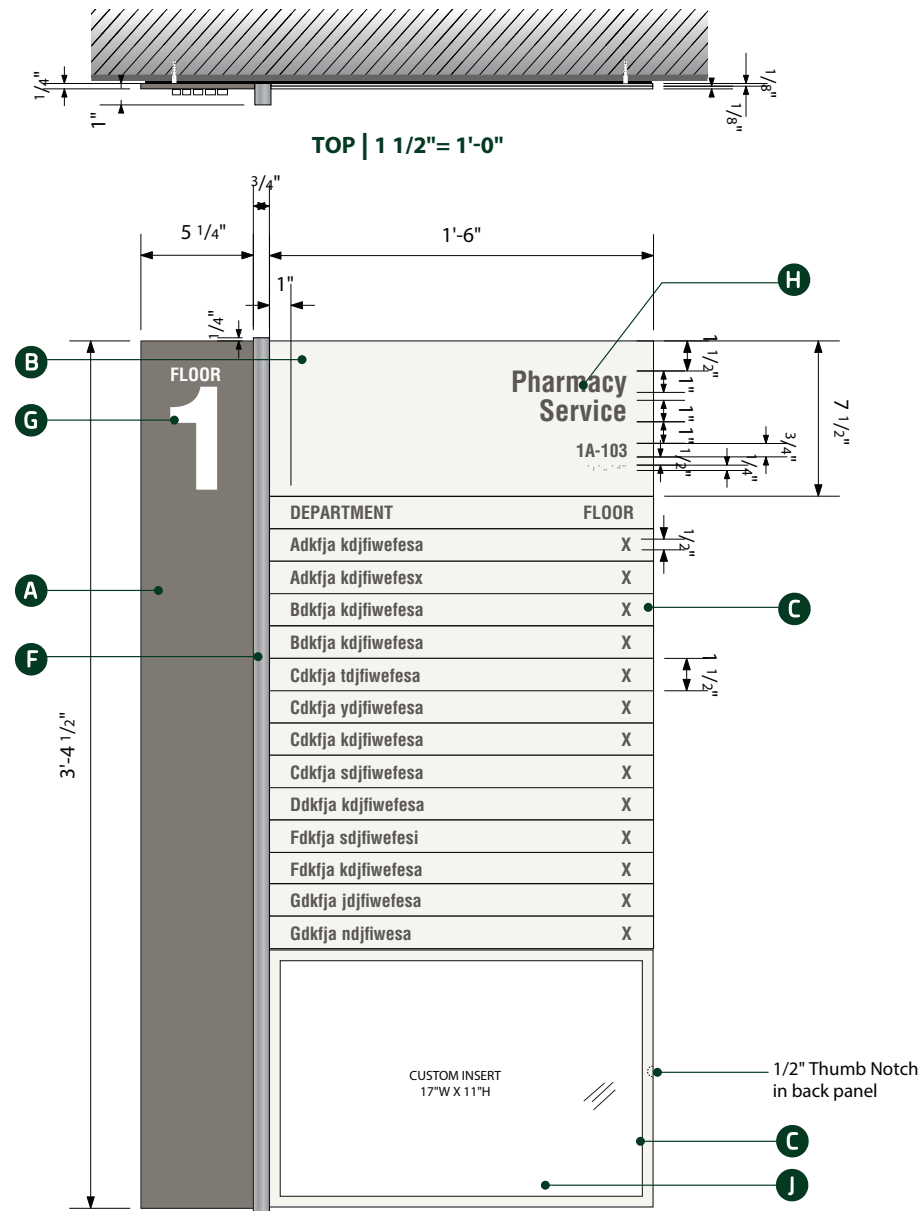
See Appendices for Mounting Details.

See VA Signage Design Manual for further requirements.

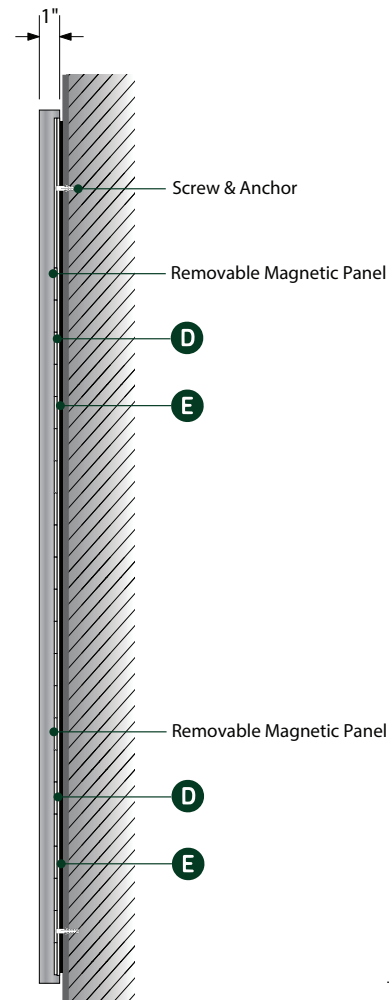
NOTES

SIGN COLORS: (See Preface for Color details)

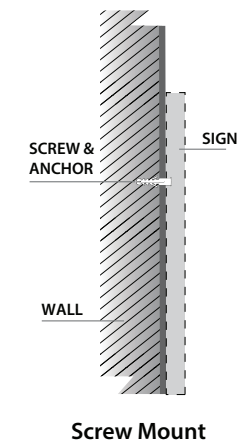




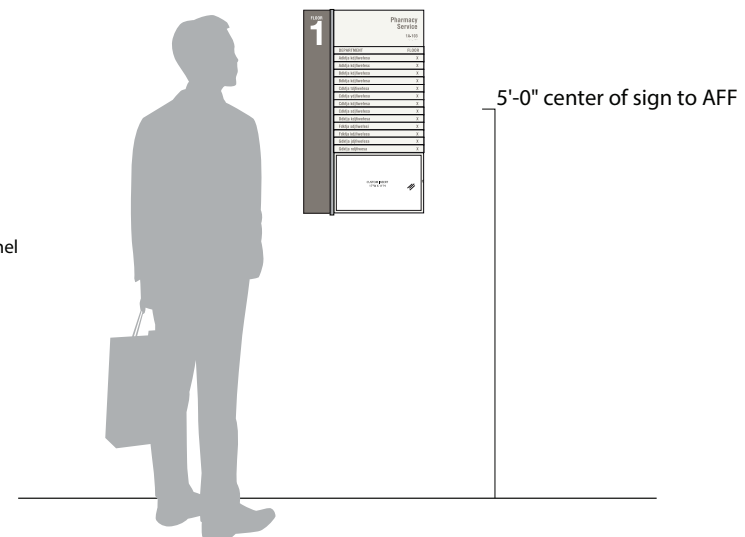
FRONT | 1 1/2" = 1'-0"



SIDE | 1 1/2" = 1'-0"



MOUNTING DETAIL | NTS



ELEVATION | NTS

SIGN TYPE: IN-14.27.6

SIGN DESCRIPTION:
Clinic Directory/Magnetic Panels

SIGN USE:
Interior wall mounted sign used to identify clinic services. Sign should be mounted outside clinics with multiple sub-services such as Outpatient Clinic A, B and Radiology in Building 100. Sign should be placed outside waiting room in corridor.

SIGN SPECS:

- A** FACE 1 1/4" P95 Acrylic
Second Surface Painted
- B** FACE 2 1/8" P95 Acrylic
Magnetic Header
Second Surface Painted
- C** FACE 3 1/8" P95 Acrylic
Magnetic Panel
Second Surface Painted
- D** BACKER 1 1/8" P95 Acrylic
Second Surface Painted
- E** BACKER 2 1/8" Acrylic
Inset 0.1875" from perimeter
- F** ACCENT BAR 3/4" W x 1" D
Finish: Brushed Aluminum
w/ Matte Clear Coat
- G** RAISED TEXT 1/4" Acrylic
Font: Helvetica Bold Cond.
- H** TEXT Cut Vinyl
Font: Helvetica Bold Cond.
- J** PAPER INSERT
Holds insert size
17"w x 11"h
Provided by Customer

MOUNTING INFO

5'-0" from center of sign to finished floor
Concealed screw and anchor, centered horizontally, 1 inch from center of screw to sign ends
See Appendix for other conditions.

NOTES

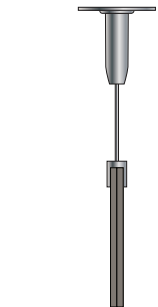
SIGN COLORS:

(See Preface for Color details)

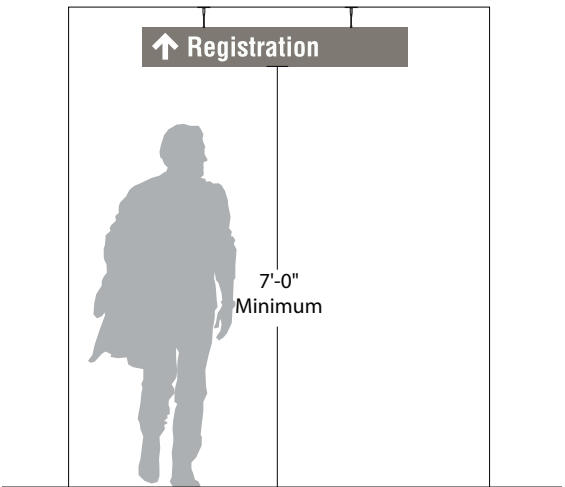
A	B	C	D	E	F	G	H
Inerte Grey	White Wonder w/Iron Mountain	White Wonder w/Iron Mountain	White Wonder	401 BLACK	Brushed Aluminum BAR STOCK	201 WHITE	Iron Mountain



FRONT | 3/16"= 0'-1"



MOUNTING DETAIL | NTS



ELEVATION | NTS

SIGN COLORS:
(See Preface for Color details)

A

Inerte Grey

B

White Wonder

SIGN TYPE: IN-15.51.1

SIGN DESCRIPTION:
Suspended Directional Small

SIGN USE:
Interior ceiling mounted sign used to provide directional and departmental information overhead. Sign can be double sided and should be used in corridors to direct patient throughout the building and to identify service entries. Signs can be used as reinforcement messaging to wall and floor mounted directionals.

SIGN SPECS:

- A** FACE (2) 1/8" P95 Acrylic
Second Surface Painted
- B** TEXT Direct Color Print, Flat
Font: Helvetica Bold Cond.

MOUNTING INFO

Arakawa BS35SET & 1/16" Cables
See Appendix for other conditions.

NOTES



A

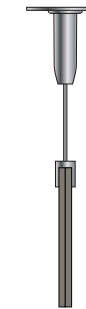


B

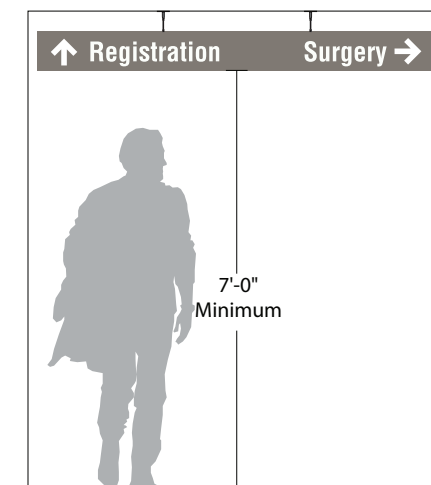


C

FRONT | 1/8" = 0'-1"



MOUNTING DETAIL | NTS



ELEVATION | NTS

SIGN COLORS:
(See Preface for Color details)



SIGN TYPE: IN-15.61.1

SIGN DESCRIPTION:
Suspended Directional Large

SIGN USE:
Interior ceiling mounted sign used to provide directional and departmental information overhead. Sign can be double sided and should be used in corridors to direct patient throughout the building and to identify service entries. Signs can be used as reinforcement messaging to wall and floor mounted directionals.

SIGN SPECS:

- A** FACE (2) 1/8" P95 Acrylic
Second Surface Painted
- B** TEXT Direct Color Print, Flat
Font: Helvetica Bold Cond.

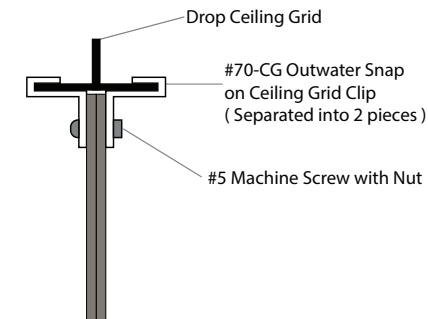
MOUNTING INFO

Arakawa BS35SET & 1/16" Cables
See Appendix for other conditions.

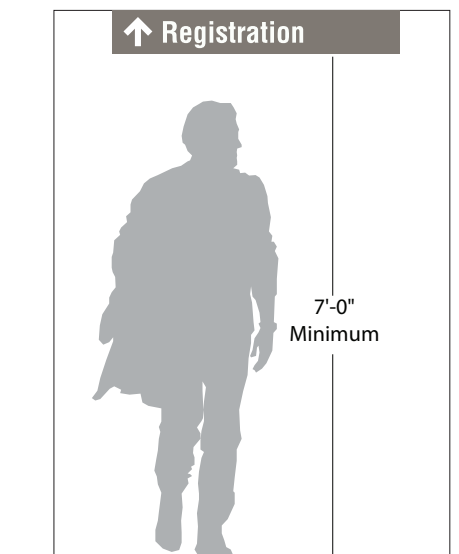
NOTES



FRONT | 3/16"= 0'-1"



MOUNTING DETAIL | NTS



ELEVATION | NTS

SIGN COLORS:
(See Preface for Color details)

A

Inerte Grey

B

White Wonder

SIGN TYPE: IN-15.51.2

SIGN DESCRIPTION:
Ceiling Mounted Directional Small

SIGN USE:
Interior ceiling mounted sign used to provide directional and departmental information overhead where ceiling clearances are an issue. Sign can be double sided and should be used in corridors to direct patient throughout the building and to identify service entries. Signs can be used as reinforcement messaging to wall and floor mounted directionals.

SIGN SPECS:

- A** FACE (2) 1/8" P95 Acrylic
Second Surface Painted
- B** TEXT Direct Color Print, Flat
Font: Helvetica LT Bold Cond.

MOUNTING INFO

#70-CG Outwater Snap on Ceiling Grip Clip
(for flush mounted).
See Appendix for other conditions.

NOTES

SIGN TYPE: IN-15.61.2

SIGN DESCRIPTION:
Ceiling Mounted Directional Large

SIGN USE:
Interior ceiling mounted sign used to provide directional and departmental information overhead where ceiling clearances are an issue. Sign can be double sided and should be used in corridors to direct patient throughout the building and to identify service entries. Signs can be used as reinforcement messaging to wall and floor mounted directionals.

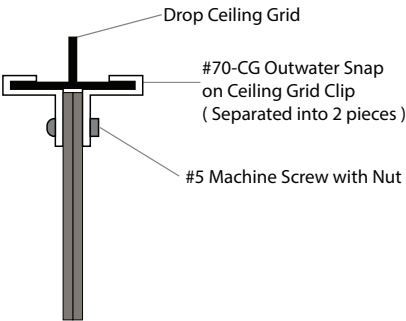
SIGN SPECS:

- A FACE (2) 1/8" P95 Acrylic
Second Surface Painted
- B TEXT Direct Color Print, Flat
Font: Helvetica Bold Cond.

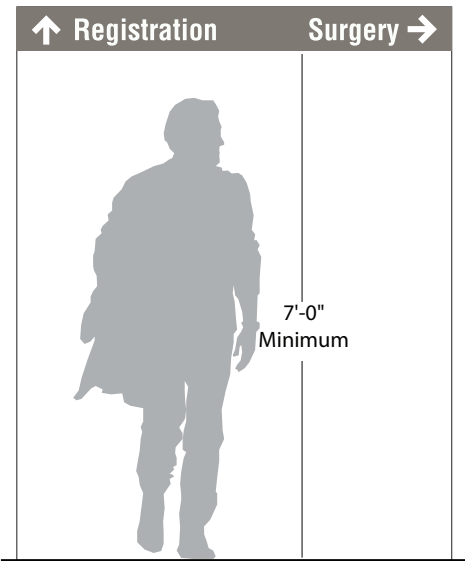
MOUNTING INFO

#70-CG Outwater Snap on Ceiling Grip Clip (for flush mounted).
See Appendix for other conditions.

NOTES



MOUNTING DETAIL | NTS



ELEVATION | NTS



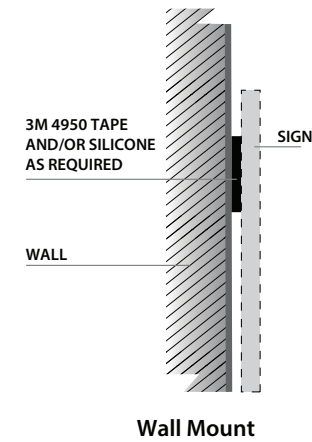
FRONT | 1/8"= 0'-1"

SIGN COLORS:
(See Preface for Color details)

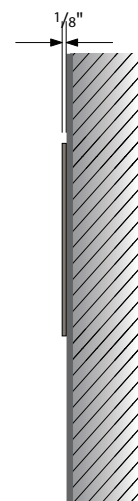




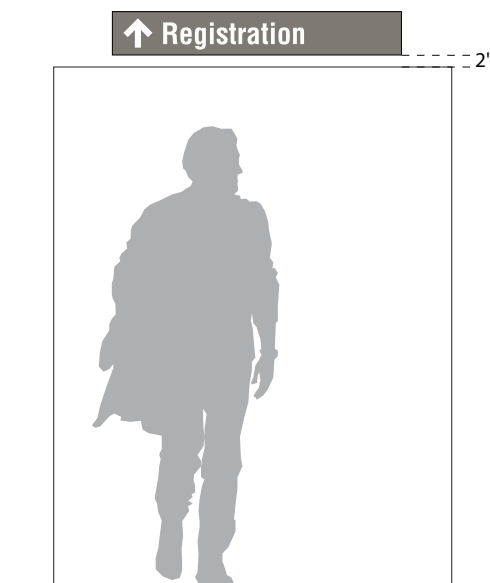
FRONT | 3/16"= 0'-1"



MOUNTING DETAIL | NTS



SIDE | 3/16"= 0'-1"



ELEVATION | NTS

SIGN TYPE: IN-16.51.1

SIGN DESCRIPTION:
Soffit Mounted Directional Small

SIGN USE:
Interior soffit mounted sign used to provide directional and departmental information overhead. Sign should be used in corridors to direct patient throughout the building and to identify service entries. Signs can be used as reinforcement messaging to wall and floor mounted directionals.

SIGN SPECS:

- A** FACE 1/8" P95 Acrylic
Second Surface Painted
- B** TEXT Direct Color Print, Flat
Font: Helvetica Bold Cond.

MOUNTING INFO

2" from bottom of sign to bottom of soffit
D/F Tape & Silicone
See Appendix for other conditions.

NOTES

SIGN COLORS:
(See Preface for Color details)

A

Inerte Grey

B

White Wonder

SIGN TYPE: IN-16.61.1

SIGN DESCRIPTION:
Soffit Mounted Directional Large

SIGN USE:
Interior soffit mounted sign used to provide directional and departmental information overhead. Sign should be used in corridors to direct patient throughout the building and to identify service entries. Signs can be used as reinforcement messaging to wall and floor mounted directionals.

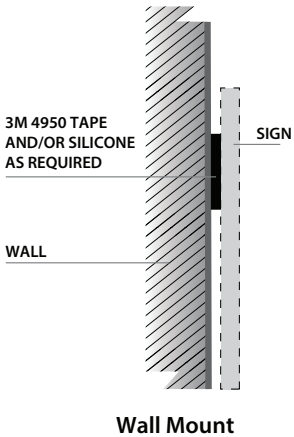
SIGN SPECS:

- A FACE 1/8" P95 Acrylic
Second Surface Painted
- B TEXT Direct Color Print, Flat
Font: Helvetica Bold Cond.

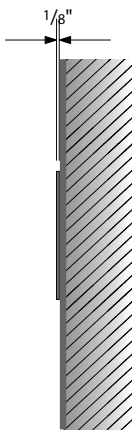
MOUNTING INFO

2" from bottom of sign to bottom of soffit
D/F Tape & Silicone
See Appendix for other conditions.

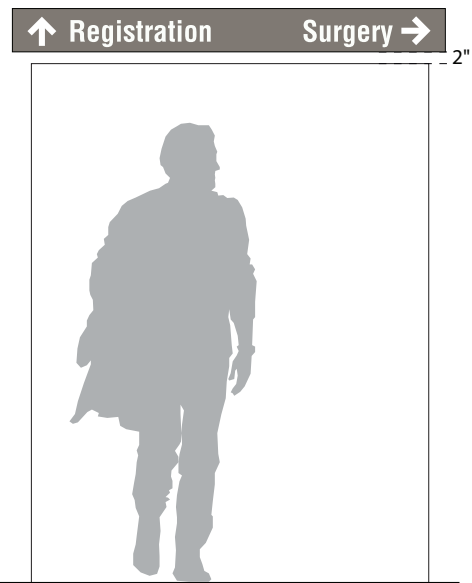
NOTES



Wall Mount
MOUNTING DETAIL | NTS



SIDE | 1/8"= 0'-1"



ELEVATION | NTS

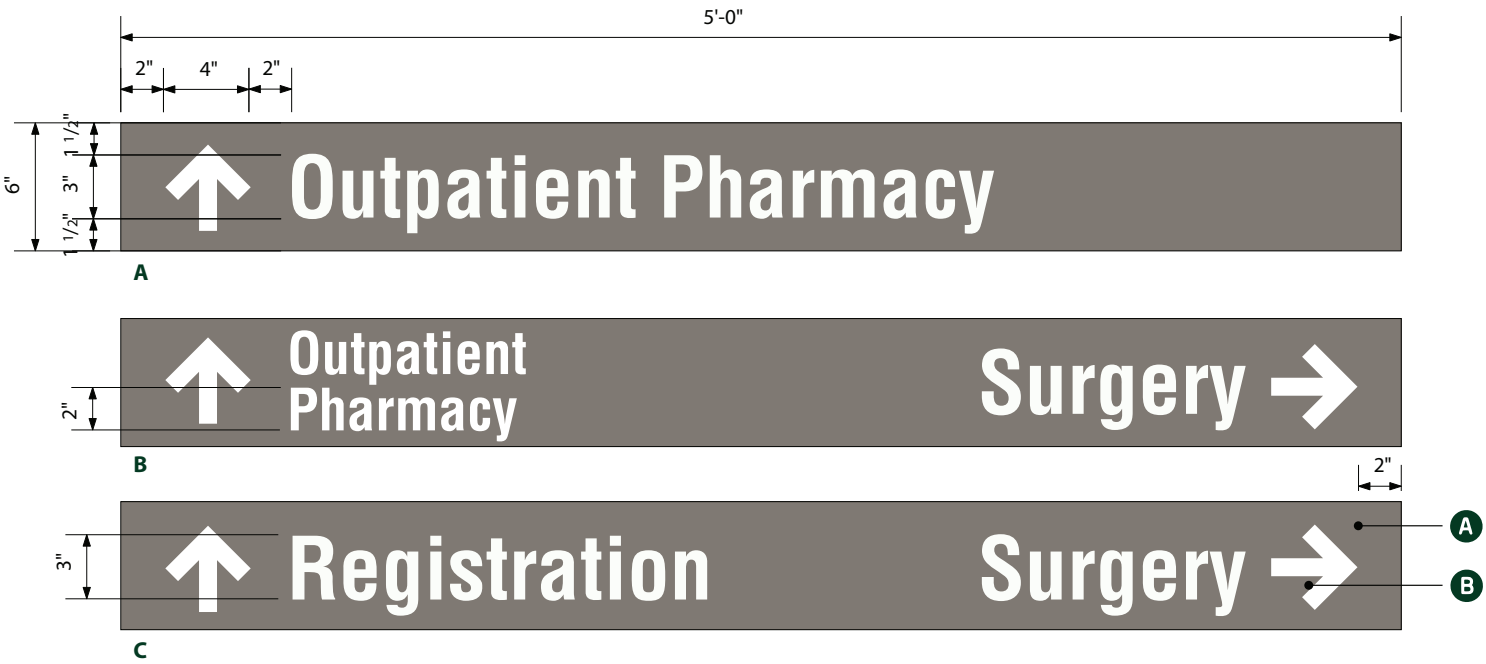
SIGN COLORS:
(See Preface for Color details)



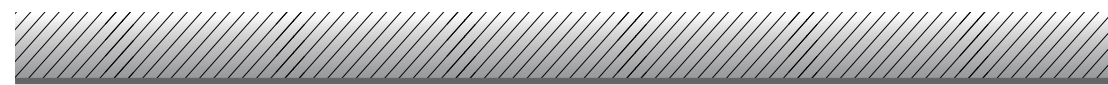
Inerte Grey



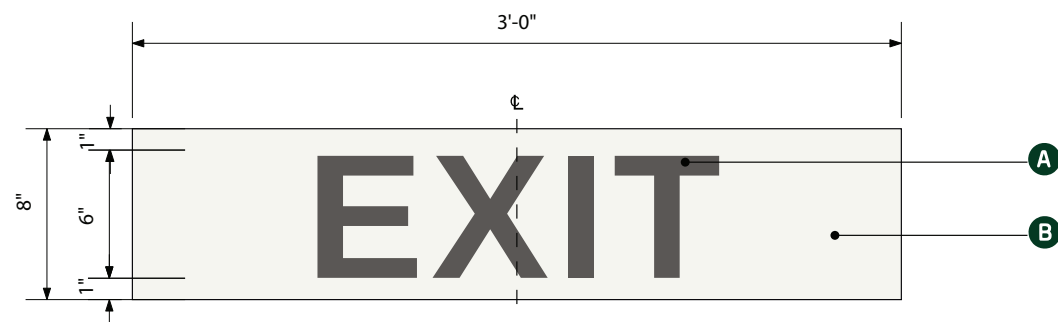
White Wonder



FRONT | 1/8"= 0'-1"



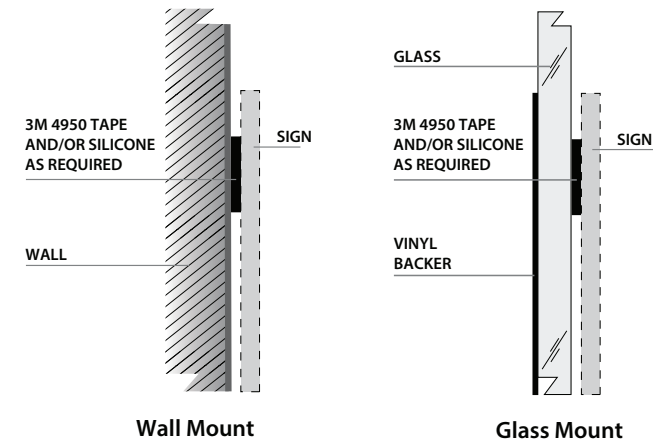
TOP VIEW | 1/8" = 0'-1"



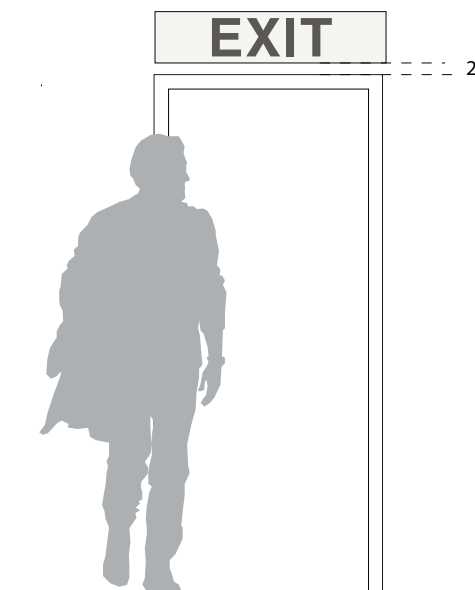
FRONT | 1/8" = 0'-1"



SIDE | 1/8" = 0'-1"



MOUNTING DETAIL | NTS



ELEVATION | NTS

SIGN TYPE: IN-16.51.2

SIGN DESCRIPTION:

Soffit Mounted Entrance Identifier Small

SIGN USE:

Interior soffit mounted sign used to provide departmental information overhead. Sign should be used in corridors to identify service entries. Signs can be used as reinforcement messaging to wall and floor mounted directionals.

SIGN SPECS:

- A** FACE 1/8" P95 Acrylic Second Surface Painted
- B** TEXT Direct Color Print, Flat Font: Helvetica Bold

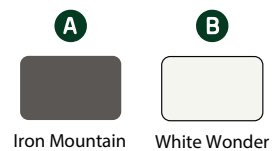
MOUNTING INFO

2" from bottom of sign to bottom of soffit
D/F Tape & Silicone
See Appendix for other conditions.

NOTES

SIGN COLORS:

(See Preface for Color details)

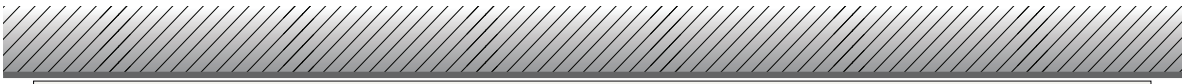


SIGN TYPE: IN-16.61.2
SIGN DESCRIPTION:
Soffit Mounted Entrance Identifier Large
SIGN USE:
Interior soffit mounted sign used to provide departmental information overhead. Sign should be used in corridors to identify service entries. Signs can be used as reinforcement messaging to wall and floor mounted directionals.

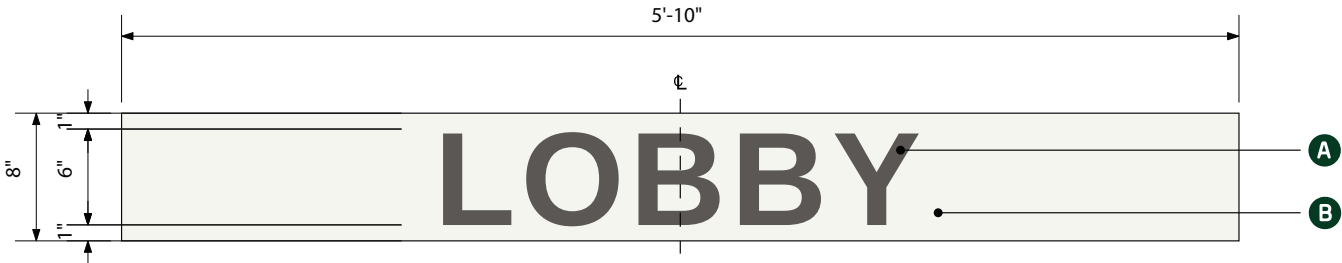
- SIGN SPECS:**
- A** FACE 1/8" P95 Acrylic Second Surface Painted
 - B** TEXT Direct Color Print, Flat Font: Helvetica Bold

MOUNTING INFO
2" from bottom of sign to bottom of soffit
D/F Tape & Silicone
See Appendix for other conditions.

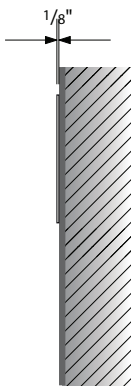
NOTES



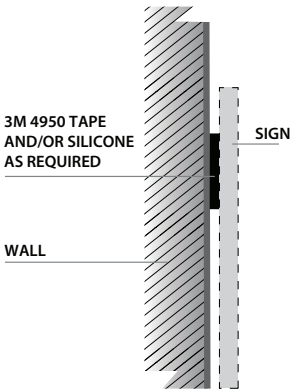
TOP | 3/32"= 0'-1"



FRONT | 3/32"= 0'-1"

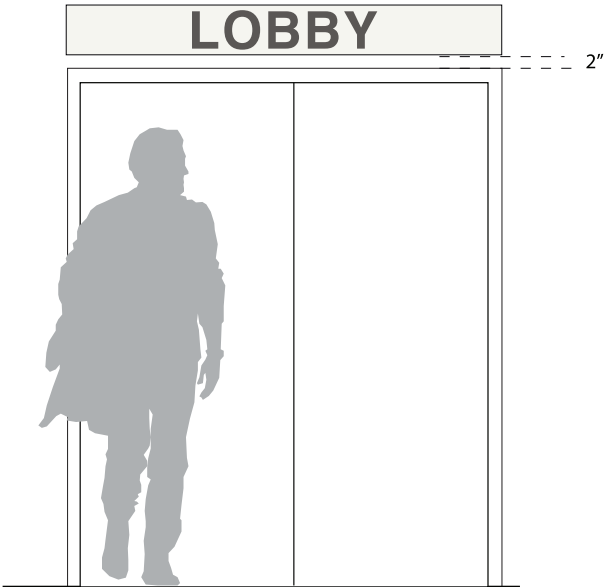


SIDE | 3/32"= 0'-1"



Wall Mount

MOUNTING DETAIL | NTS



ELEVATION | NTS

SIGN COLORS:
(See Preface for Color details)



SIGN TYPE: IN-19.52

SIGN DESCRIPTION:
Department Identification with
Puck Stand Off

SIGN USE:
Interior wall mounted sign used to
provide departmental information.
Sign should be used in corridors to
identify major patient service entries.

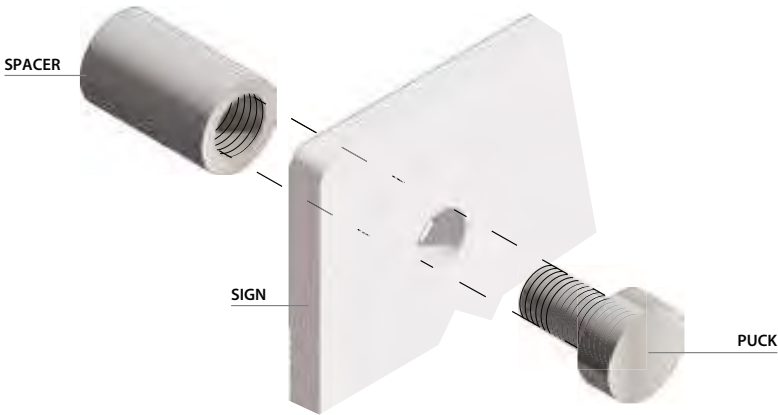
SIGN SPECS:

- A** FACE 1/4" Acrylic
- B** RAISED TEXT 1/8" Acrylic
Font: Helvetica Bold Cond.

MOUNTING INFO

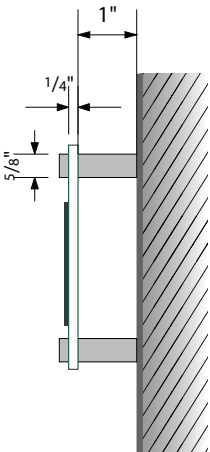
5'-0" top of sign to finished floor
(4) 5/8" satin aluminum pucks with 1" spacers
See Appendix for other conditions.

NOTES

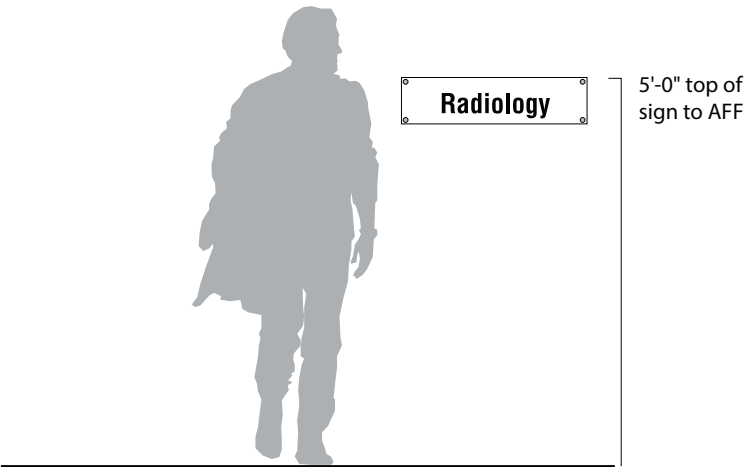


Puck Mount

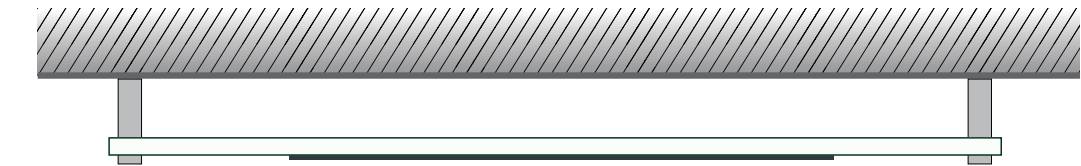
MOUNTING DETAIL | NTS



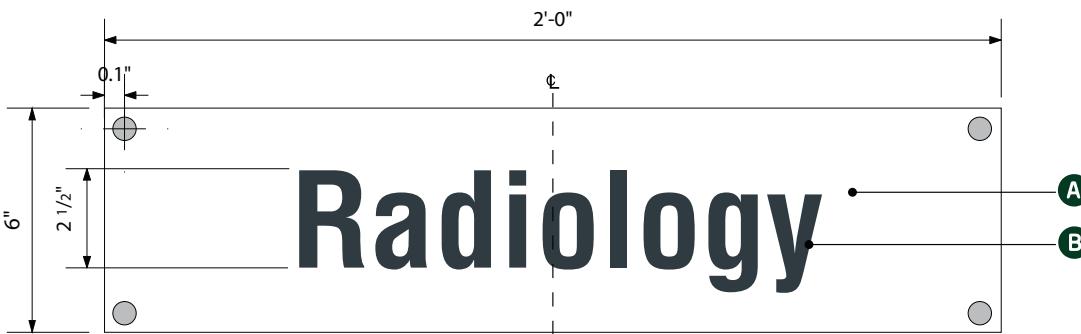
SIDE | 7/32"= 0'-1"



ELEVATION | NTS



TOP | 7/32"= 0'-1"



FRONT | 7/32"= 0'-1"

SIGN COLORS:
(See Preface for Color details)

A



P95 Clear Acrylic

B



307 Charcoal Grey



SIGN TYPE: IN-27.03

SIGN DESCRIPTION:
Interactive Digital Directory

SIGN USE:
Digital interactive directory kiosk that is used to provide Veterans with campus information and turn-by-turn directions to appointments. System should be placed in building lobbies of patient care focused buildings.

SIGN SPECS:

- A DISPLAY** 42" LCD monitor, measured diagonally, interactive touchscreen
- B FRAME** Brushed stainless steel or powder coat finish
- C FREE-STANDING** With a minimal footprint and slim design, no sharp edges, secure to floor in unobtrusive method

MOUNTING INFO

54.89" top of sign to finished floor
Connected power and data from rear of unit to minimize cable management
The system, along with all equipment, peripherals, and components shall meet the standards delineated by applicable laws and regulations, such as Section 508 Amendment to the Rehabilitation Act of 1973 and others.
Digital signs require a network connection. Network shall be designed to be fully air gapped from VA's existing information technology (IT) cloud.

See Appendix for other conditions.

NOTES



FRONT | 1"=1'

SIGN TYPE: IN-27.51

SIGN DESCRIPTION:
Digital Directory

SIGN USE:

Digital monitor that provides building information. A digital replacement for static elevator and building directories. Signs should be located in elevator lobbies and in building main lobbies where building information services would need to be communicated.

SIGN SPECS:

- A DISPLAY** 42" LCD monitor, measured diagonally, interactive touchscreen
- B FRAME** Brushed sinless steel or powder coat finish

MOUNTING INFO

Screw and bracket mount

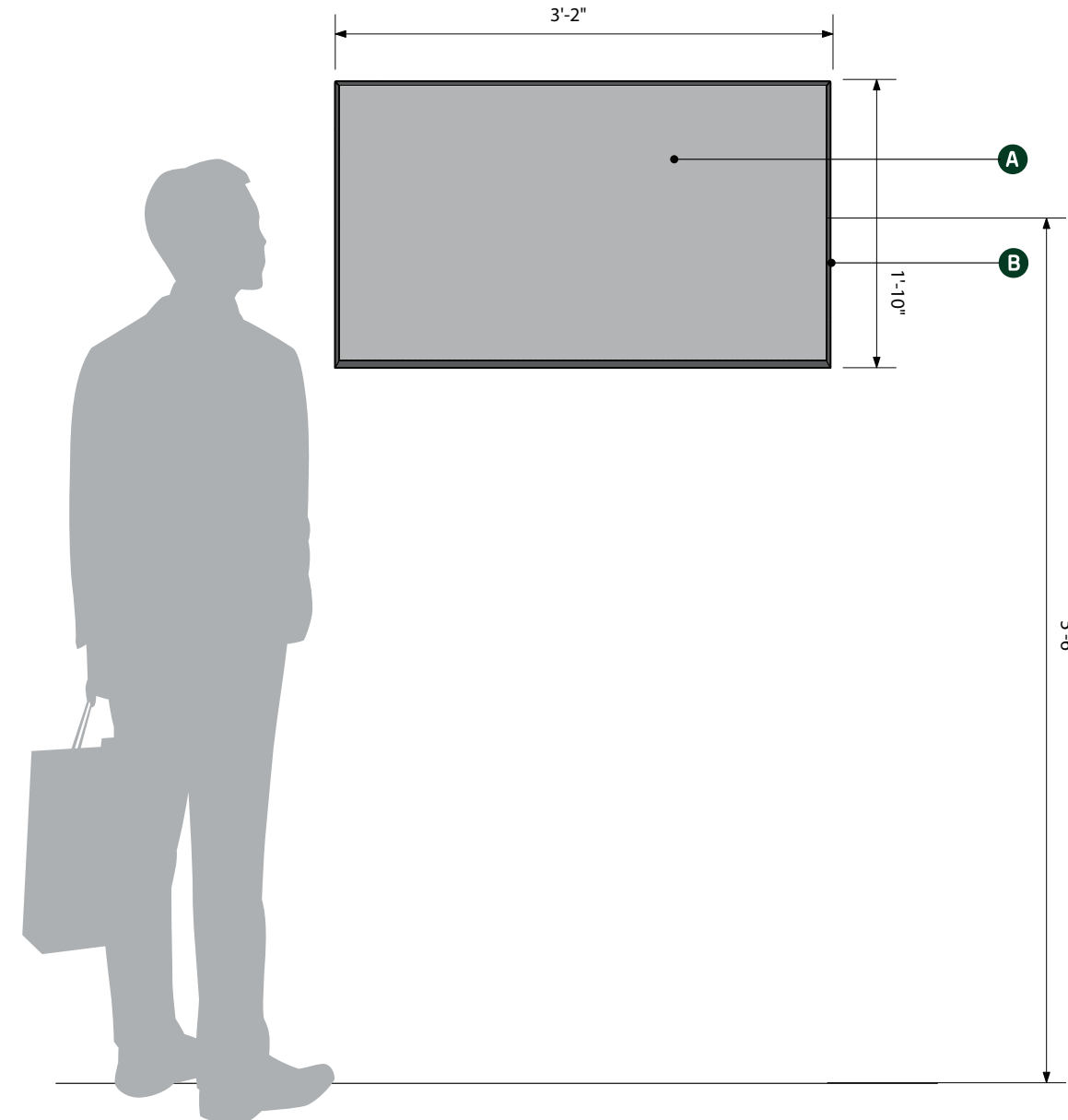
Connected power and data from rear of unit to minimize cable management

The system, along with all equipment, peripherals, and components shall meet the standards delineated by applicable laws and regulations, such as Section 508 Amendment to the Rehabilitation Act of 1973 and others.

Digital signs require a network connection. Network shall be designed to be fully air gapped from VA's existing information technology (IT) cloud.

See Appendix for other conditions.

NOTES



FRONT PROFILE | 1"= 0'-1"

SIGN TYPE: IN-27.52

SIGN DESCRIPTION:
Janus Digital Information Sign

SIGN USE:
Digital monitor that provide campus information. Monitors are located in patient waiting areas. Digital monitors do not provide building directory information, but campus information such as patient education and other announcements that may impact way finding on campus or campus operations.

SIGN SPECS:

- A DISPLAY** 42" LCD monitor, measured diagonally, interactive touchscreen
- B FRAME** Brushed sinless steel or powder coat finish

MOUNTING INFO

Screw and bracket mount
Connected power and data from rear of unit to minimize cable management
The system, along with all equipment, peripherals, and components shall meet the standards delineated by applicable laws and regulations, such as Section 508 Amendment to the Rehabilitation Act of 1973 and others.
Digital signs require a network connection. Network shall be designed to be fully air gapped from VA's existing information technology (IT) cloud.
See Appendix for other conditions.

NOTES

Code and Life Safety

IN-01.01.01A Large Emergency Exit Plan with Elevator Instructions

IN-01.01.01B Large Emergency Exit Plan

IN-01.02 Fire Equipment Identification Sign

IN-01.04 Elevator Call Button

IN-01.05 Fire Door Sign

IN-01.06 No Exit Sign

IN-01.10 Stair Identification Sign

IN-01.11 Stairwell Identification

IN-01.12 Area of Refuge

IN-01.12.1 ADA Exit Signs Non Illuminated

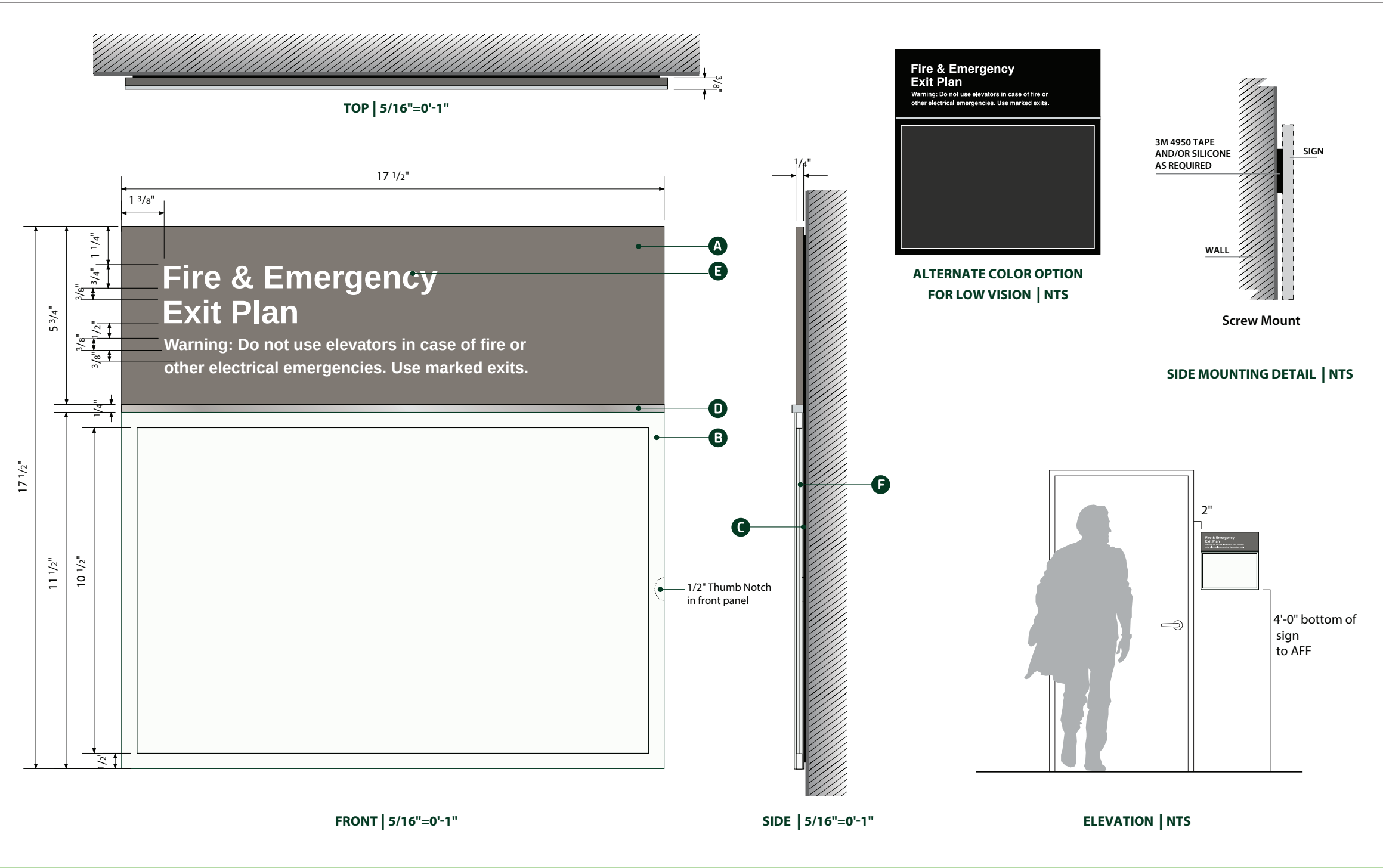
IN-01.15 Hazardous Material Sign

IN-01.22 Caution/Information

IN-01.27 Emergency Push to Open

IN-01.31 Fire Equipment Identification

IN-01.35 Maximum Occupancy Sign



SIGN COLORS:
(See Preface for Color details)

A

B

C

D

E

F

Inerte Grey

White Wonder

White Wonder

401 BLACK

Brushed Aluminum BAR STOCK

White Wonder

SIGN TYPE: IN-01.01.01A

SIGN DESCRIPTION:
Large Emergency Exit Plan with Elevator Instructions

SIGN USE:
Interior wall mounted sign used to emergency exit and routes for the building in case of fire or other emergency. Sign should be located in elevator lobbies, stairwells and other key gathering places for staff and visitors in buildings with more than one story.

- SIGN SPECS:
- A** FACE 1 1/4" P95 Acrylic Second Surface Painted
 - B** FACE 2 1/16" P95 Acrylic Second Surface Painted
 - C** BACKER 1 1/16" Acrylic backer panel with 1/4" insert from perimeter mounted to the wall via double-sided foam tape. Backer used for structural support.
 - D** ACCENT BAR 1/4" W x 3/8" Finish: Brushed Aluminum w/ Matte Clear Coat
 - E** TEXT Direct Color Print, Flat Font: Helvetica Bold
 - F** INSERT OPENING

☒ Right

☐ Left

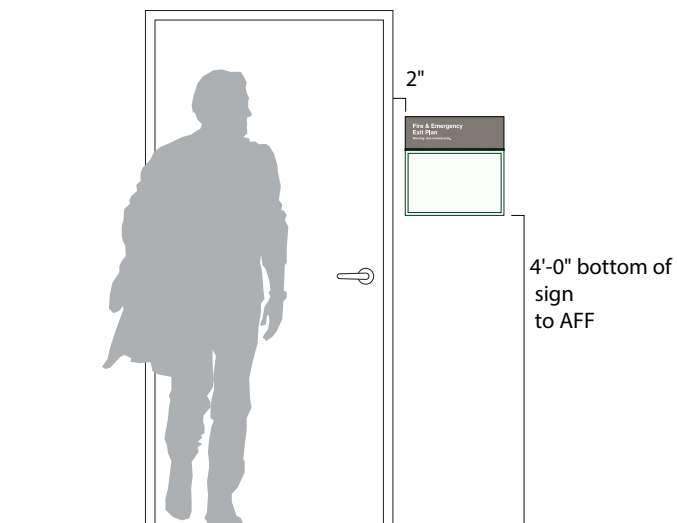
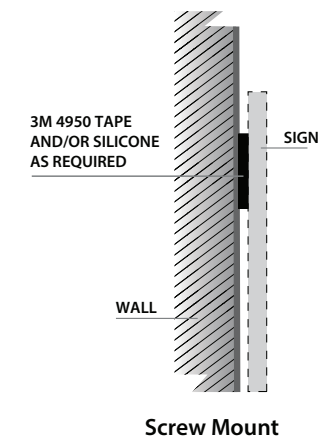
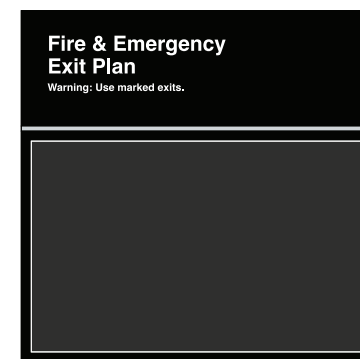
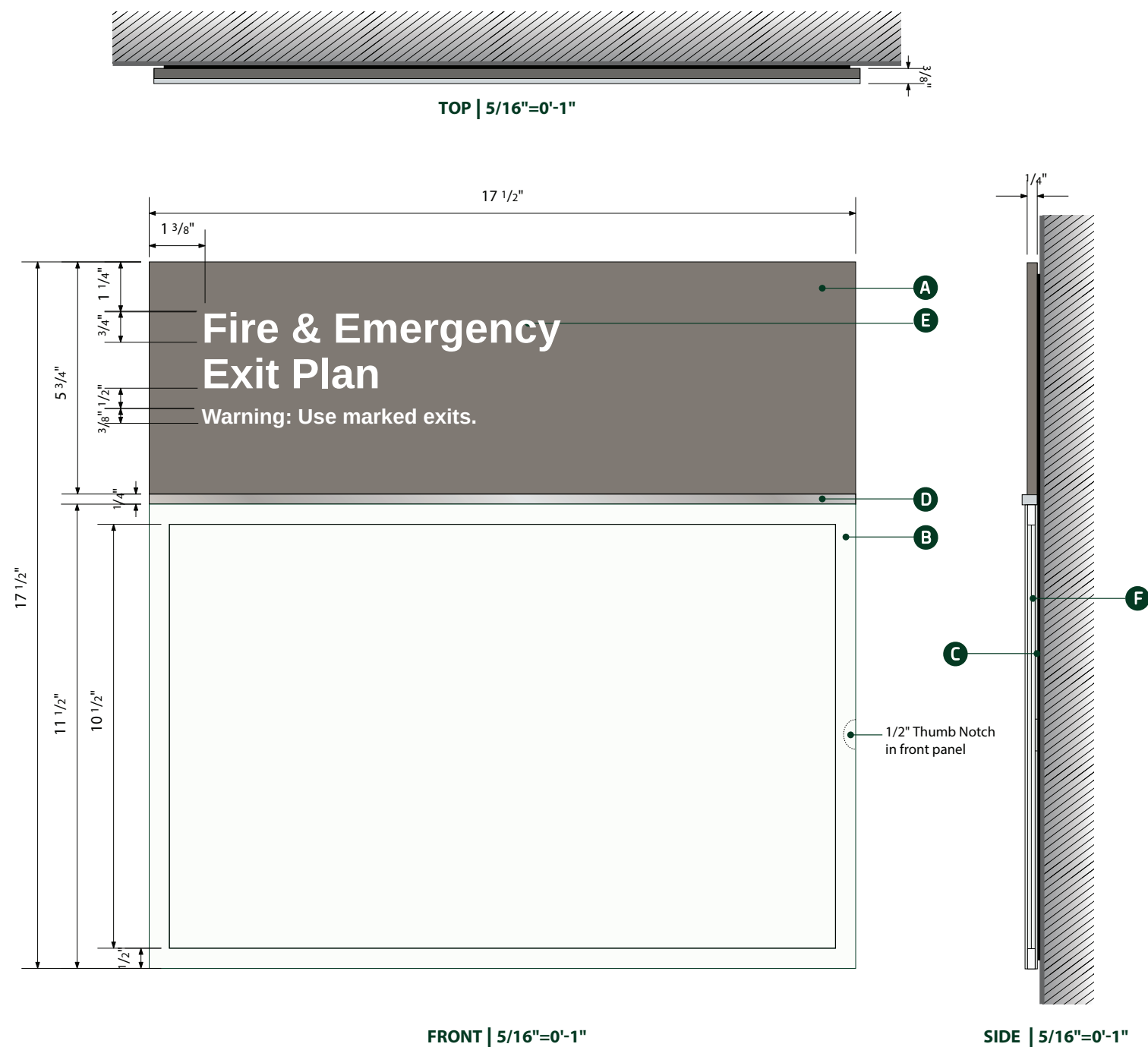
☐ Both

☐ Lens

☐ N/A

MOUNTING INFO
4'-0" from bottom of sign to finished floor
D/F Tape & Silicone
See Appendix for other conditions.

NOTES
Insert Paper Size: 17"w x 11"h
Insert template to be provided by VA



SIGN TYPE: IN-01.01.01B

SIGN DESCRIPTION:
Large Emergency Exit Plan

SIGN USE:

Interior wall mounted sign used to emergency exit and routes for the building in case of fire or other emergency. Sign should be located in elevator lobbies, stairwells and other key gathering places for staff and visitors in single story buildings.

SIGN SPECS:

- A** **FACE 1** 1/4" P95 Acrylic
Second Surface Painted
- B** **FACE 2** 1/16" P95 Acrylic
Second Surface Painted
- C** **BACKER 1** 1/16" Acrylic backer panel
with 1/4" insert from
perimeter mounted to the
wall via double-sided foam
tape. Backer used for
structural support.
- D** **ACCENT BAR** 1/4" W x 3/8"
Finish: Brushed Aluminum w/
Matte Clear Coat
- E** **TEXT** Direct Color Print, Flat
Font: Helvetica Bold
- F** **INSERT OPENING**
- ☒ Right ☐ Left
- ☐ Both ☐ Lens ☐ N/A

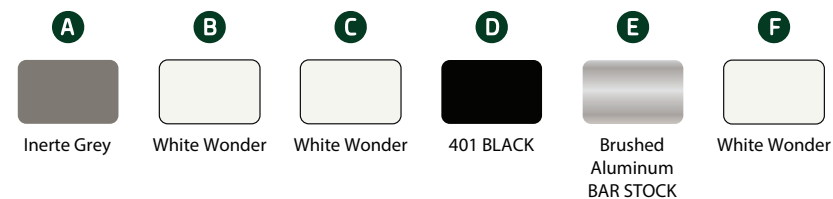
MOUNTING INFO

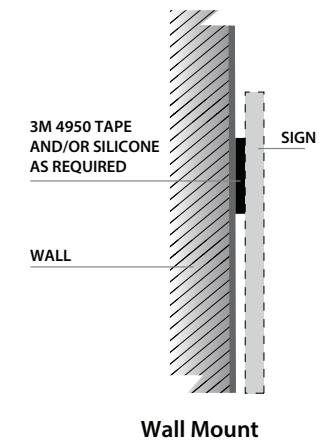
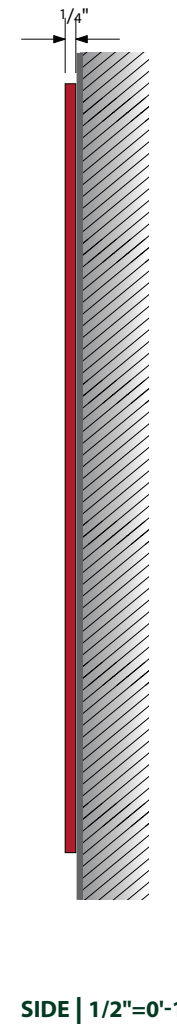
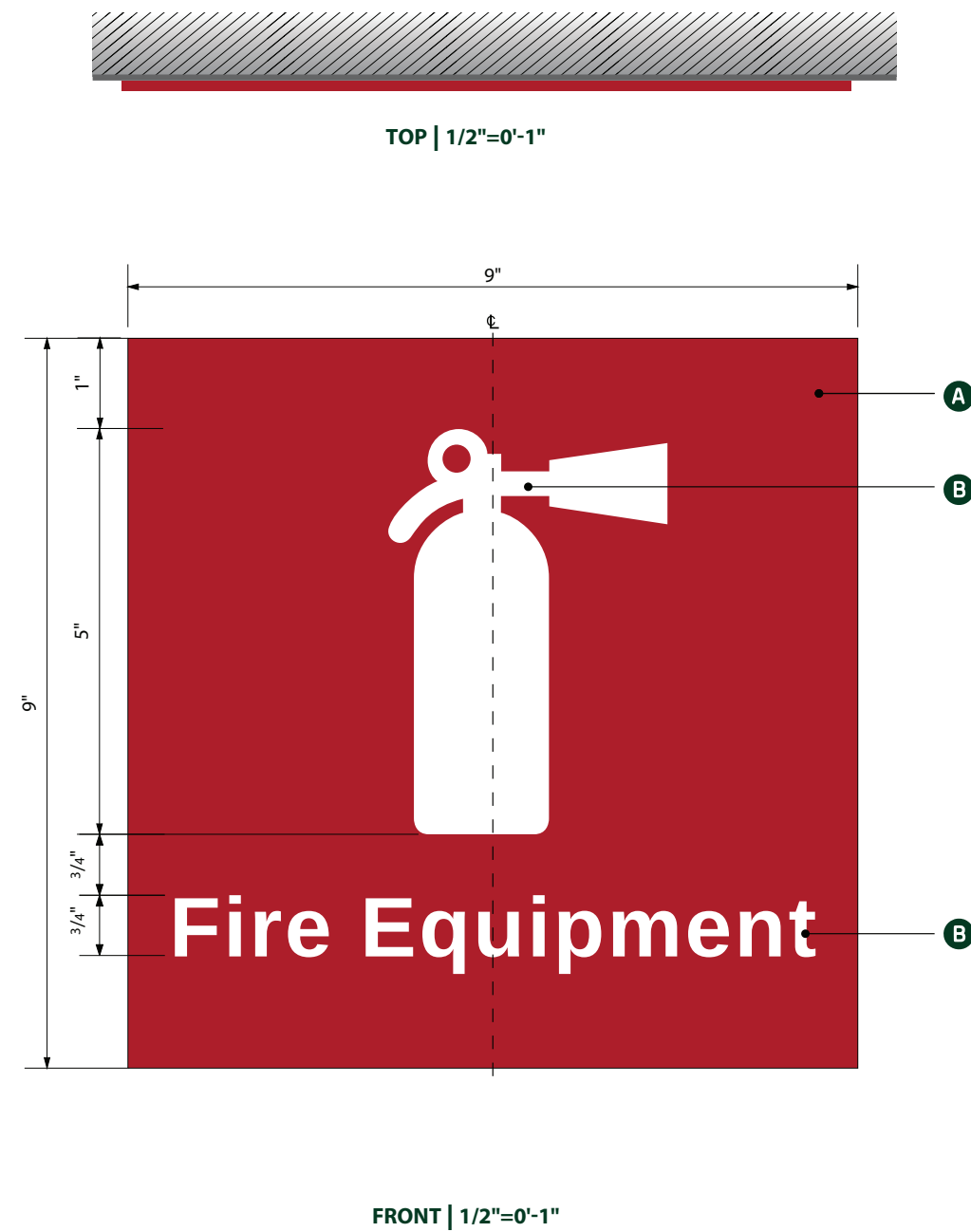
4'-0" from bottom of sign to finished floor
D/F Tape & Silicone
See Appendix for other conditions.

NOTES

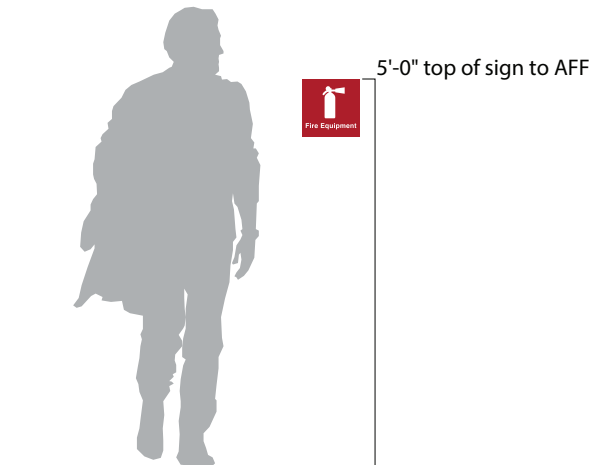
Insert Paper Size: 17"w x 11"h
Insert template to be provided by VA

SIGN COLORS:
(See Preface for Color details)





MOUNTING DETAIL | NTS



SIGN TYPE: IN-01.02

SIGN DESCRIPTION:
Fire Equipment Identification Sign

SIGN USE:
Interior wall mounted sign used to locate and identify fire equipment cabinets. Code requirements for identifying fire equipment state "Sign is to be mounted above the fire equipment cabinet, flat against the wall."

SIGN SPECS:

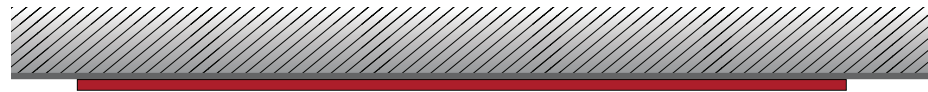
A FACE 0.125" Acrylic

B TEXT / ICON Direct Color Print
First surface, Flat
Font: Helvetica Bold

MOUNTING INFO

5'-0" from top of sign to floor
DRYWALL: D/F Tape & Silicone
See Appendix for other conditions.

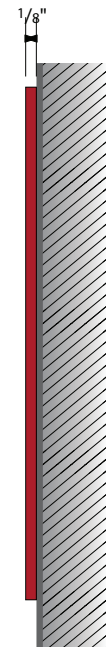
NOTES



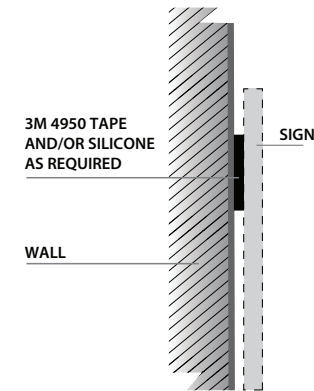
TOP | 1/2"= 0'-1"



FRONT | 1/2"= 0'-1"

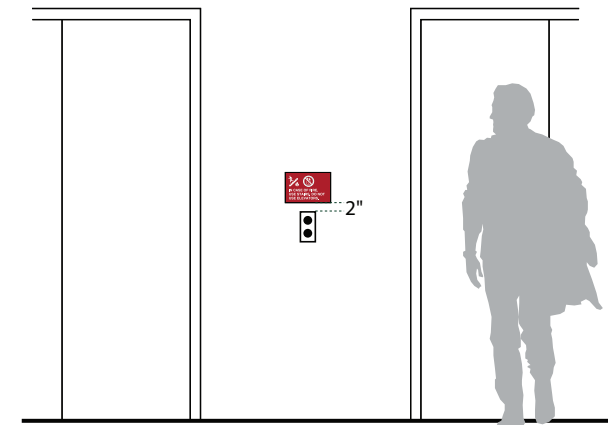


SIDE | 1/2"= 0'-1"



Wall Mount

MOUNTING DETAIL | NTS



ELEVATION | NTS

SIGN TYPE: IN-01.04

SIGN DESCRIPTION: Elevator Call Button

SIGN USE:

Interior wall mounted sign located in elevator lobbies above the elevator call buttons. Sign used to communicate elevators should not be used in case of fire emergencies.

SIGN SPECS:

- A** FACE 1/8" Acrylic
Second surface paint
- B** TEXT / ICON Direct Color Print
First surface, Flat
Font: Helvetica Bold

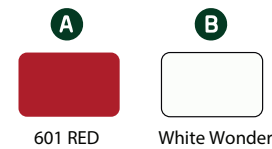
MOUNTING INFO

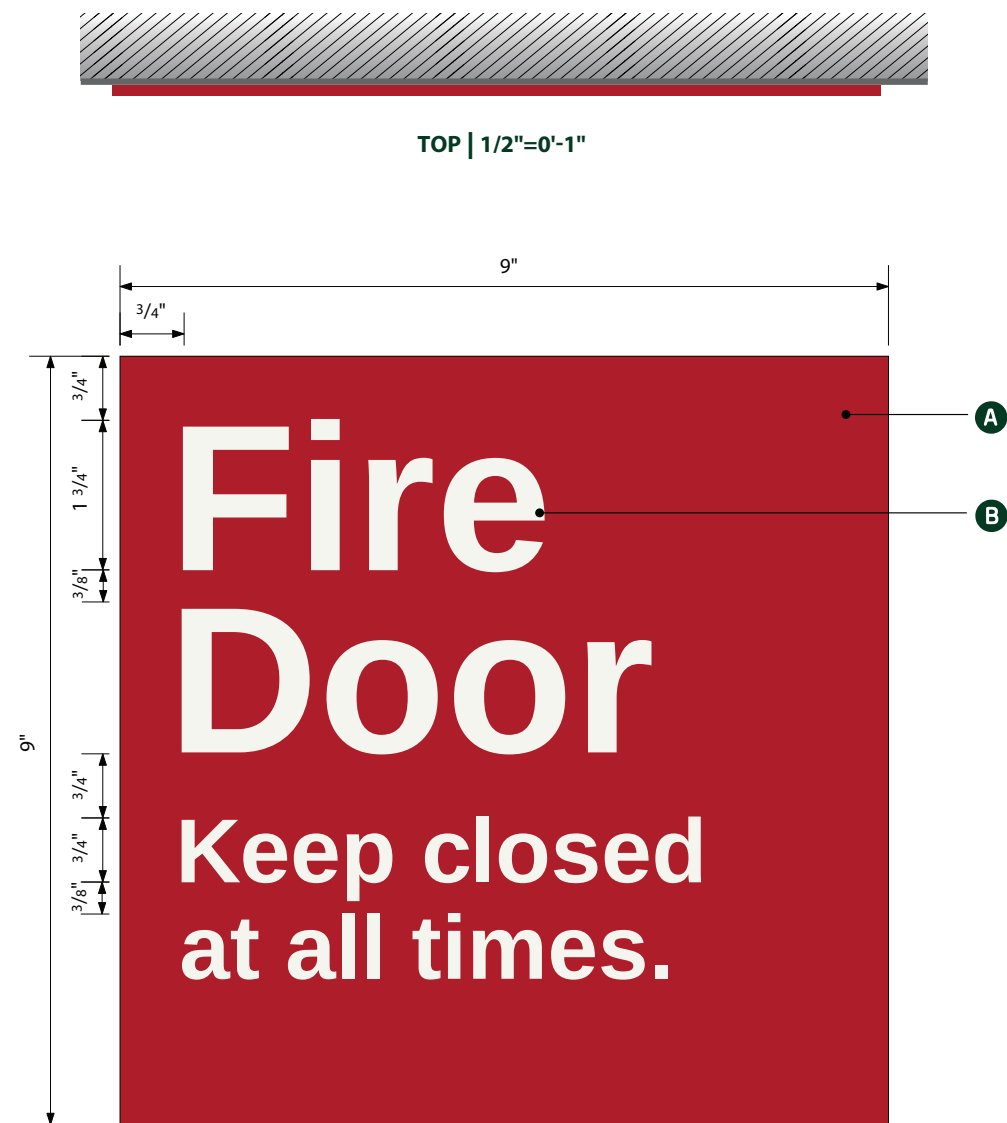
2" above elevator call buttons centered
D/F Tape & Silicone
See Appendix for other conditions.

NOTES

SIGN COLORS:

(See Preface for Color details)



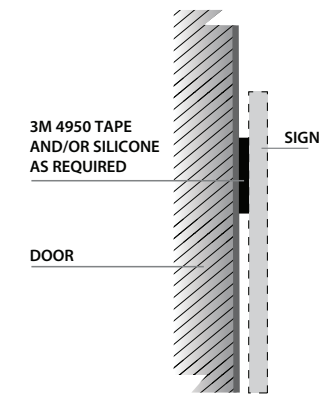


TOP | 1/2"=0'-1"

FRONT | 1/2"= 0'-1"

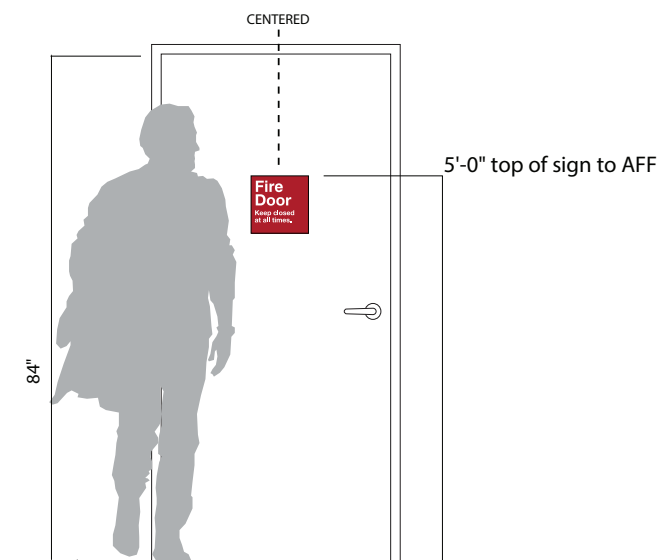


SIDE | 1/2"=0'-1"



Door Mount

MOUNTING DETAIL | NTS



ELEVATION | NTS

SIGN TYPE: IN-01.05

SIGN DESCRIPTION: Fire Door Sign

SIGN USE:

Interior door mounted sign used to identify a fire door. Exception: Signs shall not be located on fire doors that are held open by automatic devices. Signs are mounted center on the front facing side of fire door.

SIGN SPECS:

- A** FACE 1/8" Acrylic
- B** TEXT / ICON Direct Color Print
First surface, Flat
Font: Helvetica Bold

MOUNTING INFO

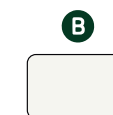
5'-0" from top of sign to floor
centered on door
D/F Tape & Silicone
See Appendix for other conditions.

NOTES

SIGN COLORS: (See Preface for Color details)



601 RED



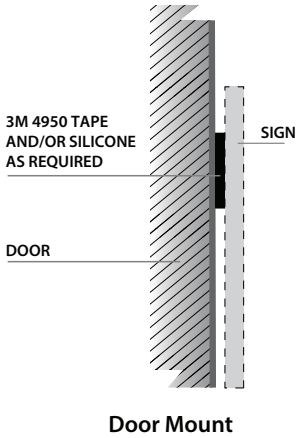
White Wonder

SIGN TYPE: IN-01.06

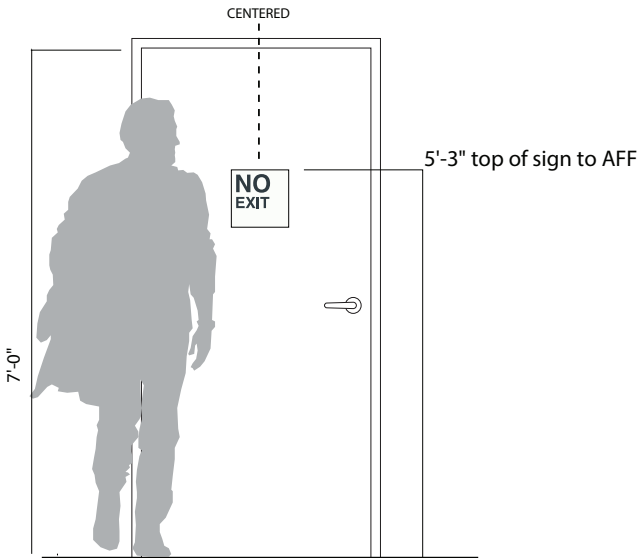
SIGN DESCRIPTION:
No Exit Sign

SIGN USE:
No Exit sign used to identify a door in a stairwell or other locations that are not exits.

- SIGN SPECS:**
- A** FACE 1/8" Acrylic
 - B** TEXT / ICON Direct Color Print
First surface, Flat
Font: Helvetica Bold



MOUNTING DETAIL | NTS



ELEVATION | NTS

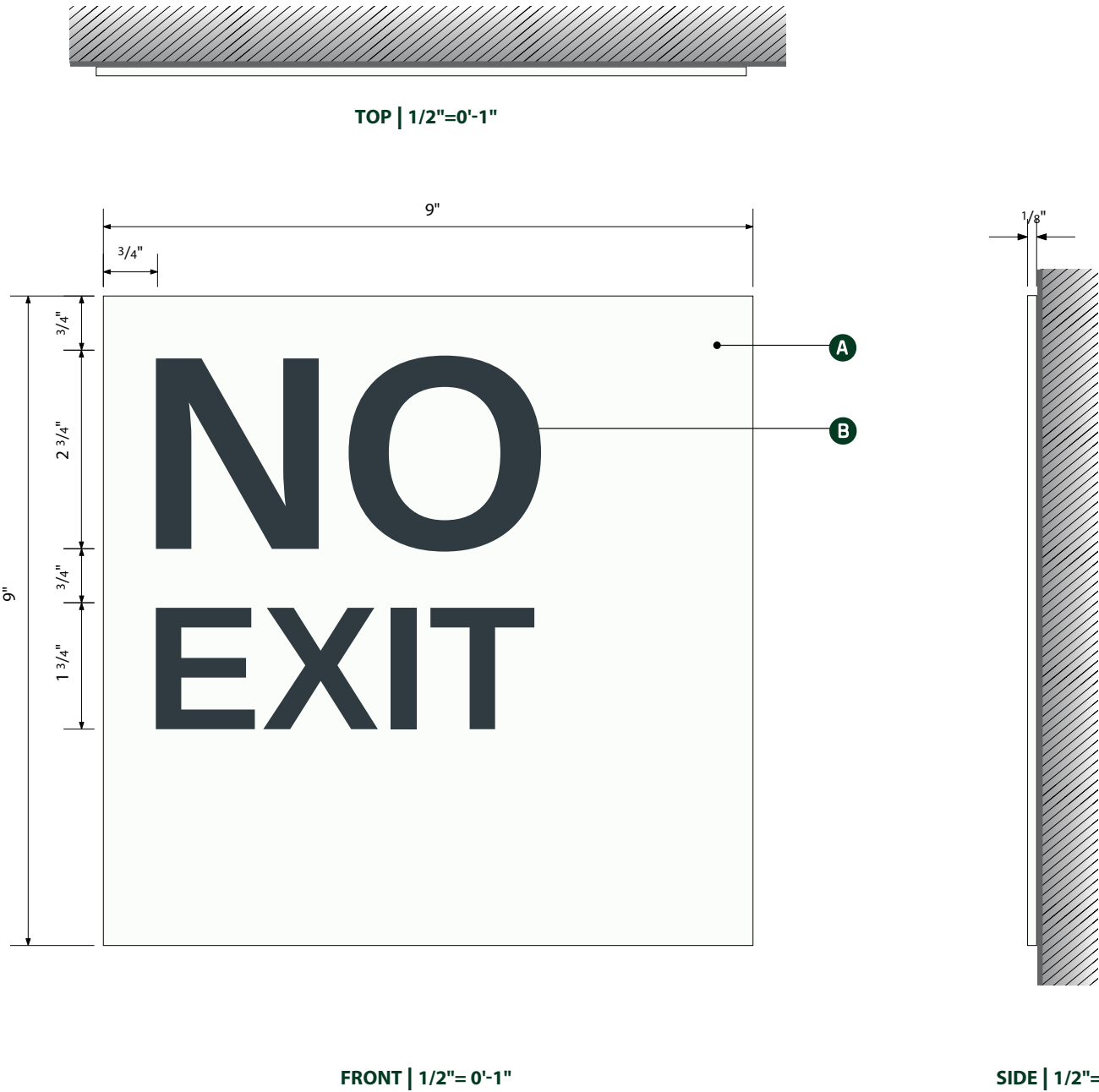
MOUNTING INFO

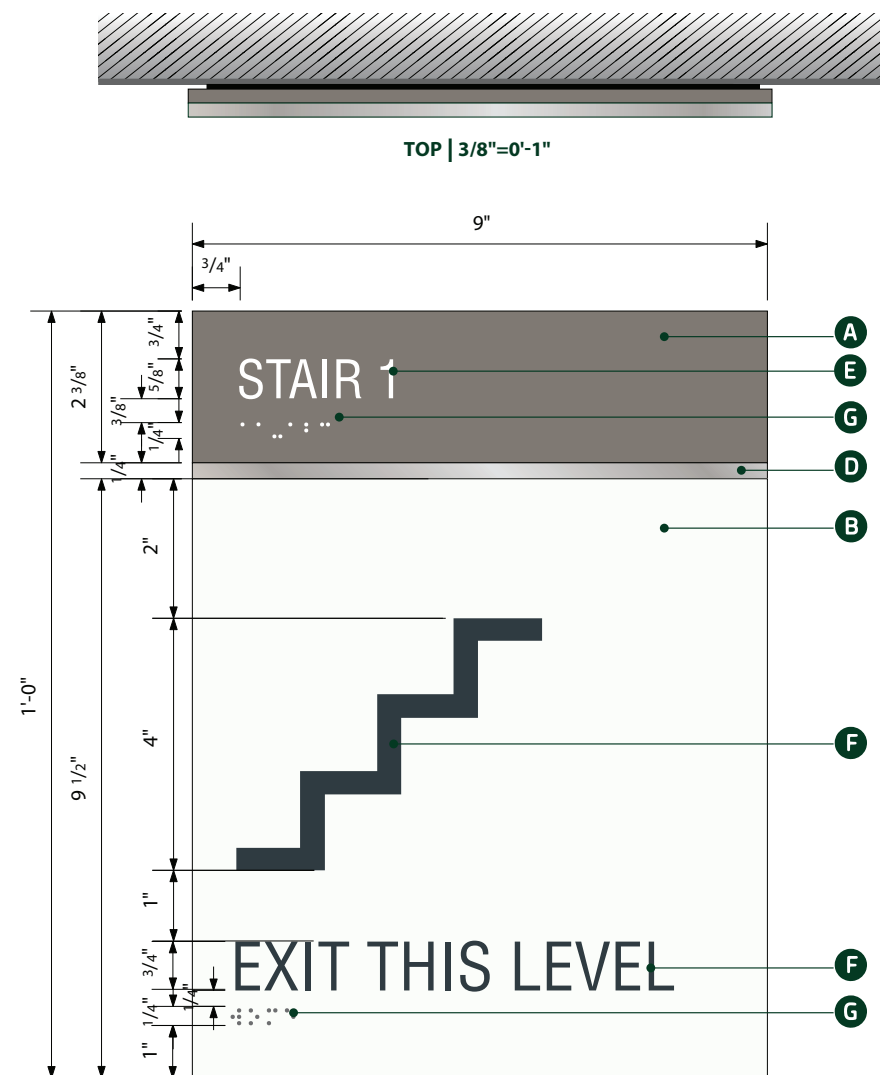
5'-3" from top of sign to floor
centered on door
D/F Tape & Silicone
See Appendix for other conditions.

NOTES

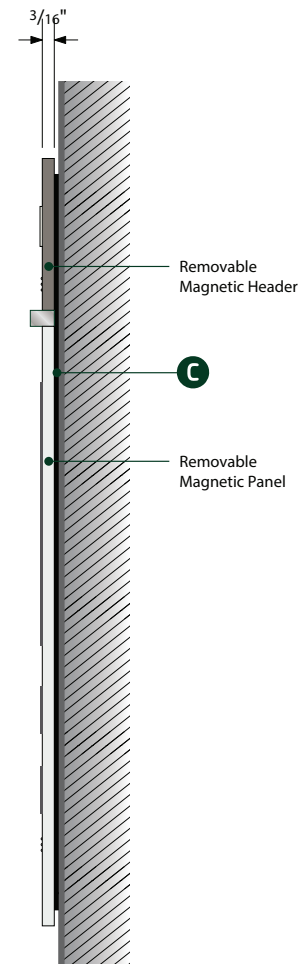
SIGN COLORS:
(See Preface for Color details)

- A** White Wonder
- B** 307 Charcoal Grey





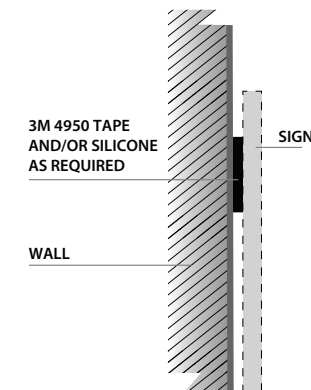
FRONT | 3/8"=0'-1"



SIDE | 3/8"=0'-1"



ALTERNATE COLOR OPTION
FOR LOW VISION | NTS



Wall Mount
MOUNTING DETAIL | NTS



ELEVATION | NTS

SIGN TYPE: IN-01.10

SIGN DESCRIPTION:
Stair Identification Sign

SIGN USE:
Interior wall mounted sign used to identify stairwell and exiting information using text and symbols. Sign located on all building floors outside the entrance to the stairwell. Sign should be placed on the latch side of the door.

SIGN SPECS:

- A FACE 1** 3/16" P95 acrylic magnetic header second surface painted with magnetic backer.
- B FACE 2** 1/16" P95 acrylic second surface painted with magnetic backer.
- C BACKER 1** 1/16" Acrylic Inset 0.25" from perimeter
- D ACCENT BAR** .25" W x 3/8" Finish: Brushed Aluminum w / Matte Clear Coat
- E RAISED TEXT 1** 1/32" Acrylic Font: Helvetica Regular Cond.
- F RAISED TEXT 2** 1/32" Acrylic Font: Helvetica Regular Cond.
- G BRAILLE BEADS**
 - ☒ Clear ☐ White ☐ Black
 - ☐ Stainless Steel ☐ N/A

California Grade II Raster Braille

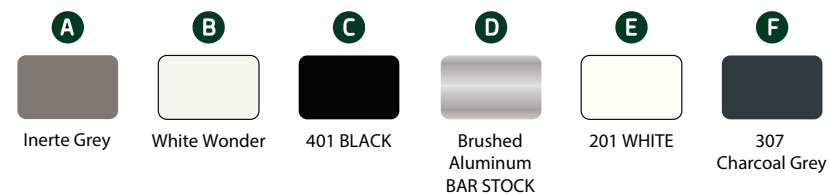
MOUNTING INFO

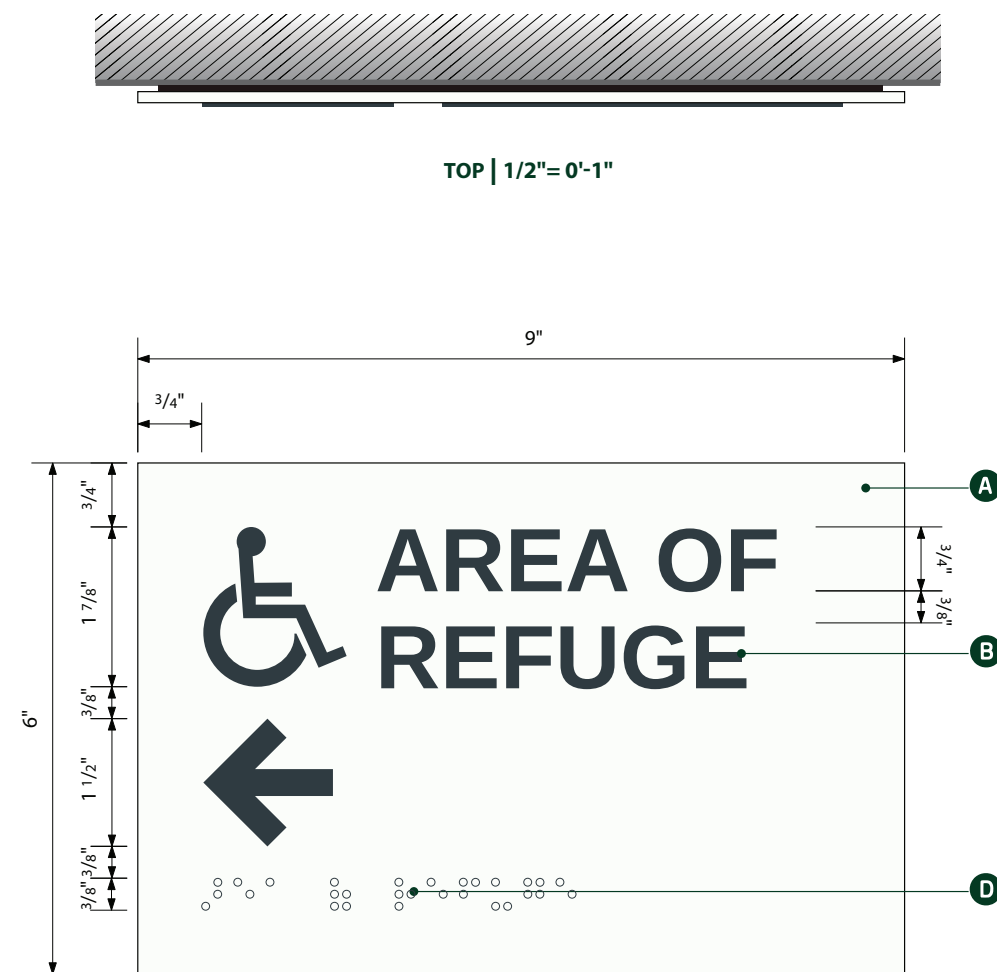
5'-0" from top of sign to floor
DRYWALL: D/F Tape & Silicone
See Appendix for other conditions.

NOTES

SIGN COLORS:

(See Preface for Color details)

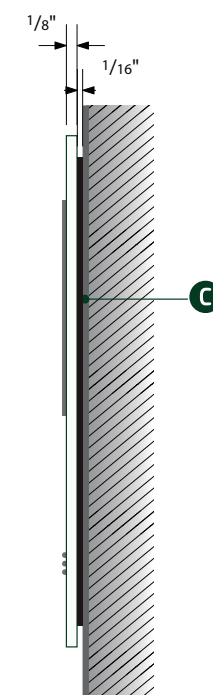




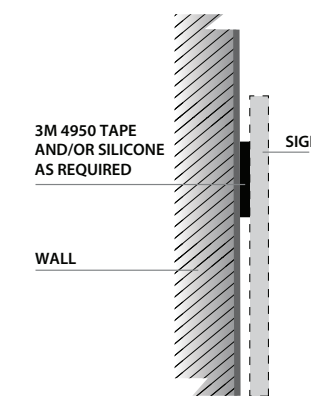
FRONT | 1/2"= 0'-1"



ALTERNATE COLOR OPTION
FOR LOW VISION | NTS

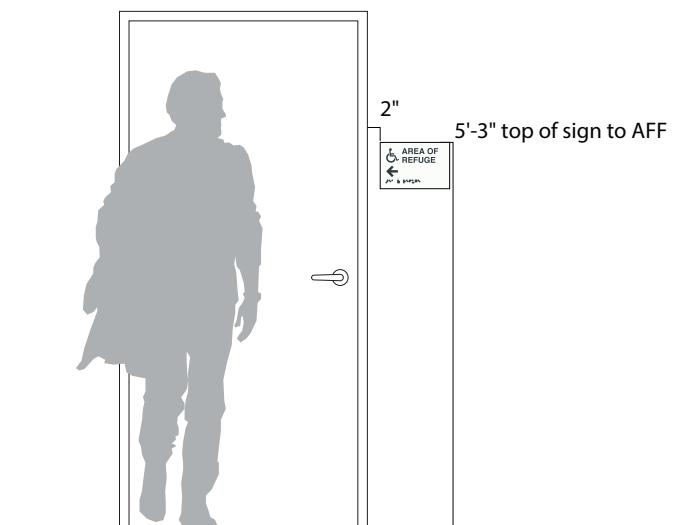


SIDE | 1/2"= 0'-1"



Wall Mount

MOUNTING DETAIL | NTS



ELEVATION | NTS

SIGN TYPE: IN-01.12

SIGN DESCRIPTION:

Area of Refuge

SIGN USE:

Interior wall mounted directional sign used to communicate areas of refuge for those needing evacuation assistance. Sign should be centered on the door or latch side of the door to each area providing access to an area of

SIGN SPECS:

- A** FACE 1/8" P95 Acrylic
Second Surface Painted
- B** RAISED TEXT 1/32" Acrylic
Font: Helvetica Bold
- C** BACKER 1/16" Acrylic
Inset 1/4" from perimeter
- D** BRAILLE BEADS
 - ☒ Clear ☐ White ☐ Black
 - ☐ Stainless Steel ☐ N/A
 - California Grade II Raster Braille

MOUNTING INFO

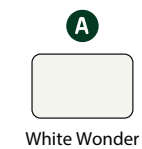
5'-3" from top of sign to floor
DRYWALL: D/F Tape & Silicone
See Appendix for other conditions.

NOTES

Redesigned to meet code

SIGN COLORS:

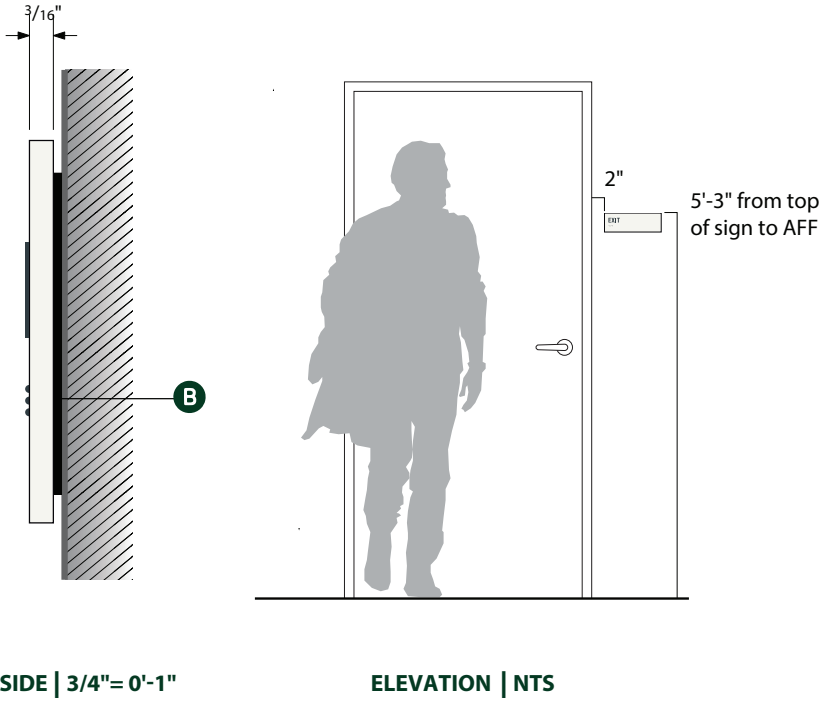
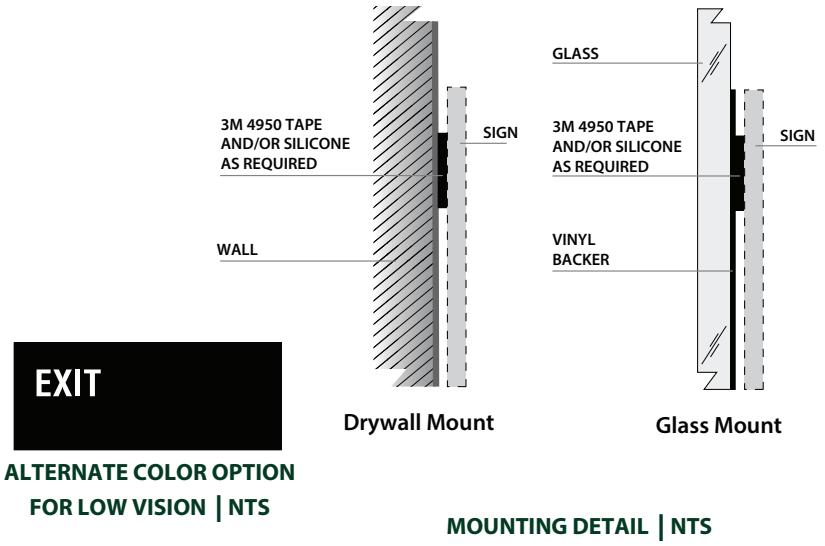
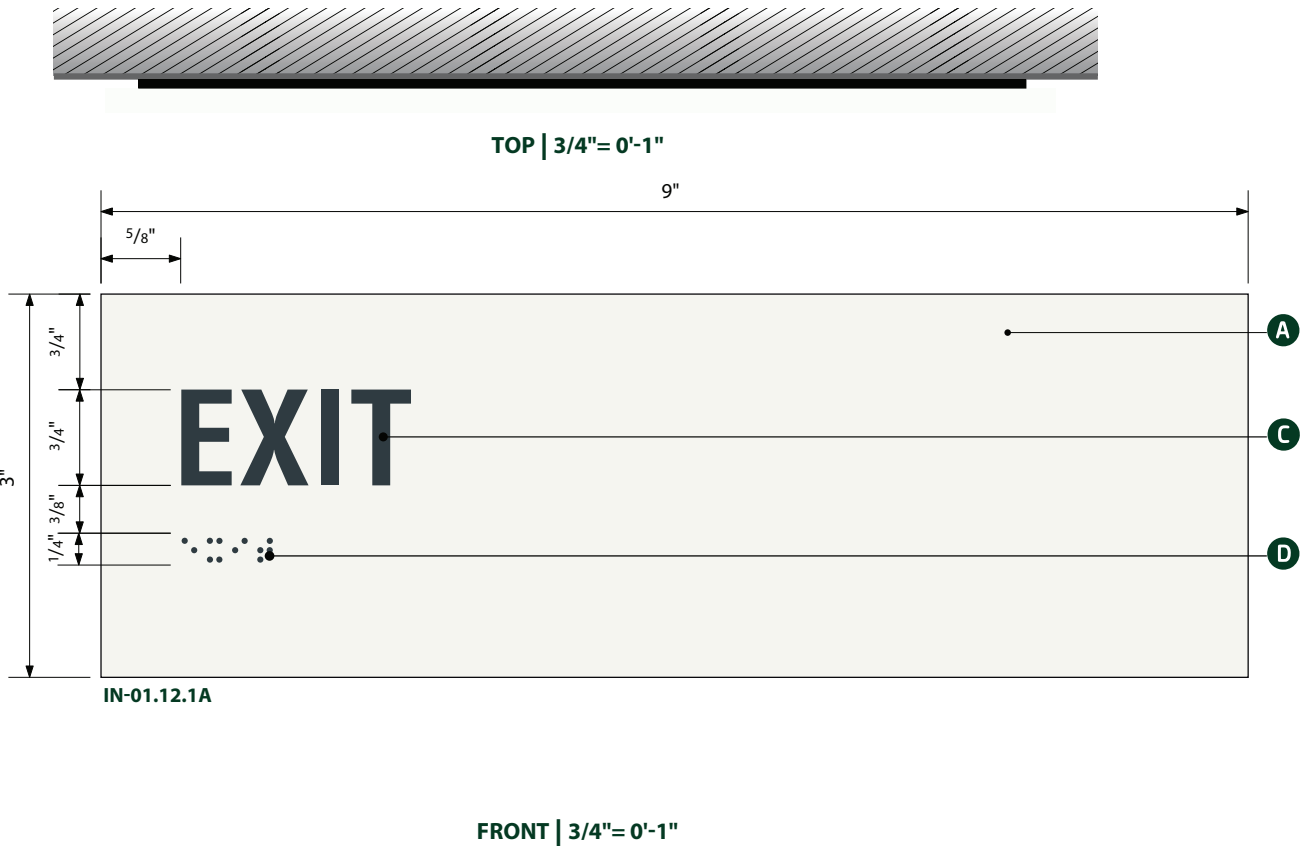
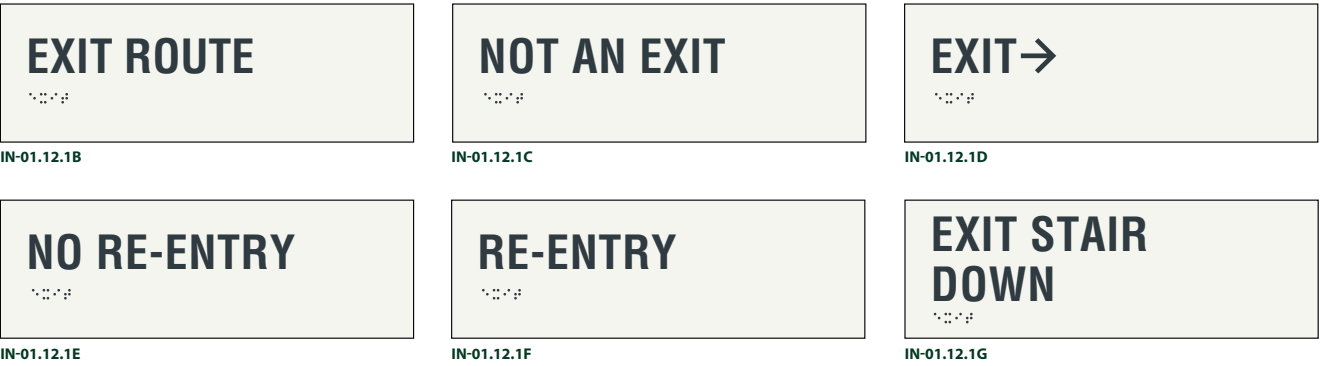
(See Preface for Color details)



White Wonder



307
CHARCOAL GREY



SIGN COLORS:
(See Preface for Color details)

A	B	C
White Wonder	401 Black	307 Charcoal Grey

SIGN TYPE: IN-01.12.1

SIGN DESCRIPTION:
ADA Exit Signs, non-illuminated

SIGN USE:
Interior wall mounted informational sign used to communicate exit status of building doors. Signs can communicate exits points and doors that should not be used for exiting purposes. Sign should be placed on the latch side of the doors.

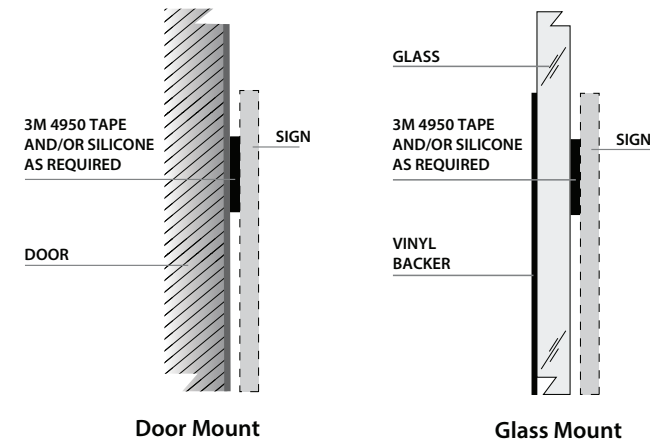
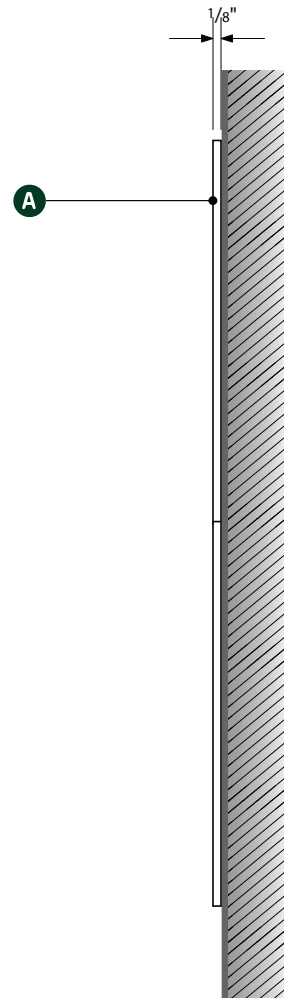
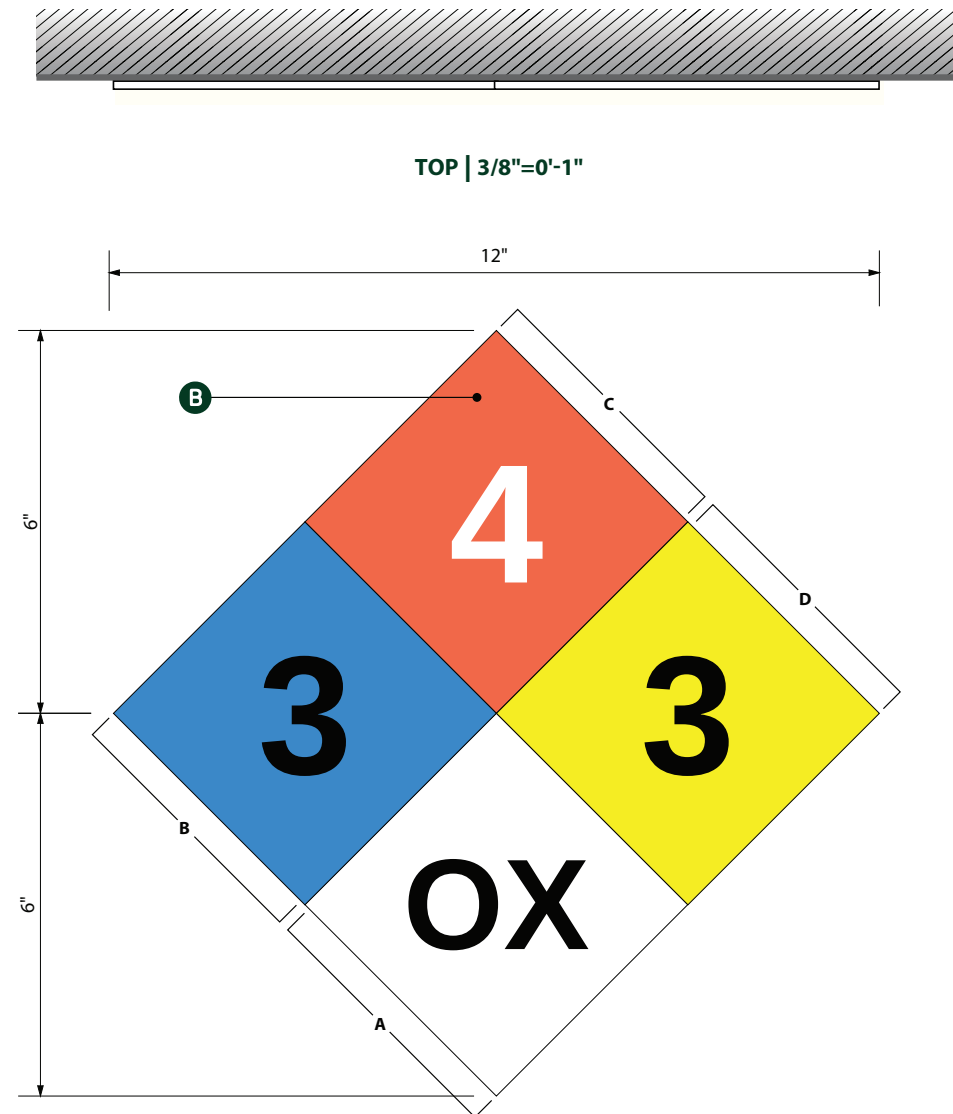
- SIGN SPECS:**
- A FACE** 3/16" P95 Acrylic
Second Surface Painted
 - B BACKER** 1/8" Acrylic
Inset .25" from perimeter
 - C RAISED TEXT** 1/32" Acrylic
Font: Helvetica LT Std
Cond. Bold
 - D BRAILLE BEADS**

California Grade II Raster Braille

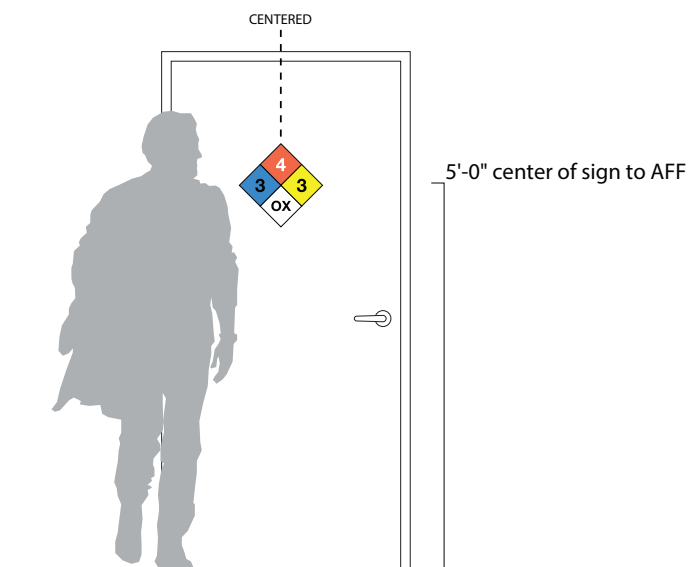
MOUNTING INFO

5'-3" from top of sign to floor
DRYWALL: D/F Tape & Silicone
GLASS: Tape and Vinyl Backer (Silver Metallic)
See Appendix for other conditions.

NOTES



MOUNTING DETAIL | NTS



SIGN TYPE: IN-01.15

SIGN DESCRIPTION:
Hazardous Material Sign

SIGN USE:
Interior hazardous materials information sign used to easily identify specific hazards within room, storage cabinet or locker.

SIGN SPECS:

- A** FACE 1/8" Acrylic
- B** TEXT / ICON Vinyl
Font: Helvetica Bold

A Identifies specific hazard
B Identifies health hazard
C Identifies fire hazard
D identifies reactivity

MOUNTING INFO

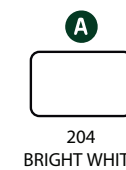
5'-0" from top of sign to floor
DRYWALL: D/F Tape & Silicone
GLASS: Tape and Vinyl Backer (Silver Metallic)
See Appendix for other conditions.

NOTES

DCP Color Guide:

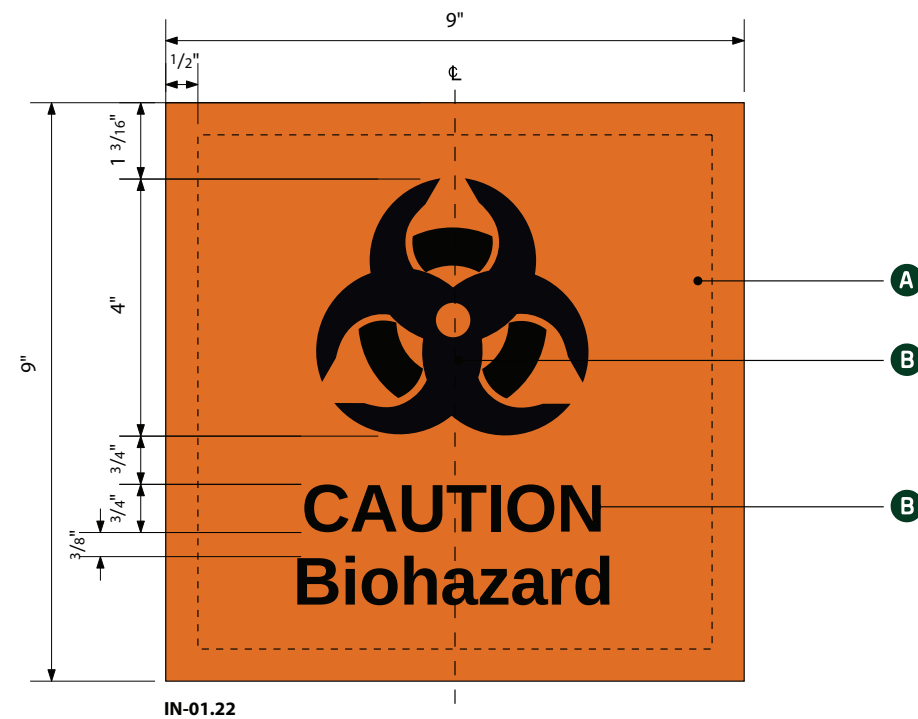
A white
B safety blue (OSHA)
C safety red (OSHA)
D safety yellow (OSHA)

SIGN COLORS:
(See Preface for Color details)

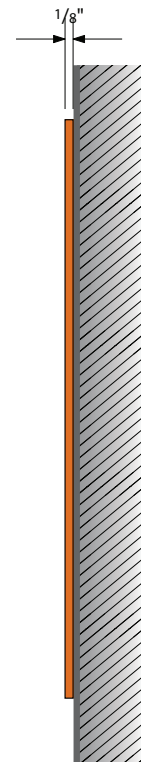




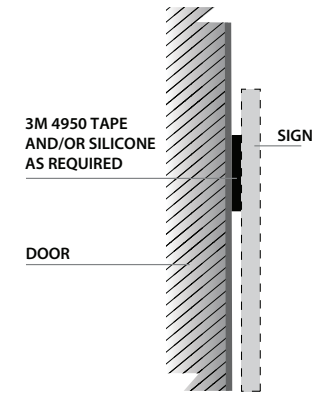
ALTERNATE COLOR OPTION
FOR LOW VISION | NTS



FRONT | 3/8"= 0'-1"

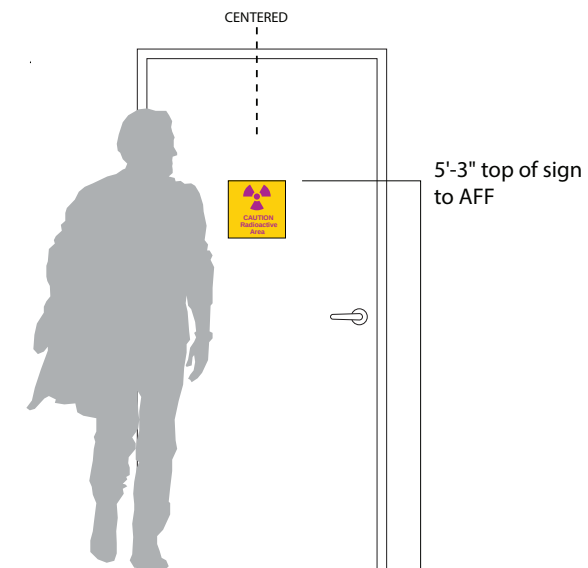


SIDE | 3/8"= 0'-1"



Door Mount

MOUNTING DETAIL | NTS



ELEVATION | NTS

SIGN TYPE: IN-01.16 – 24 (1 of 2)

SIGN DESCRIPTION:
Caution/Information

SIGN USE:
Interior caution information sign communicating areas where oxygen, gases and anesthetic agents, radioactive material, high electrical voltage, biohazardous material, regarding lasers and occupational exposure may be present. Sign must be installed on doors in areas where there is oxygen, gases and anesthesia agents in use, radioactive materials are used or stored, rooms with high voltage (over 600 volt) equipment, rooms where there is biohazard materials, where lasers are used and where there is occupational exposure.

SIGN SPECS:

- A** FACE 1/8" Acrylic
- B** TEXT / ICON Direct Color Print, Flat
Font: Helvetica Bold

MOUNTING INFO

5'-3" from top of sign to floor
DRYWALL: D/F Tape & Silicone
See Appendix for other conditions.

NOTES

SIGN COLORS:

(See Preface for Color details)





ADDITIONAL SIGN FACE LAYOUTS | 1/4"= 0'-1"

SIGN TYPE: IN-01.16 – 24 (2 of 2)

SIGN DESCRIPTION: Caution/Information

SIGN USE:
Interior caution information sign communicating areas where oxygen, gases and anesthetic agents, radioactive material, high electrical voltage, biohazardous material, regarding lasers and occupational exposure may be present. Sign must be installed on doors in areas where there is oxygen, gases and anesthesia agents in use, radioactive materials are used or stored, rooms with high voltage (over 600 volt) equipment, rooms where there is biohazard materials, where lasers are used and where there is occupational exposure.

SIGN SPECS:

- A** FACE 1/8" Acrylic
- B** TEXT / ICON Direct Color Print, Flat Font: Helvetica Bold

MOUNTING INFO

5'-3" from top of sign to floor
DRYWALL: D/F Tape & Silicone
See Appendix for other conditions.

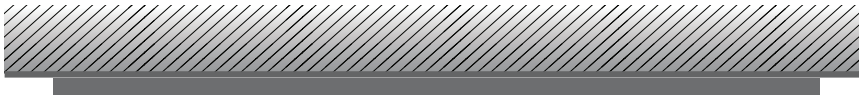
NOTES

SIGN COLORS: (See Preface for Color details)

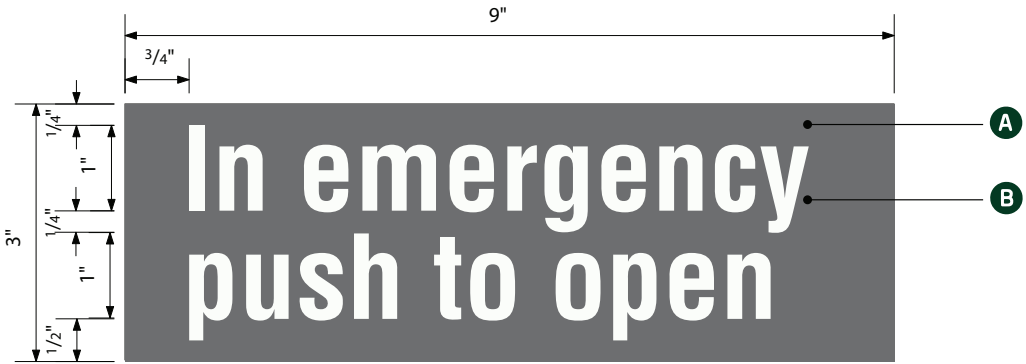


In emergency
push to open

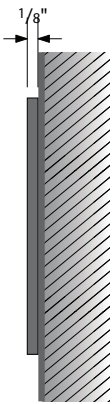
ALTERNATE COLOR OPTION FOR LOW VISION | 1/2"= 0'-1"



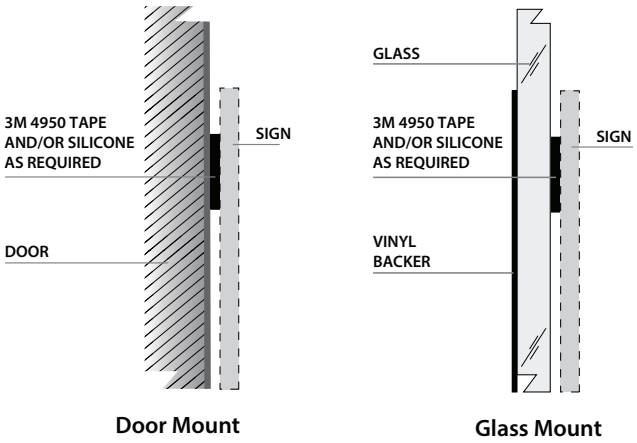
TOP VIEW | 1/2"= 0'-1"



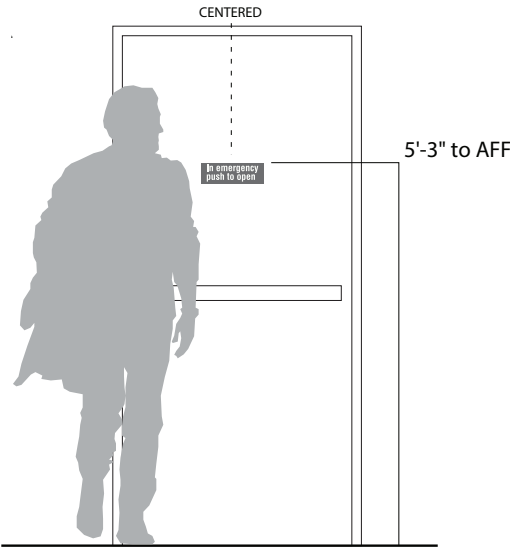
FRONT PROFILE | 1/2"= 0'-1"



SIDE PROFILE | 1/2"= 0'-1"



SIDE MOUNTING DETAIL | NTS



MOUNTING STANDARD | NTS

SIGN COLORS:
(See Preface for Color details)

A



Inerte Grey

B



White Wonder

SIGN TYPE: IN-01.27

SIGN DESCRIPTION:
Emergency Push to Open

SIGN USE:
Interior door mounted sign used to inform the type of action needed to activate door in case of an emergency. Sign shall be located on the latch side of doors at all exits where push motion is needed to activate door.

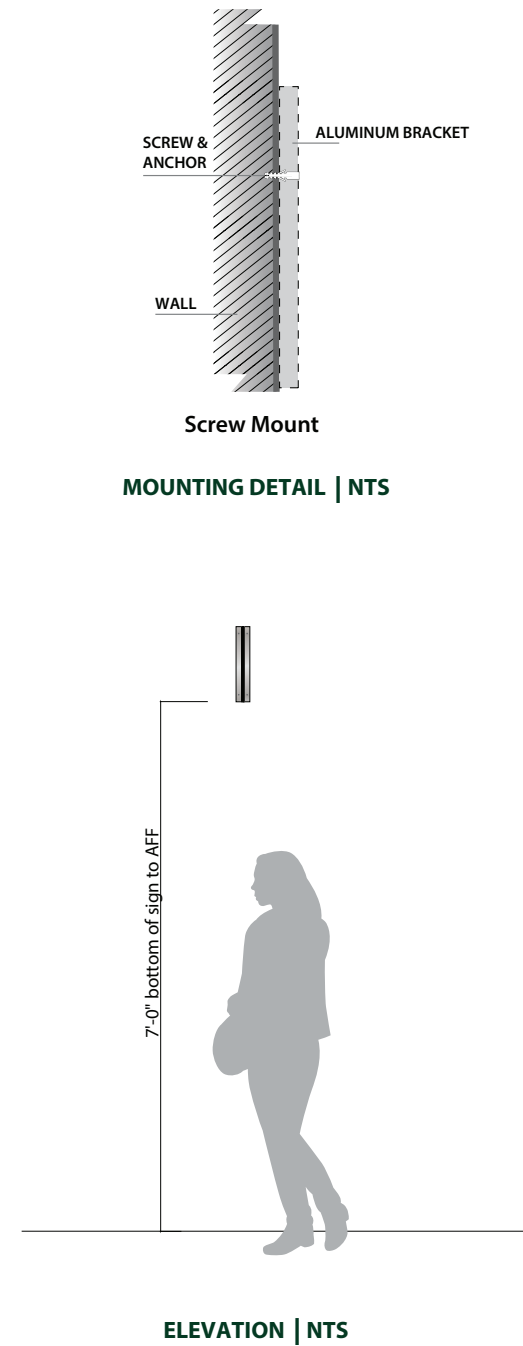
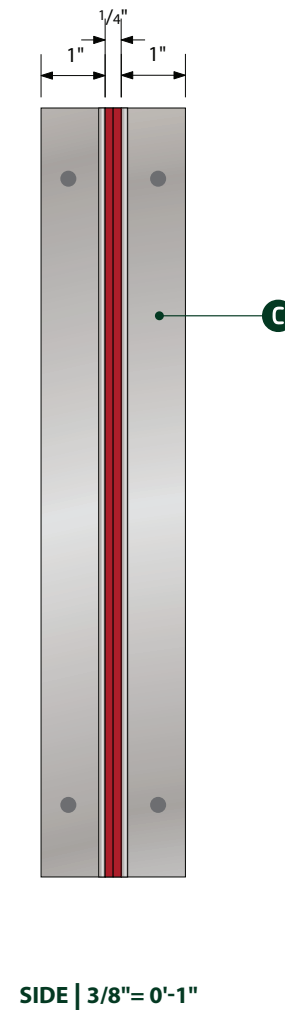
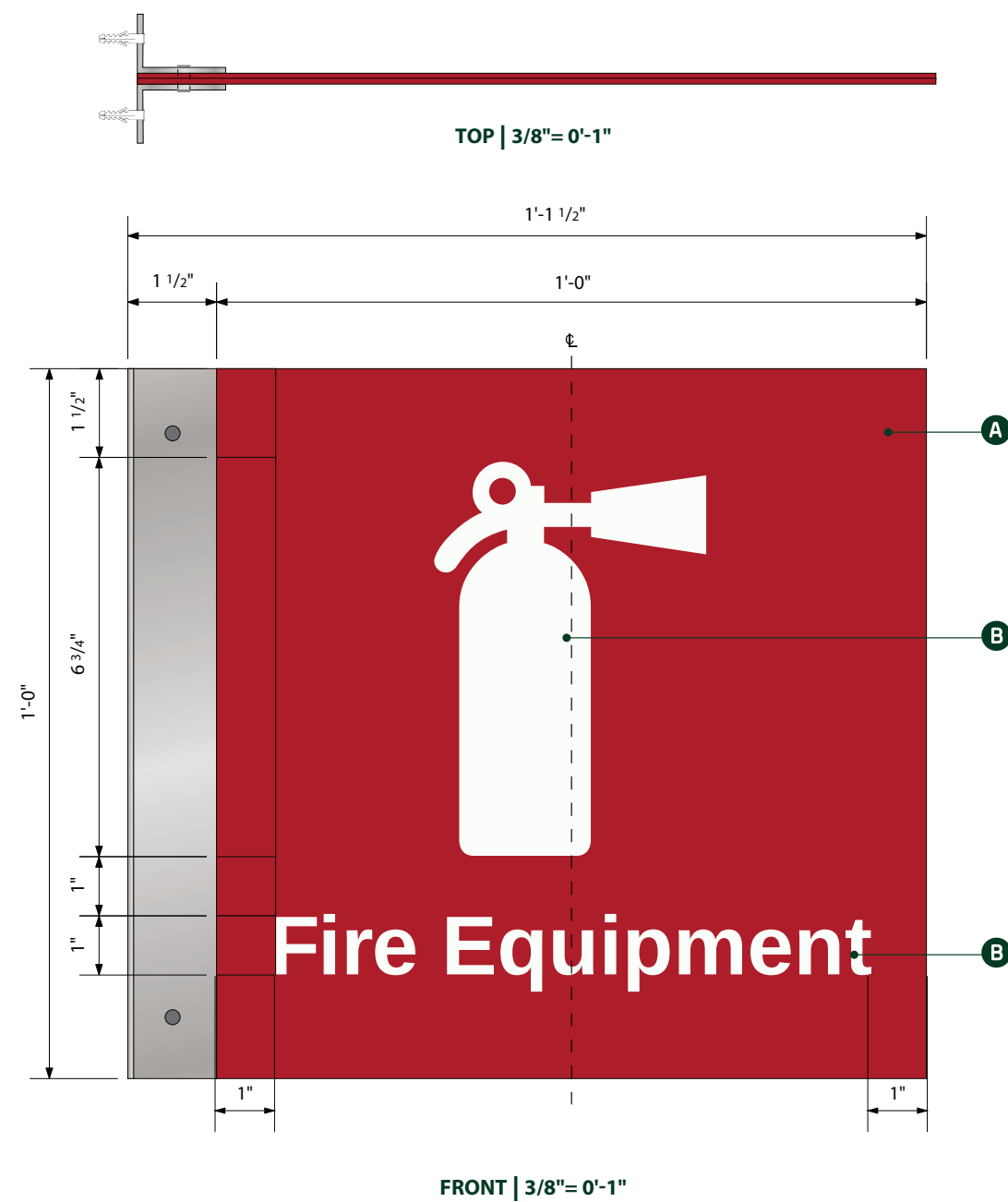
SIGN SPECS:

- A** FACE 1/8" P95 Acrylic
Second Surface Painted
- B** TEXT Direct Color Print, Flat
Font: Helvetica Bold Cond.

MOUNTING INFO

5'-3" from top of sign to floor
DRYWALL: D/F Tape & Silicone
GLASS: Tape and Vinyl Backer (Silver Metallic)
See Appendix for other conditions.

NOTES



SIGN TYPE: IN-01.31

SIGN DESCRIPTION:
Fire Equipment Identification

SIGN USE:
Interior wall mounted projecting/flag sign used to identify fire equipment cabinet locations with both words and symbols. Sign should be mounted above the fire cabinet.

SIGN SPECS:

- A** FACE (2) 1/8" P95 acrylic painted edges.
- B** TEXT/ICON Direct Color Print, Flat Font: Helvetica Bold
- C** BRACKET 1" x 1 1/2" x 1/8" thick Brushed aluminum angle bracket

MOUNTING INFO

7'-0" from bottom of sign to finished floor
Screw and anchor paint screw head to match bracket
See Appendix for other conditions

NOTES

SIGN COLORS:
(See Preface for Color details)

A

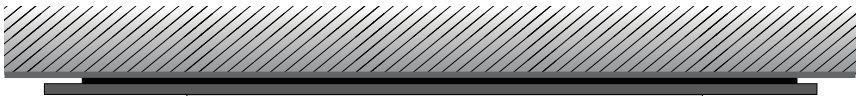
601 RED

B

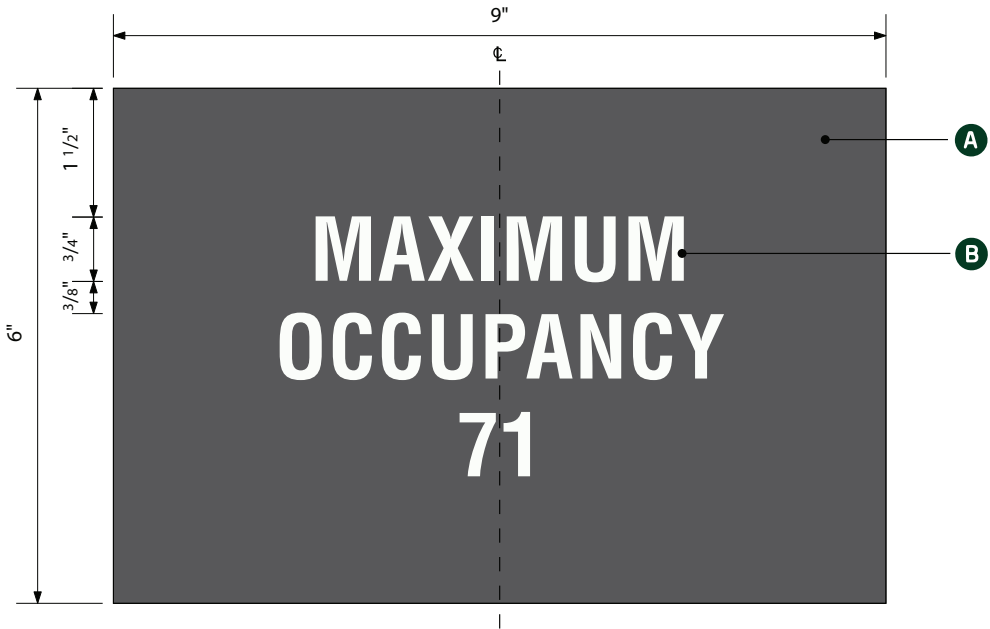
White Wonder



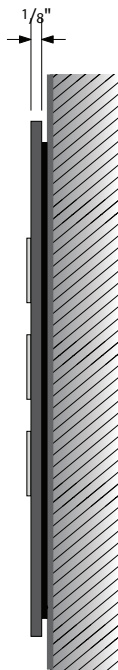
ALTERNATE COLOR OPTION FOR LOW VISION | NTS



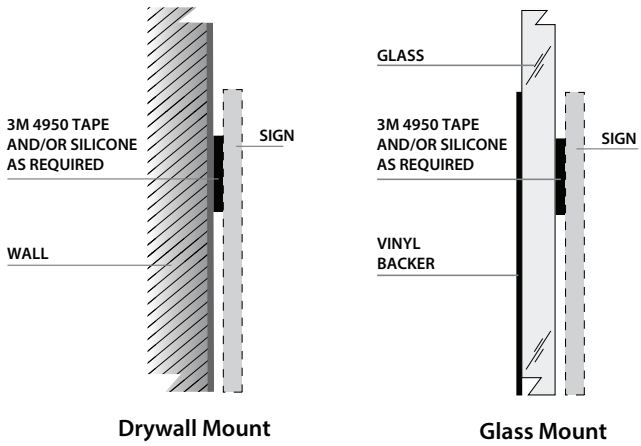
TOP | 1/2"= 0'-1"



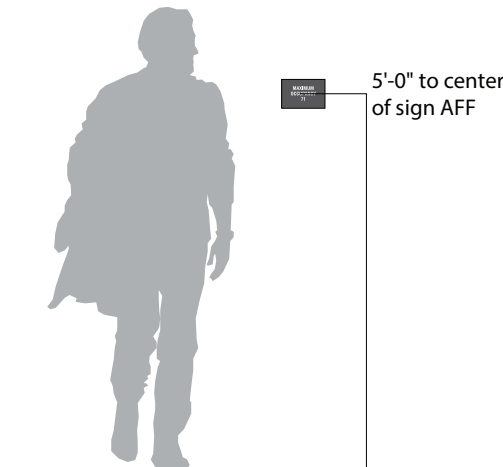
FRONT | 1/2"= 0'-1"



SIDE | 1/2"= 0'-1"



MOUNTING DETAIL | NTS



ELEVATION | NTS

SIGN TYPE: IN-01.35

SIGN DESCRIPTION:
Maximum Occupancy Sign

SIGN USE:
Interior room sign used to identify the allowed occupancy in a designated room. These signs should be placed on the wall near the entry way of public spaces where occupant levels may fluctuate during normal operating hours. Occupancy rates should be determined with assistance of Fire Marshall and other VA codes and regulations.

SIGN SPECS:

- A** FACE 1/8" Acrylic
Second Surface Painted
- B** TEXT Direct Color Print, Raised
Font: Helvetica Bold Cond.

MOUNTING INFO

5'-0" from top of sign to floor
DRYWALL: D/F Tape & Silicone
GLASS: Tape and Vinyl Backer (Silver Metallic)
See Appendix for other conditions.

NOTES

SIGN COLORS:
(See Preface for Color details)



Mandatory VA Policy

IN-02.01 Mandatory Policy Consent to Inspection

IN-02.02 Mandatory Policy No Smoking

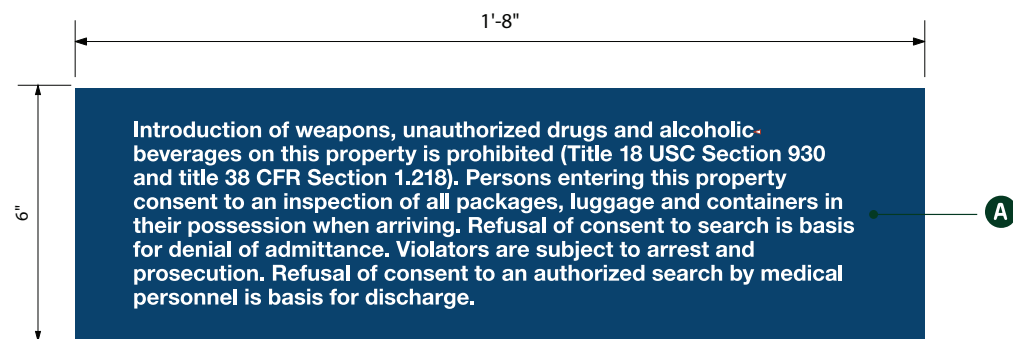
IN-02.03 Mandatory Policy No Weapons Permitted

IN-02.04 Mandatory Policy Business Hours

IN-02.07 Patient Rights and Responsibilities

IN-02.08 Policies and Directives

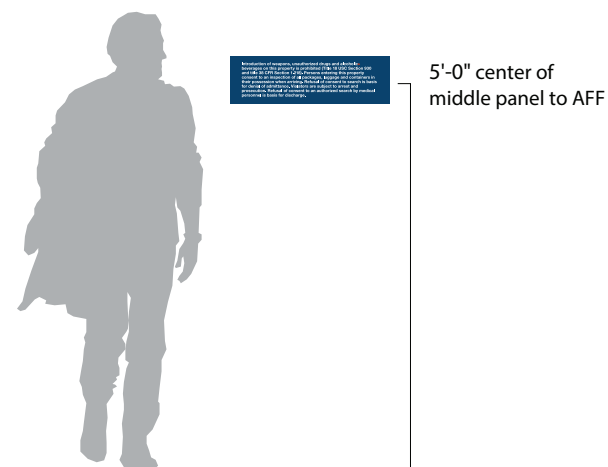
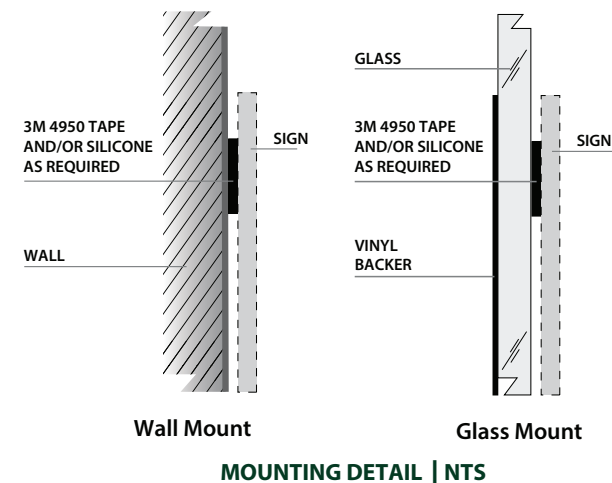
IN-02.10 No Weapons Sign – Small



FRONT | 1/4" = 0'-1"



SIDE | 1/4" = 0'-1"



ELEVATION | NTS

SIGN COLORS:
(See Preface for Color details)



SIGN TYPE: IN-02.01

SIGN DESCRIPTION:

Mandatory Policy Consent to Inspection

SIGN USE:

Interior wall mounted sign that communicate mandatory VA policy related to consent to inspect. Signs are required to be placed at the entrance of a building. Co-locate with Mandatory Policy signs, IN-02.03 and IN-02.02.

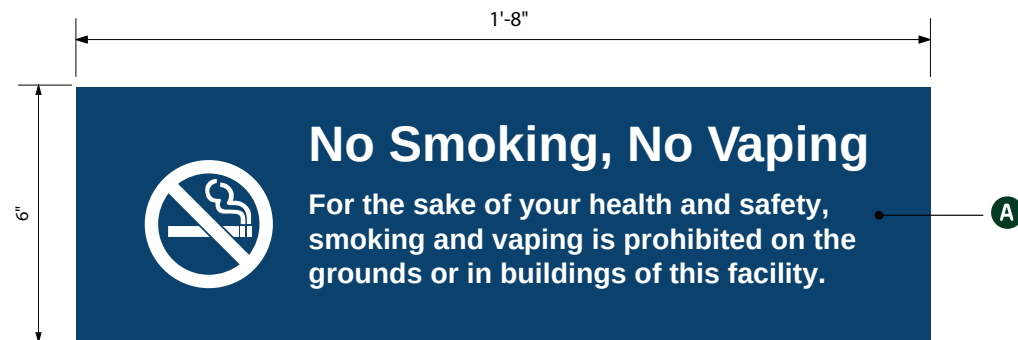
SIGN SPECS:

- A** FACE 1/8" P95 Acrylic with full color first surface digital print

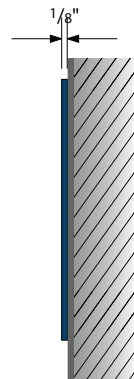
MOUNTING INFO

5'-0" from top of sign to floor
 DRYWALL: D/F Tape & Silicone
 GLASS: Tape and Vinyl Backer (Silver Metallic)
 See Appendix for other conditions.

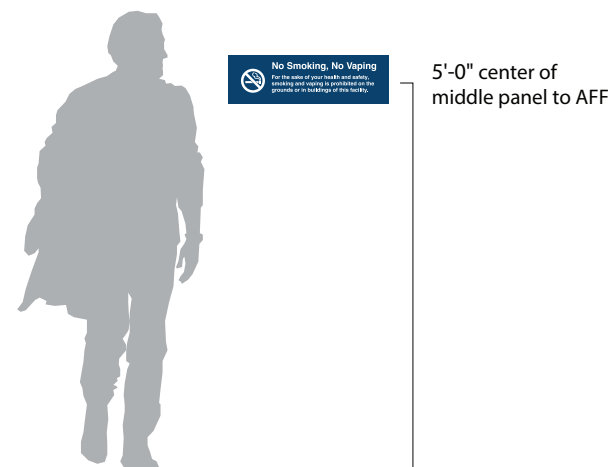
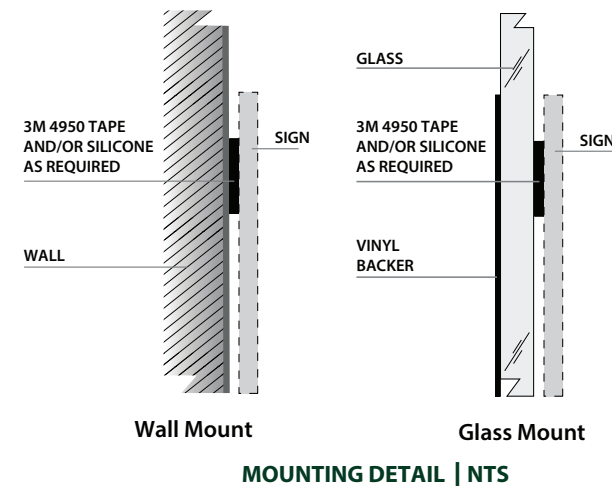
NOTES



FRONT | 1/4" = 0'-1"



SIDE | 1/4" = 0'-1"



ELEVATION | NTS

SIGN COLORS:
(See Preface for Color details)



SIGN TYPE: IN-02.02

SIGN DESCRIPTION:
Mandatory Policy No Smoking

SIGN USE:
Interior wall mounted sign that communicate mandatory VA policy related to VA smoking policy. Signs are required to be placed at the entrance of a building. Co-locate with Mandatory Policy signs, IN-02.01 and IN-02.03.

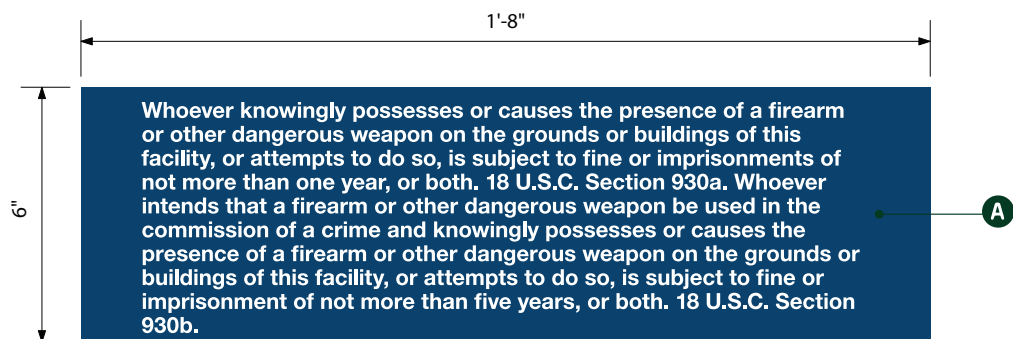
SIGN SPECS:

A FACE 1/8" P95 Acrylic with full color first surface digital print

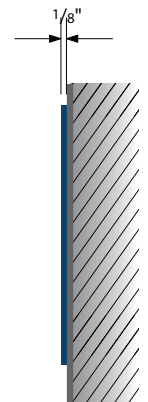
MOUNTING INFO

5'-0" from top of sign to floor
DRYWALL: D/F Tape & Silicone
GLASS: Tape and Vinyl Backer (Silver Metallic)
See Appendix for other conditions.

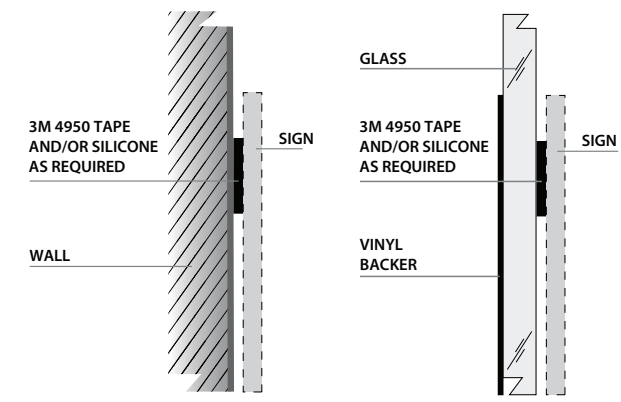
NOTES



FRONT | 1/4" = 0'-1"

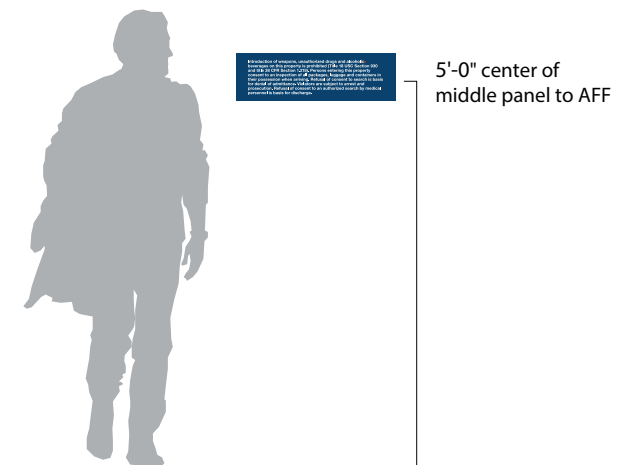


SIDE | 1/4" = 0'-1"



Wall Mount Glass Mount

MOUNTING DETAIL | NTS



ELEVATION | NTS

SIGN COLORS:
(See Preface for Color details)

A

Buildings of this or improvement of other State. Whoever owns or causes the sign on the grounds is subject to fine or imprisonment of not more than five years, or both. 18 U.S.C. Section 930b.

Digital Print

SIGN TYPE: IN-02.03

SIGN DESCRIPTION:

Mandatory Policy No Weapons Permitted

SIGN USE:

Interior wall mounted sign that communicate mandatory VA policy related to VA weapons prohibition policy. Signs are required to be placed at the entrance of a building. Co-locate with Mandatory Policy signs, IN-02.01 and IN-02.02.

SIGN SPECS:

- A FACE 1/8" P95 Acrylic with full color first surface digital print

MOUNTING INFO

5'-0" from top of sign to floor
 DRYWALL: D/F Tape & Silicone
 GLASS: Tape and Vinyl Backer (Silver Metallic)
 See Appendix for other conditions.

NOTES

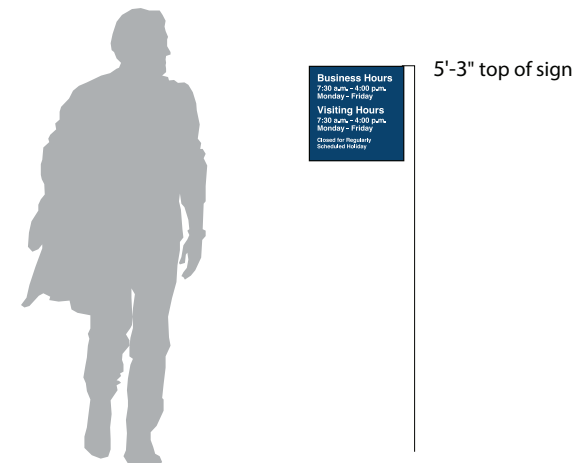
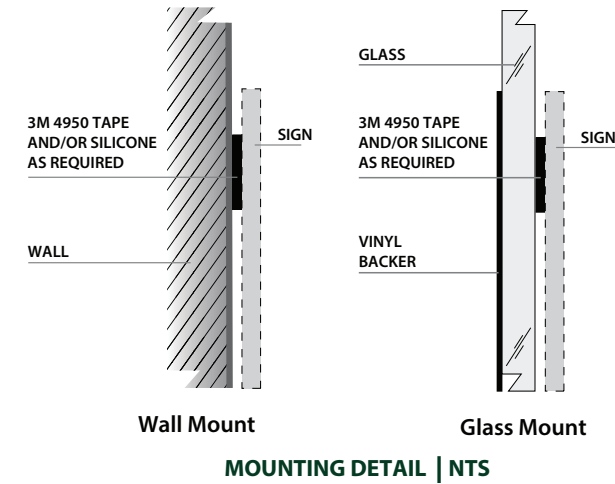
Is placed with IN-02.01 and IN-02.02.



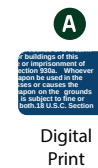
FRONT | 1/2" = 0'-1"



SIDE | 1/2" = 0'-1"



SIGN COLORS:
(See Preface for Color details)



SIGN TYPE: IN-02.04

SIGN DESCRIPTION:
Mandatory Policy Business Hours

SIGN USE:
Interior wall mounted sign that communicate mandatory VA policy related to campus business hours. Signs are required to be placed at the entrance of a building when other signs are not present that contain business hours information.

SIGN SPECS:

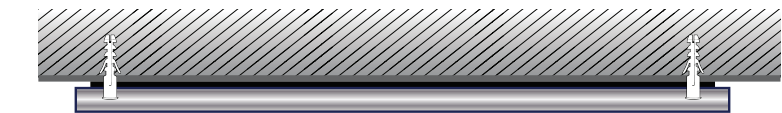
- A FACE** 1/8" P95 Acrylic with full color first surface digital print

MOUNTING INFO

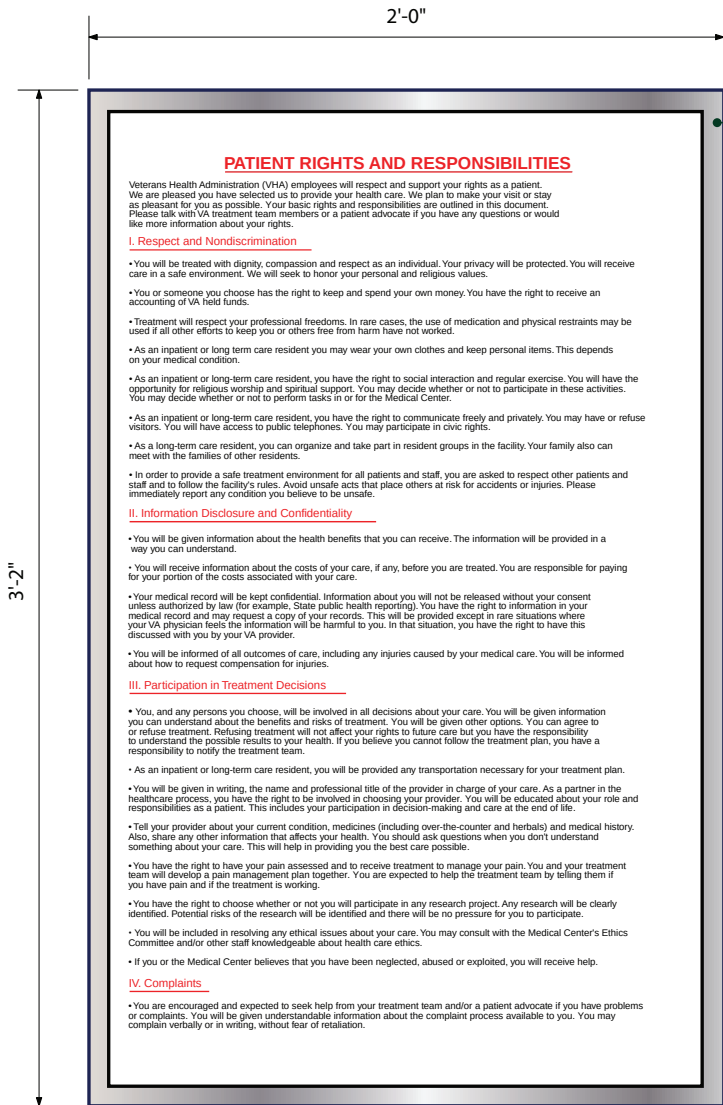
5'-3" from top of sign to floor
DRYWALL: D/F Tape & Silicone
GLASS: Tape and Vinyl Backer (Silver Metallic)
See Appendix for other conditions.

NOTES

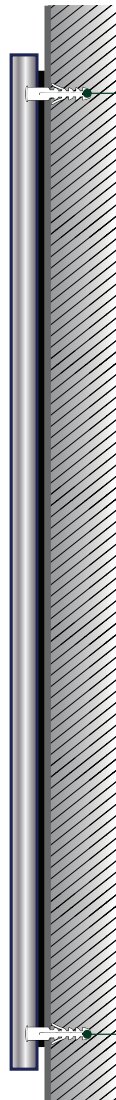
Hours and days of operation are to be established on a facility by facility basis.



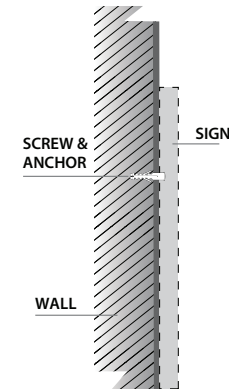
TOP | 5/32"= 0'-1"



FRONT | 5/32"= 0'-1"

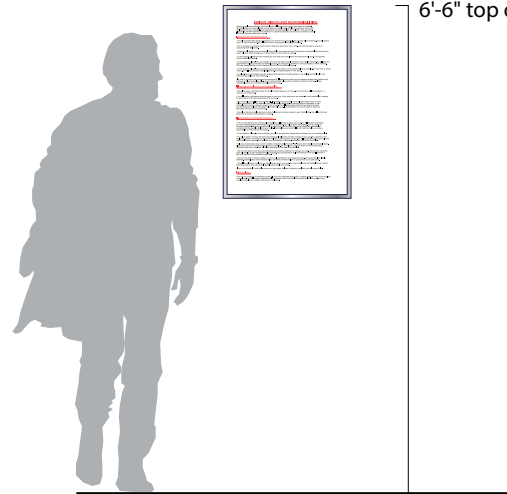


SIDE | 5/32"= 0'-1"



Screw Mount

MOUNTING DETAIL | NTS



6'-6" top of sign to AFF

ELEVATION | NTS

SIGN COLORS:
(See Preface for Color details)



Brushed Aluminum

SIGN TYPE: IN-02.07

SIGN DESCRIPTION:

Patient Rights and Responsibilities

SIGN USE:

Non-illuminated enclosed display case/frame to accommodate foam core mounted paper print behind glass or acrylic. It is recommended that this sign be placed at building entrances or in lobbies. Position display so visitors have a clear, unobstructed view of the sign.

SIGN SPECS:

A FRAME

Non-illuminated enclosed display snap frame to accommodate foam core mounted paper print behind glass or acrylic.

Options to include:

Frame with four hinged sides that open and close with a "snap." Frame is front loading allowing for frame to remain mounted during sign replacement. Clips should be made of aluminum or similar durable material. Frame finish—brushed aluminum

MOUNTING INFO

6'-6" to top of sign to finished floor

Hidden screw and anchor, centered horizontally, 1 inch from center of screw to sign ends

See Appendix for other conditions.

NOTES

VA Provides Poster Insert

SIGN TYPE: IN-02.08

SIGN DESCRIPTION:
Policies and Directives

SIGN USE:
Interior wall mounted non-illuminated snap frame used to hold foam core mounted paper insert. Signs are required to be placed near the entrance to buildings and position so visitors have a clear unobstructed view of the sign.

SIGN SPECS:

- A FRAME
Non-illuminated enclosed display snap frame to accommodate foam core mounted paper print behind glass or acrylic.

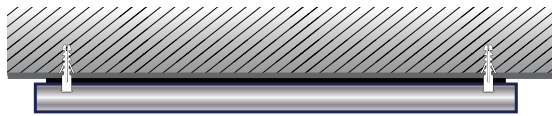
Options to include:
Frame with four hinged sides that open and close with a “snap.”
Frame is front loading allowing for sign replacement. Clips should be made of aluminum or similar durable material. Frame finish–brushed aluminum

MOUNTING INFO

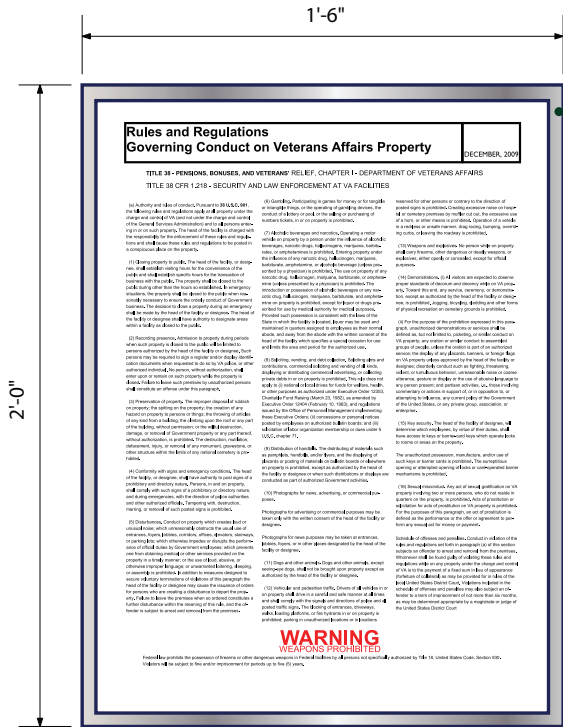
6'-6" to top of sign to finished floor
Hidden screw and anchor, centered horizontally, 1 inch from center of screw to sign ends
See Appendix for other conditions.

NOTES

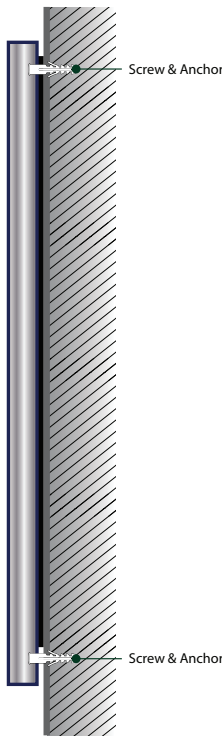
VA Provides Poster Insert



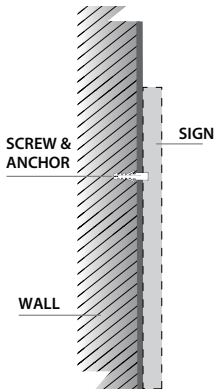
TOP | 5/32"= 0'-1"



FRONT | 5/32"= 0'-1"

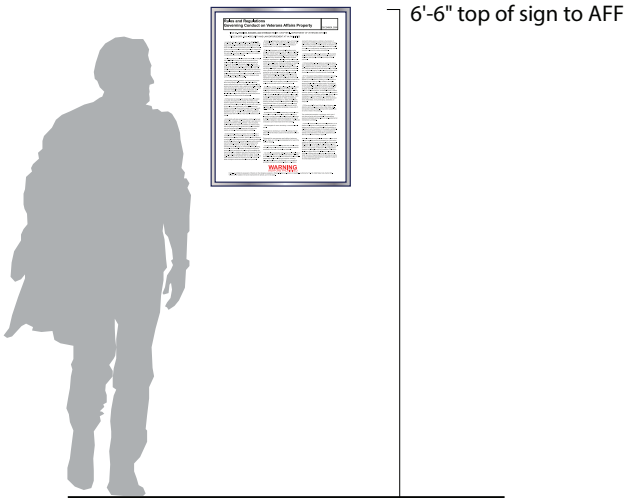


SIDE | 5/32"= 0'-1"



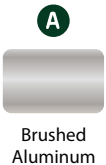
Screw Mount

MOUNTING DETAIL | NTS

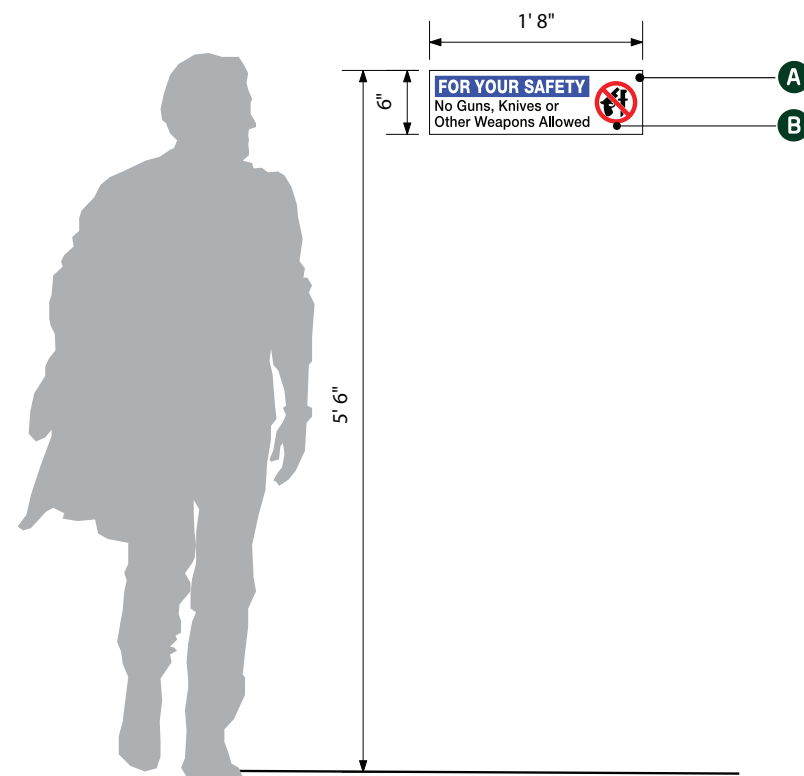


ELEVATION | NTS

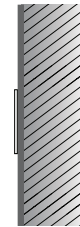
SIGN COLORS:
(See Preface for Color details)



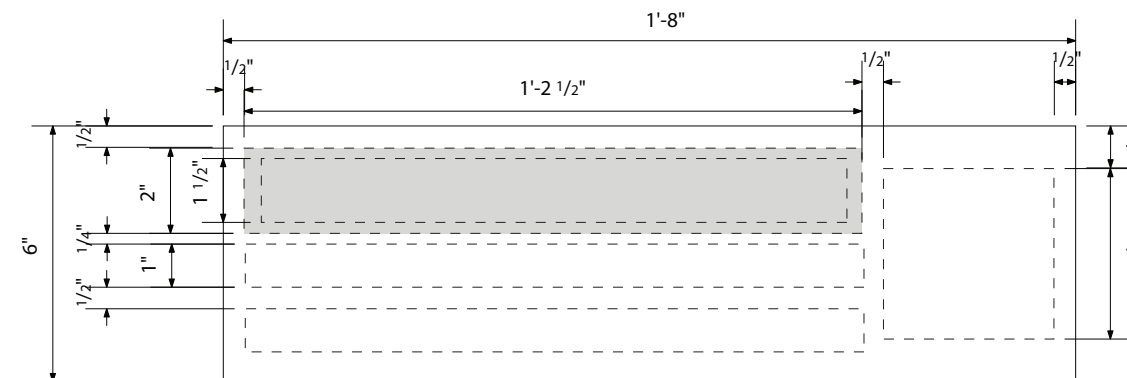
Brushed Aluminum



FRONT | 3/4"=1'-0"



SIDE | 3/4"=1'-0"



GRAPHIC LAYOUT | 3"=1'-0"

SIGN COLORS:
(See Preface for Color details)



White



Direct Color
Print

SIGN TYPE: IN-02.10

SIGN DESCRIPTION:
No Weapons Sign-Small

SIGN USE:

Wall/door mounted acrylic mandatory sign used at all entries to campus buildings, except those into utility rooms, to communicate that no weapons are allowed on campus. Sign should be placed on building door or adjacent to the door. This sign is required at all building entrances on all VA campus locations.

SIGN SPECS:

- A** FACE
1/4" White Acrylic
- B** LETTER FORMS
Direct Color Print, first surface
Font: Helvetica Medium Condensed and Helvetica Regular Condensed

MOUNTING INFO

5'-6" to top of sign.
When placed adjacent to door, sign should be mounted on hinged side of door.

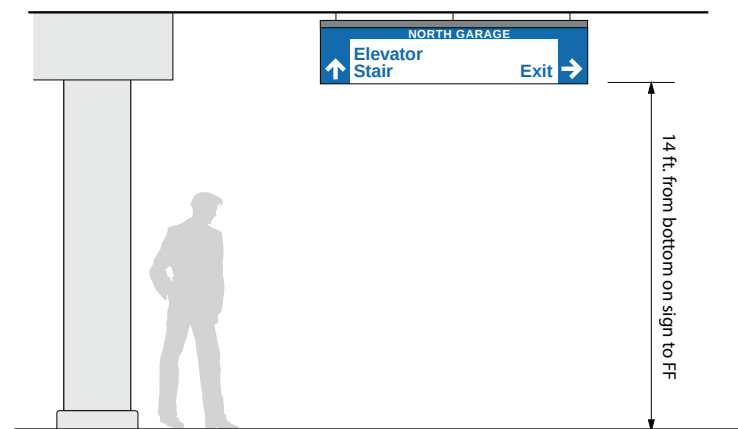
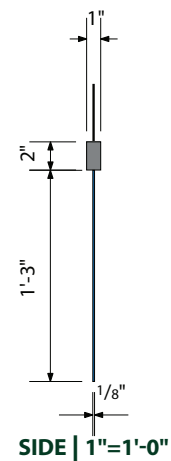
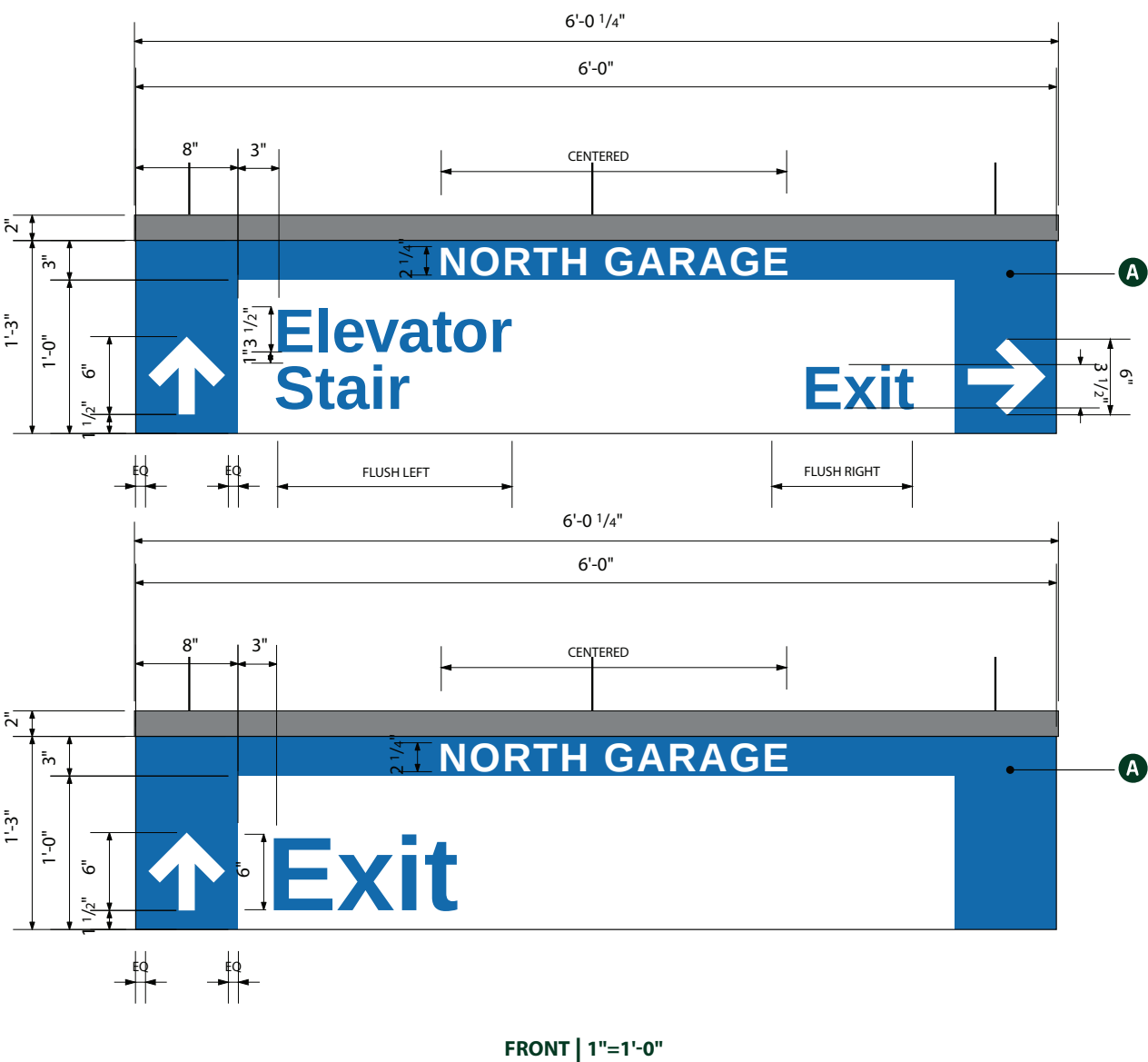
Double sided foam tape or silicone adhesive

See Appendix for other conditions.

NOTES

Parking Structure

- PS-01.04 Garage Directional Ceiling Hung
- PS-02.04 Garage Directional Beam Mounted
- PS-03.02 Wall Mounted Level/Directional
- PS-05.01-02 Parking Garage Levels
- PS-07.03 Elevator Identification Text and Level Number Vinyl
- PS-08.10-12 Garage Levels Dimensional (Letters and Numbers)
- PS-08.13-14 Elevator Identification Dimensional Letters and Numbers
- PS-13 Electronic Stall Availability Sign



ELEVATION | NTS

SIGN COLORS:
(See Preface for Color details)

A

TBD
by Floor

SIGN TYPE: PS-01.04

SIGN DESCRIPTION:
Garage Directional Ceiling Hung

SIGN USE:
Interior non-illuminated ceiling hung parking structure sign used to direct driver by providing parking and exit information. Signs should be placed on every level and at decision points for drivers. These signs should be aligned with the flow of traffic and clear of building support for driver visibility.

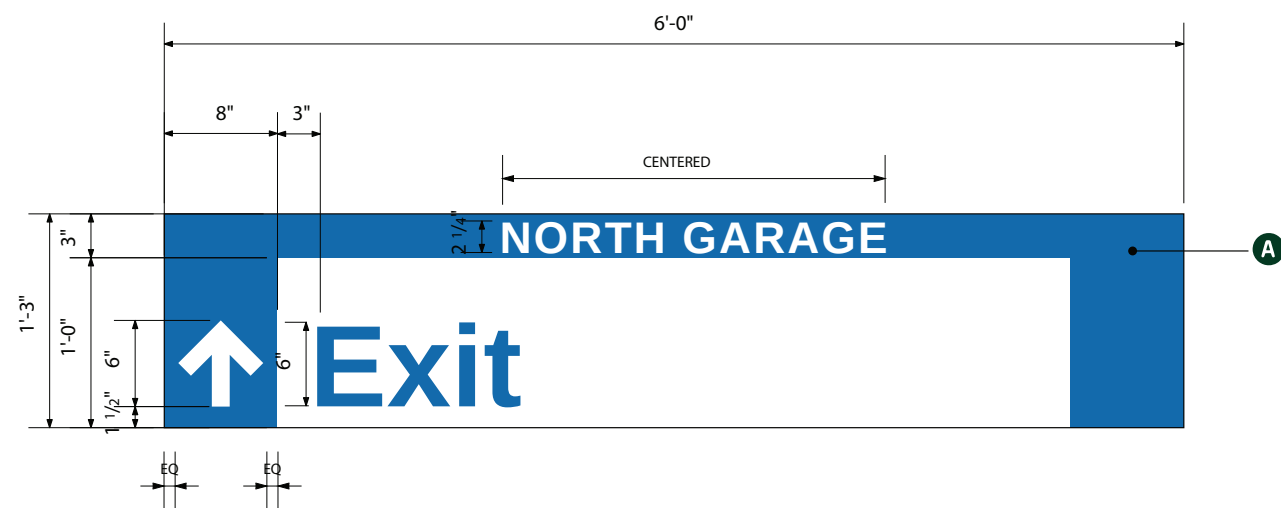
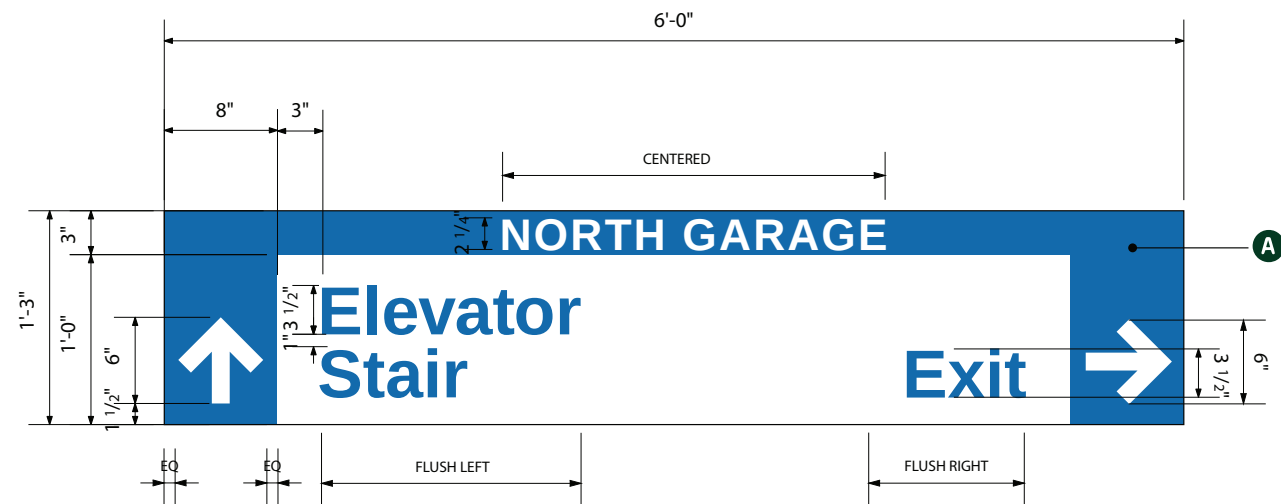
SIGN SPECS:

A FACE 1/8" Aluminum
First Surface Digital Print
Font: Helvetica Bold

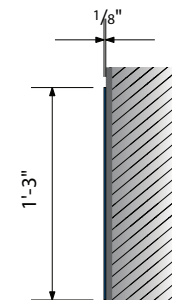
MOUNTING INFO

Cable system mechanically fastened into cement
See Appendix for other conditions.

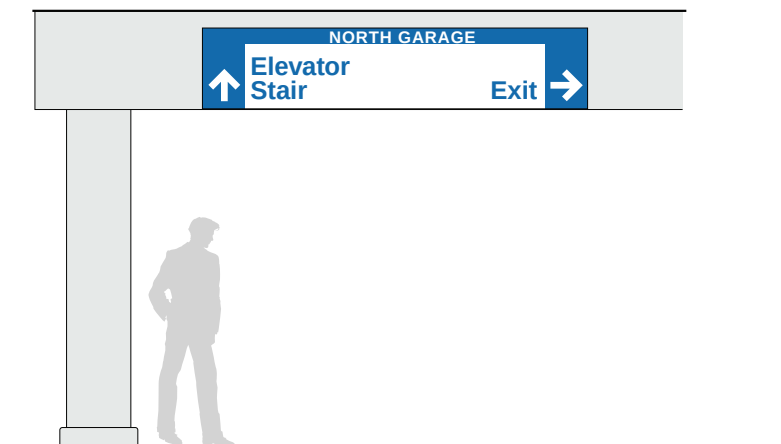
NOTES



FRONT | 1"=1'-0"



SIDE | 1"=1'-0"



ELEVATION | NTS

SIGN COLORS:
(See Preface for Color details)



SIGN TYPE: PS-02.04

SIGN DESCRIPTION:

Garage Directional Beam Mounted

SIGN USE:

Interior non-illuminated beam mounted parking structure sign used to direct driver by providing parking and exit information. Signs should be placed on every level and at decision points for drivers. These signs should be aligned with the flow of traffic and positioned on the bottom edge of the beam/soffit.

SIGN SPECS:

- A** 1/4" Aluminum
First Surface Digital Print
Font: Helvetica Bold

MOUNTING INFO

D/F Tape & Silicone
See Appendix for other conditions.

NOTES

SIGN TYPE: PS-03.02

SIGN DESCRIPTION:
Wall Mounted Level / Directional

SIGN USE:
Interior non-illuminated wall mounted parking structure sign used to direct pedestrians by providing exit and floor information. Signs should be placed on every level and near elevators and exits. Position signs so both drivers and pedestrians have a clear unobstructed view of the sign.

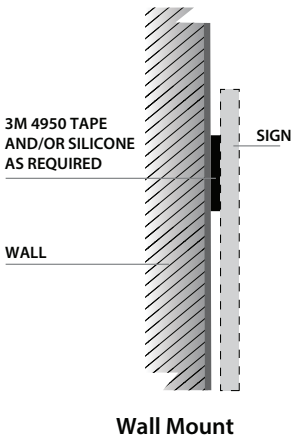
SIGN SPECS:

- A** FACE Vinyl
First Surface Digital Print
Font: Helvetica Bold

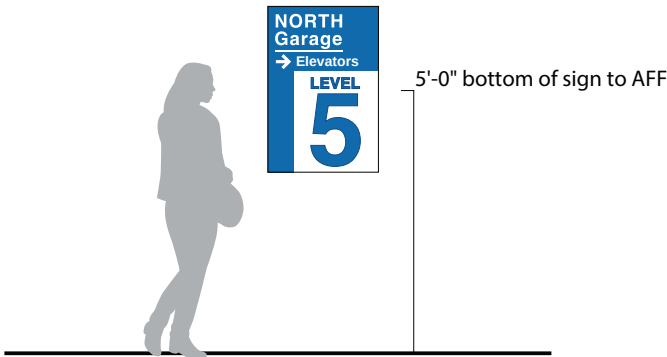
MOUNTING INFO

5'-0" center of sign to finished floor
D/F Tape & Silicone
See Appendix for other conditions.

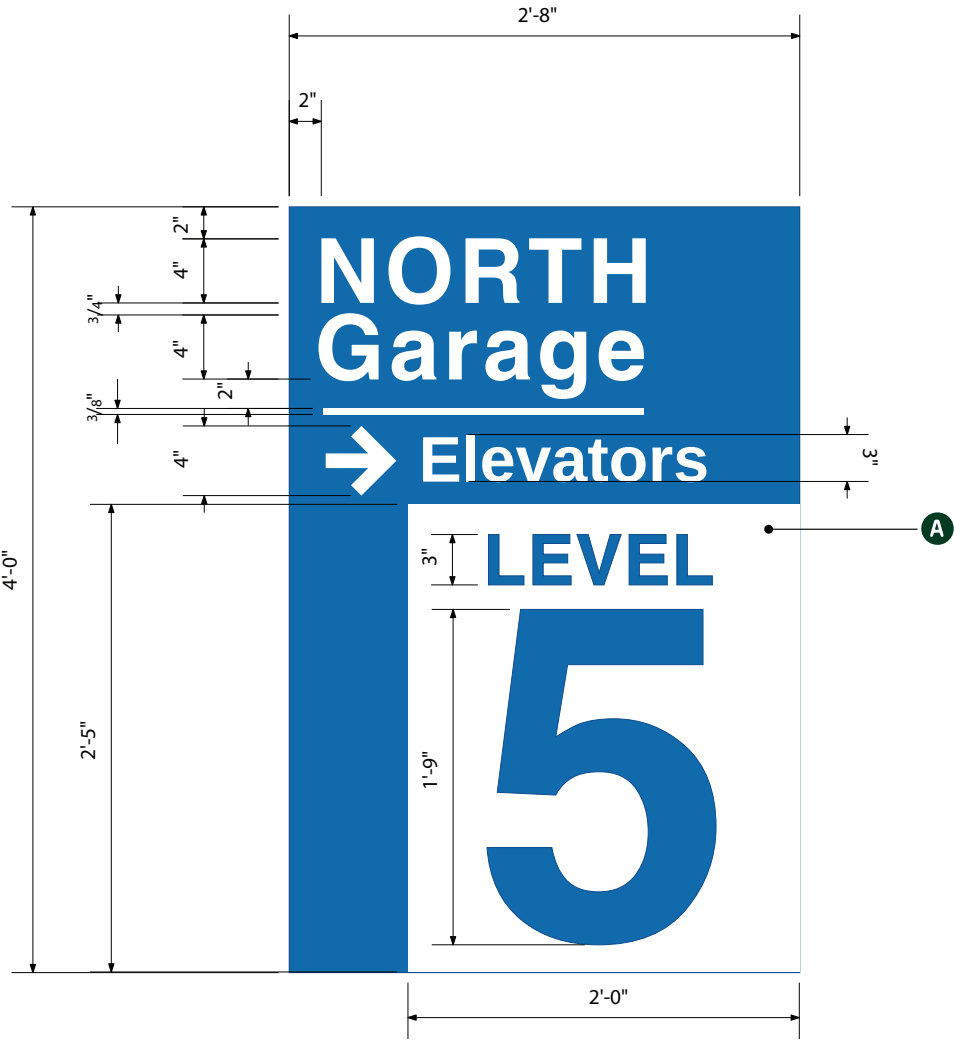
NOTES



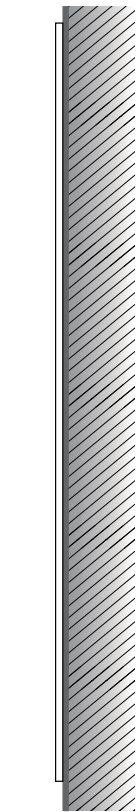
MOUNTING DETAIL | NTS



ELEVATION | NTS



FRONT | 1-1/8"=1'-0"



SIDE | 1-1/8"=1'-0"

SIGN COLORS:
(See Preface for Color details)



SIGN TYPE: PS-05.01-02

SIGN DESCRIPTION:
Parking Garage Levels

SIGN USE:
Interior non-illuminated column mounted parking structure sign used to direct pedestrians and drivers by providing floor information. Signs should be placed uniformly and periodically on columns on every garage level. Position signs so both drivers and pedestrians have a clear unobstructed view of the sign.

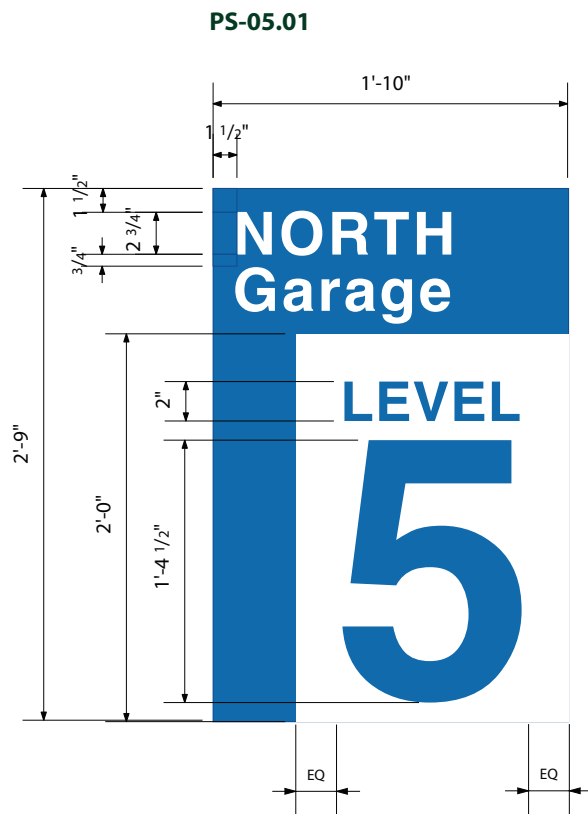
SIGN SPECS:

- A** FACE Vinyl
First Surface Digital Print
Font: Helvetica Bold

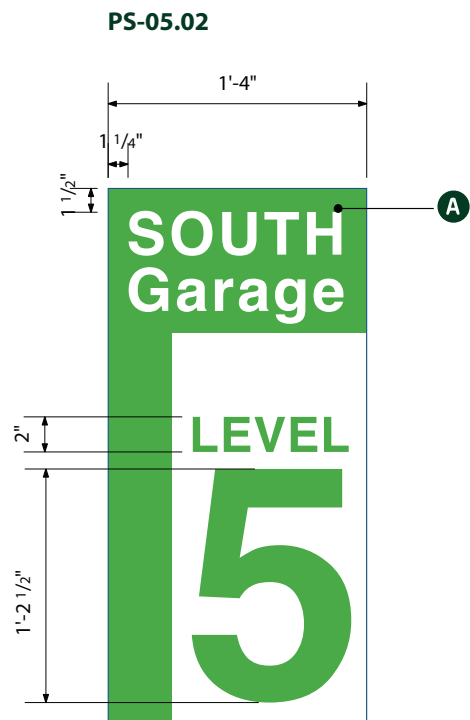
MOUNTING INFO

5'-0" center of sign to finished floor
D/F Tape & Silicone
See Appendix for other conditions.

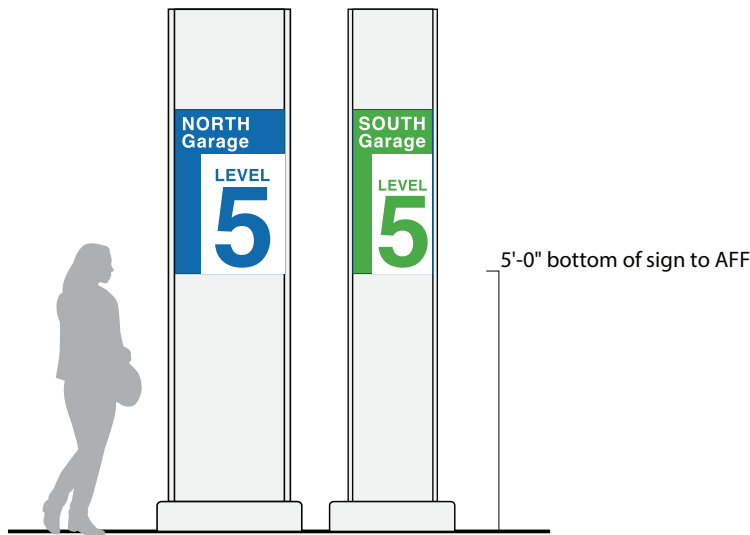
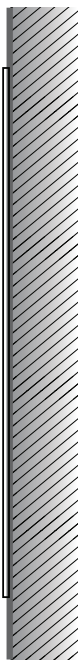
NOTES



FRONT | 1-1/8"=1'-0"



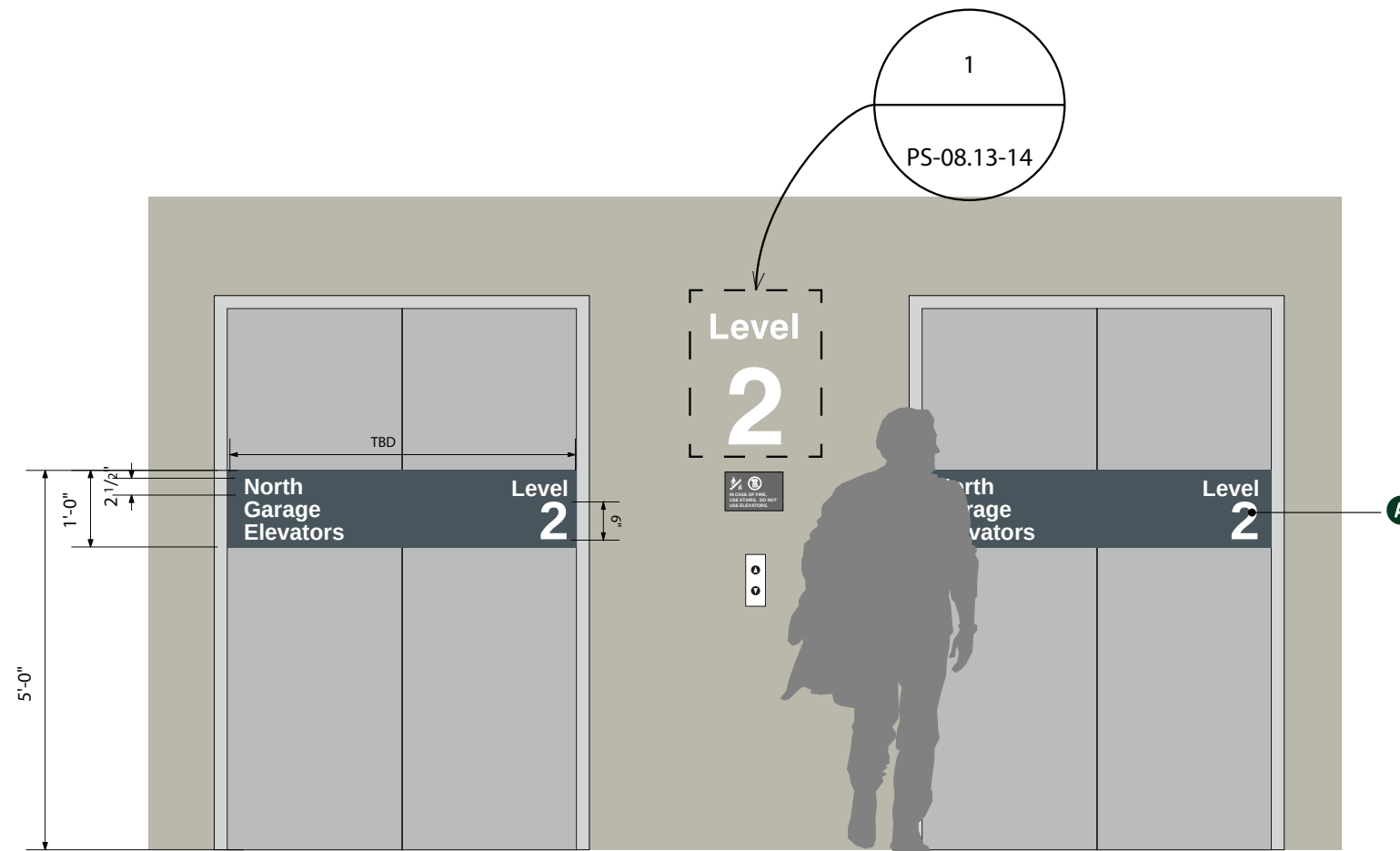
SIDE | 1-1/8"=1'-0"



ELEVATION | NTS

SIGN COLORS:
(See Preface for Color details)





FRONT | 1/2"=1'-0"

SIGN COLORS:
(See Preface for Color details)

A Level 2
DIGITAL PRINT VINYL

SIGN TYPE: PS-07.03

SIGN DESCRIPTION:
Elevator Identification Text and Level Number Vinyl

SIGN USE:
Interior vinyl banners identifying garage name and level on elevator doors. Signs should be placed across the elevator doors on every floor.

SIGN SPECS:

A FACE
Digital Print Avery Vinyl,

MOUNTING INFO

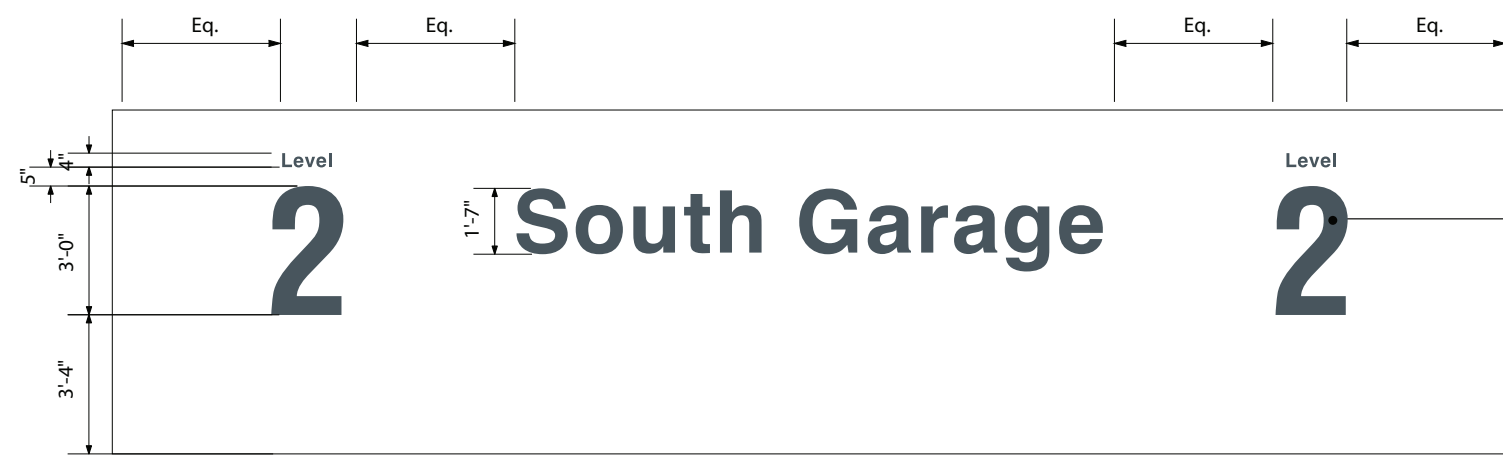
Vinyl applied first surface
See Appendix for other conditions.

NOTES

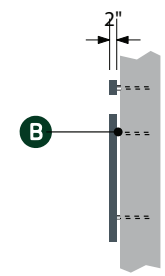
PS-08.10
Level

PS-08.11
2

PS-08.12
So



FRONT | 1/4" = 1'-0"



SIDE | 1/4"=1'-0"

SIGN TYPE: PS-08.10-12

SIGN DESCRIPTION:
Garage Levels Dimensional
(Letters and Numbers)

SIGN USE:
Interior stainless steel dimensional numbers and letters identifying garage name and level on elevator back of elevator cab tower. Signs should be placed across the back of every elevator tower that is visible to pedestrians as they approach. Signs should be placed on every level of the parking garage.

SIGN SPECS:

- A FACE**
Fabricated stainless steel channel letters with painted finish and edges. Color to contrast with wall surface.
- B STANDOFF SLEEVES**
To match letter color

MOUNTING INFO

Threaded pins into secured wall, with standard sleeves to match letter color. Position of letters shall be determined by architectural constraints. See Appendix for other conditions.

NOTES

SIGN COLORS:
(See Preface for Color details)

A

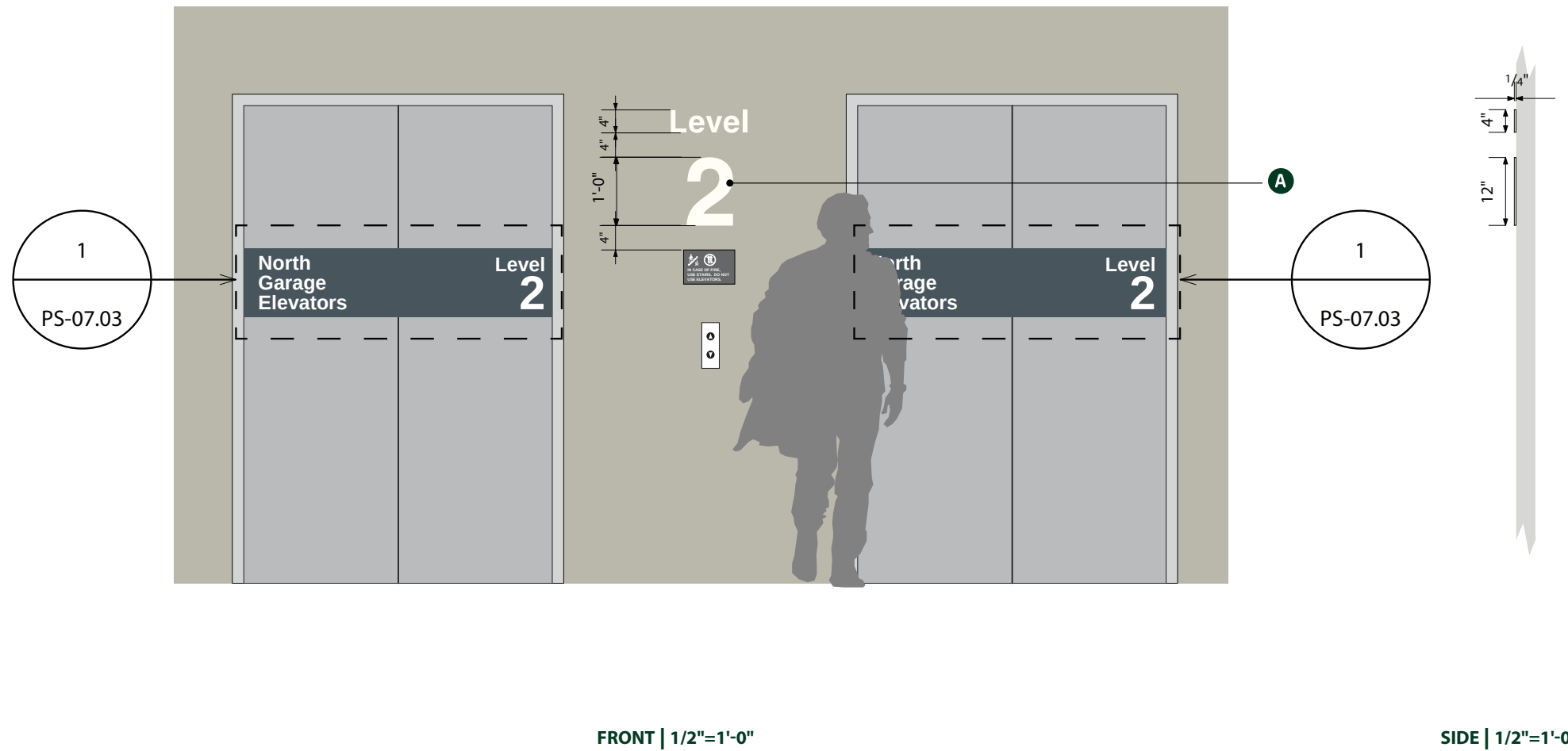
Mudstone

2

PS-08.13

Level

PS-08.14



SIGN TYPE: PS-08.13-14

SIGN DESCRIPTION:
Elevator Identification Dimensional Letters and Numbers

SIGN USE:
Interior acrylic dimensional numbers and letters identifying garage level on elevator lobbies. Signs should be placed between the elevator cars near the call buttons on every floor.

SIGN SPECS:

A FACE
1/4" Rowmark Acrylic

MOUNTING INFO

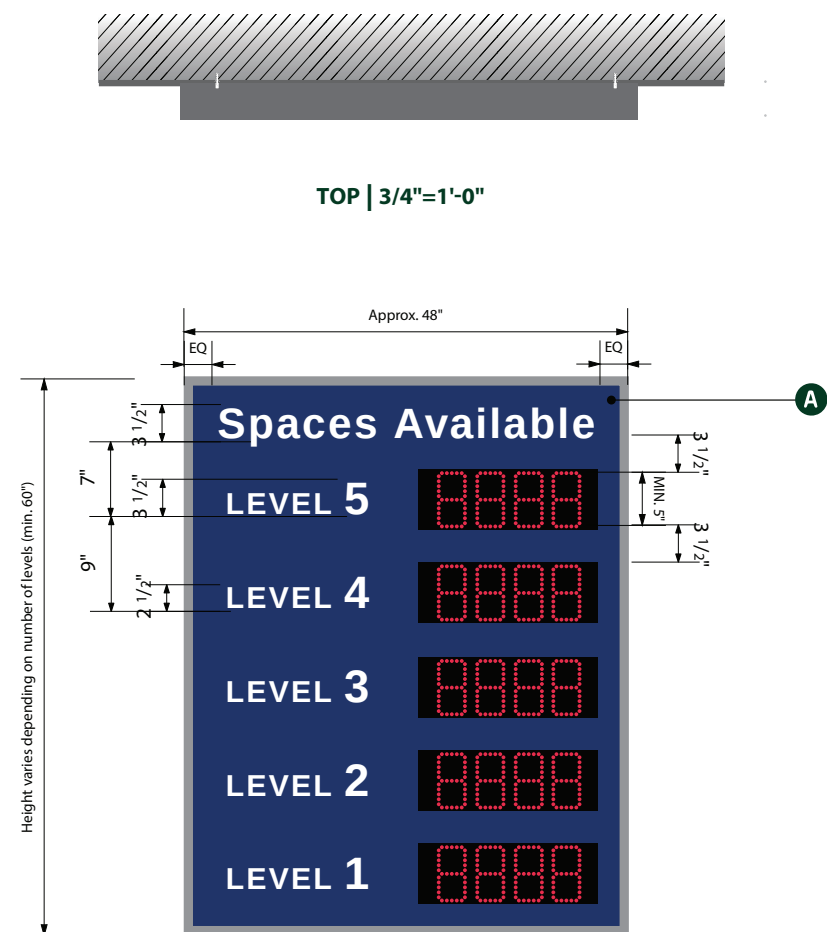
Dimensional letters tape mount
See Appendix for other conditions.

NOTES

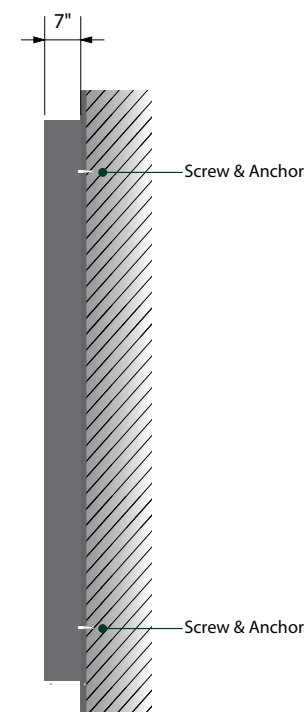
SIGN COLORS:
(See Preface for Color details)

A

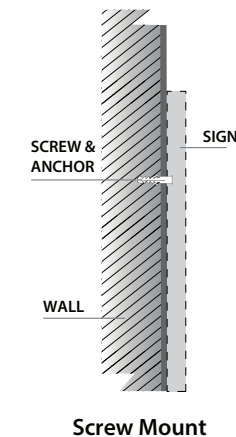
204
BRIGHT WHITE



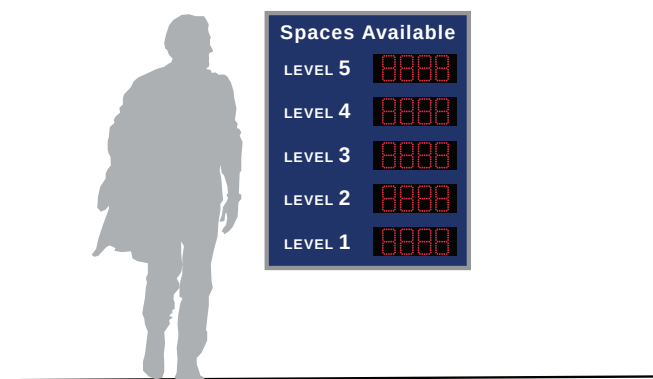
FRONT | 3/4"=1'-0"



SIDE | 3/4"=1'-0"



MOUNTING DETAIL | NTS



ELEVATION | NTS

SIGN COLORS:
(See Preface for Color details)

A

Indanthrone Blue

B

Mudstone

SIGN TYPE: PS-13

SIGN DESCRIPTION:
Electronic Stall Availability Sign

SIGN USE:

Exterior wall mounted sign used inform visitors as to the number of available parking spaces per floor. Electronic counting devices record the number of cars that enter and exit the garage and floor levels. This information changes as the corresponding number of parking spaces per floor is reflected. It is recommended that this sign be placed at the entrance of the parking structure.

SIGN SPECS:

A FACE

1/4" aluminum panel with painted finish
Painted, screened or vinyl
type/graphics with electronic (LED)
occupancy information.
Font: Helvetica Bold.

MOUNTING INFO

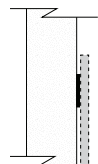
Wall mounted, screw and anchor
See Appendix for other conditions.

NOTES

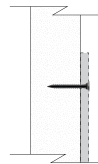
Electronic (LED) numbers to indicate number of available spaces. Numbers change as vehicles enter and exit parking structure.

Appendix – Mounting Details

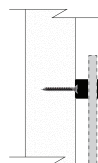
WALL SURFACE OPTIONS



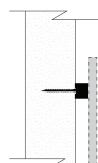
ADHESIVE (Double Face Tape and Silicone) For use on hard wall surfaces with a smooth finish, such as drywall. Adhesive may not be applicable for some vinyl wall coverings.



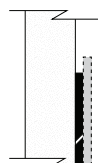
SCREW For use on rough surfaces such as brick and block. Also recommended on all wall-mount signs, including on drywall.



STAND OFF For use on smooth, hard surfaces. Not recommended for some vinyl wall coverings.

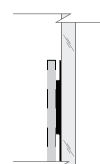


STUD For use on smooth, hard surfaces. Not recommended for some vinyl wall coverings.



CLEAT For use on smooth, hard surfaces. Not recommended for some vinyl wall coverings.

GLASS SURFACE OPTIONS



GLASS BACKER For use on glass surfaces where the opposite side is visible. A vinyl piece replicates the sign shape and size and hides the double face tape adhesive from the viewer.

FABRIC SURFACE OPTIONS



PIN MOUNT For use on fabric surfaces, including fabric mounted on hard material and acoustical panels.

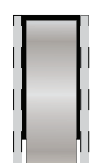
CUBICLE STRUCTURE OPTIONS



HOOK For use on cubicle and wall furniture panels. Clear material hooks over the top of the panel.



SADDLE For use on cubicle and wall furniture panels including clear and frosted panels. Aluminum hooks over the top of the panel and the sign is flush with the top.



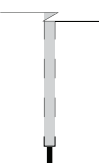
DOUBLE SADDLE For use on cubicle and wall furniture panels including clear and frosted panels. Aluminum hooks over the top of the panel and the signs are flush with the top.



PANEL/TILE For use on furniture panels and tiles. The aluminum hooks over the top of the panel or tile and is concealed by the top cap. The sign is flush with the top of the panel.



MAGNETIC For use on steel or magnetized surfaces.



PANEL TOP For use on the top surface of a cubicle or furniture panel. The bracket is extruded aluminum and is affixed to the top of the panel with pressure sensitive double faced tape.

4.13 Section 4 Endnotes

4.2 Detailed Recommendations from the VA Design Manual 2012

IN 14.01-.10 Interior Signs, Wall Directional, 9-5-39 to 9-5-42

IN 14.11-.14 Interior Signs, Floor Level Directional, 9-5-43 to 9-5-46

IN 14.2-.21 Interior Signs, Elevator Lobby Directional, 9-5-47 to 9-5-50

Section 4 Interior Directories

- Overview, 10-4-1 to 10-4-4
- Strip Directory, 10-5-1 to 10-5-12
- Directory with Insert, 10-5-13 to 10-5-24
- Freestanding Information Kiosk, 10-5-25 to 10-5-26
- Touch Screen Directory, 10-5-27 to 10-5-30
- Specification Directories, 10-6-1
- Construction Directories, 10-7-1
- Installation Directories, 10-8-1 to 10-8-2

4.3 Detailed Recommendations from the VA Design Manual 2012

IN 14.01-.10 Interior Signs, Wall Directional, 9-5-39 to 9-5-42

IN 14.11-.14 Interior Signs, Floor Level Directional, 9-5-43 to 9-5-46

IN 14.2-.21 Interior Signs, Elevator Lobby

Directional, 9-5-47 to 9-5-50

4.4 Detailed Recommendations from the VA Design Manual 2012

Section 9 Interior Signs

- Planning, 9-2-1 to 9-2-14
- Helpful Hints, 9-3-1 to 9-3-2
- Historical, 9-3-3
- Overview, 9-4-1 to 9-4-9
- Room Identification, 9-5-1 to 9-5-22
- Instructional or Informational, 9-5-23 to 9-5-26, 9-5-33 to 9-5-34
- Restroom Identification, 9-5-27 to 9-5-28
- Perpendicular (Flag) Mount, 9-5-37 to 9-5-38

4.5 Detailed Recommendations from the VA Design Manual 2012

You Are Here Maps, 10-3-8 to 10-3-9

4.6 Detailed Recommendations from the VA Design Manual 2012

You are Here Maps, 10-3-1 to 10-3-4, 10-3-7

Endnotes:

1. Adapted for the VA from material © 2012-2017 Carpman Grant Associates, Wayfinding Consultants.
2. Carpman, J.R. and Grant, M.A. Design that

Cares: Planning Health Facilities for Patients and Visitors, 3rd edition, Jossey Bass, 2016

3. Carpman, J.R., and Grant, M.A. Directional Sense: How to Find Your Way Around, Institute for Human Centered Design, 2012.

4. <https://eriecustomsigns.com/what-exactly-makes-a-sign-ada-compliant/> Although a specific amount of contrast is not outlined in the 2010 ADA Standards for Accessible Design, 70% is usually recommended. Ultimately, it is about ensuring the characters and background are different enough that the characters stand out.

The way in which contrast is achieved is also flexible. Colors are not extremely important --just as long as there is a stark contrast. This is why you typically see white characters on a black or other dark background, or black characters on a white background. Either way presents a very high contrast.

5. <https://www.access-board.gov/aba/>

6. Accessibility means compliance with ADA-ABA, and other codes and standards. This is not the same as inclusive design, which—in this case goes beyond compliance to provide wayfinding elements that work for everyone, regardless of age, ability, or culture.

7. Russell-Minda, Elizabeth, et al. “The legibility of typefaces for readers with low vision: A research review.” Journal of Visual Impairment & Blindness 101.7 (2007): 402-415.

This review found that the strongest evidence

available from the research literature was associated with the following statements about the choice of particular characteristics of typefaces that can affect legibility: sans serif typefaces, such as Arial, Helvetica, Verdana, or Adsans, are more readable than Times New Roman, for example; readers with low vision require at least a 16- to 18-point type for maximum readability and legibility; on the basis of subjective preferences, sans serif type.

4.7 Detailed Recommendations from the VA Design Manual 2012

Section 5 – Parking Structure Signs

- Planning, 5-2-1 to 5-2-5
- Helpful Hints, 5-3-1 to 5-3-2
- Overview, 5-4-1 to 5-4-8
- Parking Structure Signs, 5-5-1 to 5-5-63
- Specification, 5-6-1
- Construction, 5-7-1 to 5-7-3
- Installation, 5-8-1 to 5-8-3

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Section 5

Design + Operational Wayfinding Element Recommendations

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Design + Operational Wayfinding Element Recommendations

- 5.1 Wayfinding Information on the VAPAHCS Website
- 5.2 Social Media in Support of Wayfinding
- 5.3 Appointment Postcards
- 5.4 Wayfinding Technologies

5.1 Wayfinding Information on the VAPAHCS Website

A patient’s wayfinding journey starts from home. At that initial stage, wayfinding tools and information are crucial for empowering Veterans to navigate to and around VAPAHCS campuses. The VAPAHCS website is a natural starting point for first time visitors as they prepare for their visit.

Recommendations

Critical pre-visit information on the website must be easy to find. The website should include directions for travel to the site, detailed parking information, and directions to appointments and destinations.

The va.gov website is centrally managed by the VA at the national level. VAPAHCS is limited in its ability to make changes at the site level. While all VA facilities are unique, the recommendations below are based on best practices utilized by other VA facilities and represent feasible changes for VAPAHCS. The recommendations focus on the Palo Alto Division (PAD) subpage within <https://www.va.gov/palo-alto-health-care/> but are applicable to all VAPAHCS locations.

Include Additional Parking Information On A Dedicated Parking Page

The parking information under VAPAHCS’s “Prepare for your visit” expandable menu is sparse. (<https://www.va.gov/palo-alto-health-care/locations/palo-alto-va-medical-center/#prepare-for-your-visit>)

Information about free parking and wheelchair availability is currently available. VAPAHCS should add the following parking-related information:

- Recommended parking locations based on appointment or destination
- Parking lot map with a link to an easily downloadable version
- Written descriptions of available parking and accessible parking
- Off-site parking and shuttle/golf-cart options
- Information about public transportation availability with a link to up-to-date schedules
- Contact information for patients unable to find parking
- The Ralph H. Johnson Department of Veterans Affairs Medical Center (Charleston, SC – VISN 7) web page is a good example of a VA location with an effective parking page (<https://www.va.gov/charleston-health-care/programs/parking/>). See Figure 5.1-1.

“Link in Bio” Tools (Linktree)

VAPAHCS has an existing Linktree URL (<https://linktr.ee/vapahcs>) that contains several links to pertinent information. The linktree URL is a 3rd party tool not associated with an official VA website address. The links contained within Linktree should be moved to the official VA website to maintain trust and credibility. If this is not feasible, then the Linktree URL should be amended to linktr.ee/VAPaloAlto to be more recognizable to Veterans and visitors.



Figure 5.1-1. Example VA Parking Page.

Improve Usability Of The “Campus And Building Maps” Page

The “Campus and building maps” tab under the “Prepare for your visit” expandable menu currently contains a link to a page with an embedded PAD campus map (<https://www.va.gov/palo-alto-health-care/locations/palo-alto-va-medical-center/campus-map/>). The utility of this page can be improved by:

- Embedded campus map and link that automatically downloads campus and floor maps.
- Written list of major points of interest (e.g., destinations) in each building.
- Written directions from major thoroughfares or cardinal directions (e.g., From Interstate 280, From the East). These written directions may be important for website users utilizing screen readers.
- Link to Google Map directions as well as general GPS location information and address for use in visitor’s travel navigation application of choice (e.g., Apple Maps or Waze). See Tuscaloosa VA Medical Center example in Figure 5.1-2.

Add More Details To The “Transportation Services And Schedules” Page

- The “Transportation services and schedules” tab under the “Prepare for your visit” menu is a critical section of the VAPAHCS website (<https://www.va.gov/palo-alto-health-care/locations/palo-alto-va-medical->

center/#prepare-for-your-visit). Veterans who require alternative transportation to VAPAHCS need accurate and up-to-date information. This page should have an up-to-date transit inventory that contains all transportation systems serving the campus, locations of pick-up and drop-off areas, and timetables.

- Both the transit inventory and third party transportation services websites should be reviewed regularly for accuracy. An effort should be made to reach out to third party transportation services to correct any errors. Errors should be noted on the “Transportation services and schedules” page until the errors are corrected. For example, “As of August 2022, the SamTrans website lists bus service to MPD, but not PAD.” Bus service is available to PAD: <https://www.samtrans.com/riderinformation/destinations/Hospitals.html>

Ensure Critical Information Is Visible “Above The Fold”

- The term “above the fold” comes from the newspaper industry and refers to all content on a newspaper that is visible when it is folded and displayed on a newspaper stand. Web designers have adopted the term to apply to all content on a webpage that is viewable before a user has to scroll down. This is an important concept to keep in mind because visitors are apt to leave a webpage if they cannot quickly find necessary information. According to a Feb 2021 study by BrowserStack, most home computer screens are 1366x768 pixels or smaller.

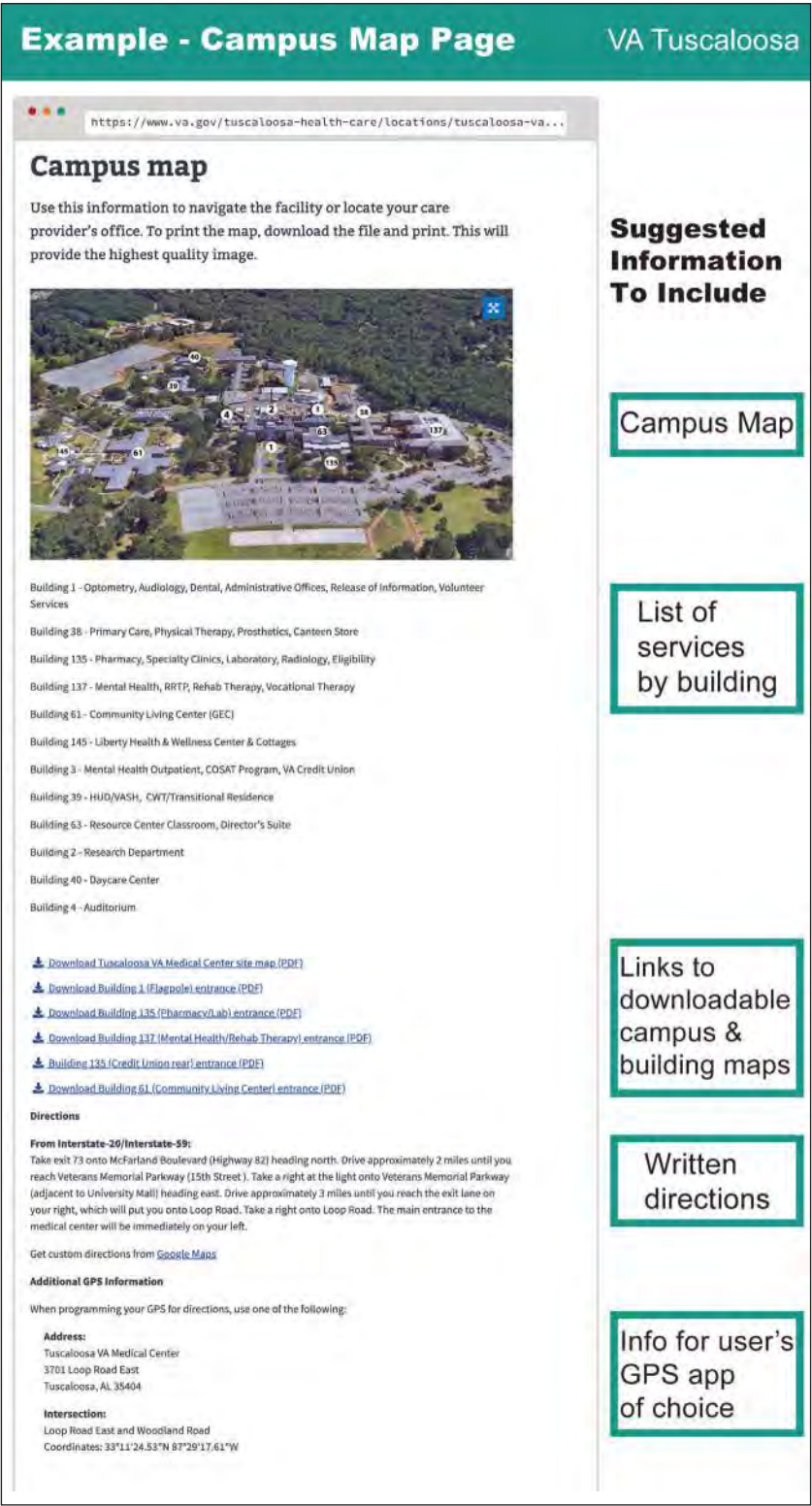


Figure 5.1-2. Example VA Campus Map Page.

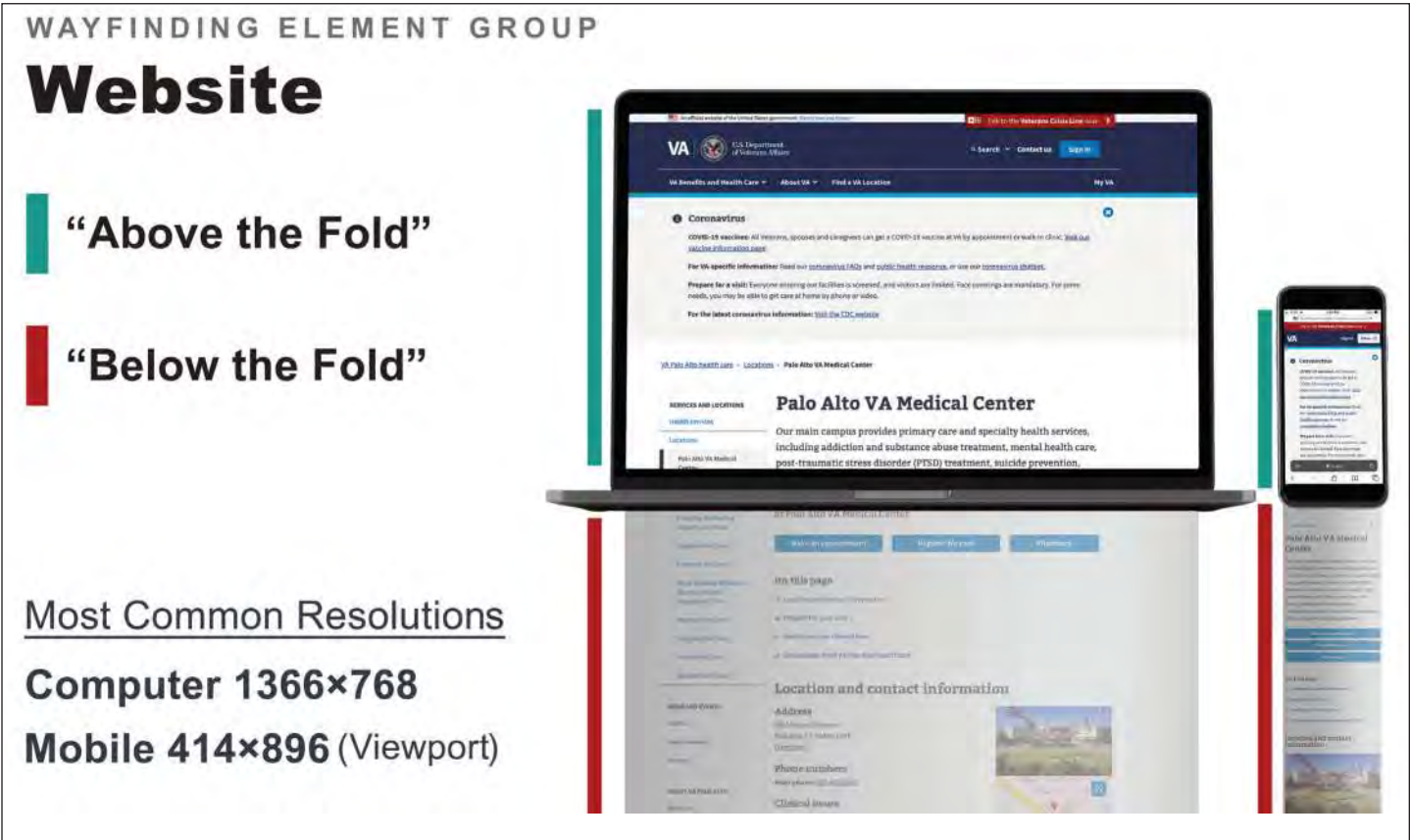


Figure 5.1-3. “Above the fold” Website Content.

Figure 5.1-3 shows where the screen cut off will most frequently occur for the VAPAHCS webpage. Most of the pertinent information falls far below the fold.

Recommended changes:

- Campus descriptions below the title should be kept as brief as possible.
- Notification banners should be a maximum of 1 - 2 sentences long at max, with links to additional information.

- Notification banners should be tested before publishing to ensure that pertinent page navigation is not pushed below the fold.

5.2 Social Media in Support of Wayfinding

Social media is an effective channel for sharing and dissemination of current, pre-visit wayfinding information. Because social media channels can be easier to update than national VA assets, they should be leveraged to supplement other pre-visit resources (e.g., the VA website and

the appointment postcard) with updates to wayfinding information that can be dynamic and frequently changing.

Recommendations

VAPAHCS has existing social media channels that can be utilized to deliver pre-visit wayfinding information. Examples of wayfinding information that are appropriate for social media include:

- Road and building closures/re-opening
- Travel disruptions due to construction
- Public health related or other temporary changes to visitor policies (e.g., COVID-19)

The following recommendations are applicable to all VAPAHCS campuses.

Social Media Posts

A wayfinding social media post should include the following (if applicable):

- Name of the affected campus or building
- Effective start and end date
- Alternative directions
- Images to help visitors visualize the change
- Reference to the official VA.gov website (if more information is available on the website)
- Contact information for questions or further information
- A sentence to encourage sharing of the post
- See Figure 5.2-1 for an example

Pin Important Posts

Pinning a post keeps that content at the top of VAPAHCS’s Facebook and/or Twitter page. This feature ensures that important wayfinding posts are shown in a high-visibility location. Posts related to wayfinding should be unpinned at the end of the effective period.

See Figure 5.2-1 for an example.

Instagram Story and Twitter Moments

VAPAHCS can use Instagram Stories and/or Twitter Moments to create a “Plan Your Visit” highlight for visitors to reference ahead of their appointment. An Instagram Story is a collection of photos and videos around a single theme to highlight a story. Twitter Moments are a collection of “tweets” on a single topic, pulled together to deliver a more powerful and comprehensive message. Both tools can be used to highlight the arrival experience for Veterans and visitors who are unfamiliar with the campus.

The “Plan Your Visit” story can include:

- A picture of the campus and/or main entrance
- A map of the campus
- A video of someone looking up information on the official VA website
- A video tour of the campus
- Shuttle schedules and other transportation information
- Images and/or descriptions of services provided during the visit such as transportation options, wheelchair assistance, or valet parking



Figure 5.2-1. How to “pin” a social media post.



Figure 5.2-2. “Plan Your Visit” story for VAPAHCS’s Instagram account.

See Figure 5.2-1 and Figure 5.2-2 for example.

Social Media Maintenance and Management

Timely updating of social media platforms is a critical for effective communication. The Integrated Wayfinding Program Management Plan will address the coordination efforts between the different departments responsible for updating wayfinding elements when conditions change effecting wayfinding on VAPAHCS campuses.

5.3 Appointment Postcards

Mailed appointment postcards are the most widely used source of pre-visit information for Veterans. Appointment postcards should include the following wayfinding information:

- Patient friendly clinic name
- Physical location information
- Recommended parking location

Patient Friendly Clinic Names

Scheduled appointments at the VA are typically associated with a specific VA clinic. All VA clinics are assigned a technical clinic name and can also be given a patient friendly name within the VistA Clinic Profile. Technical clinic names have a standardized format and a 30-character limit.

In contrast, patient friendly clinic names are easier for non-familiar users to interpret, do not use abbreviations or acronyms, and have a

longer, 80-character limit. Appointment postcards automatically show the patient friendly clinic name, rather than the technical clinic name, if one has been configured within the Clinic Profile. The patient friendly clinic name is encircled by the blue box on the sample appointment postcard image, Figure 5.3-1.

Use the following guidelines when creating patient friendly clinic names:

- All active outpatient clinics should have a patient friendly clinic name which adheres to the VA's guidelines within the Clinic Profile Management Guidebook.
- Patient friendly clinic names should refer first to the specific campus location of an appointment, rather than the healthcare system name. For example, use "LIVERMORE CARDIOLOGY LIU" instead of "LD-CARDIO-TEAM2."
- Patient friendly clinic names should adhere to the same clinical and divisional nomenclature recommendations described in this Master Plan. Nomenclature should be consistent throughout all types of patient-facing wayfinding messaging. For example, if interior signage refers to "Outpatient Laboratory," appointment postcards should also use that term rather than "Blood Draw" or "Lab."

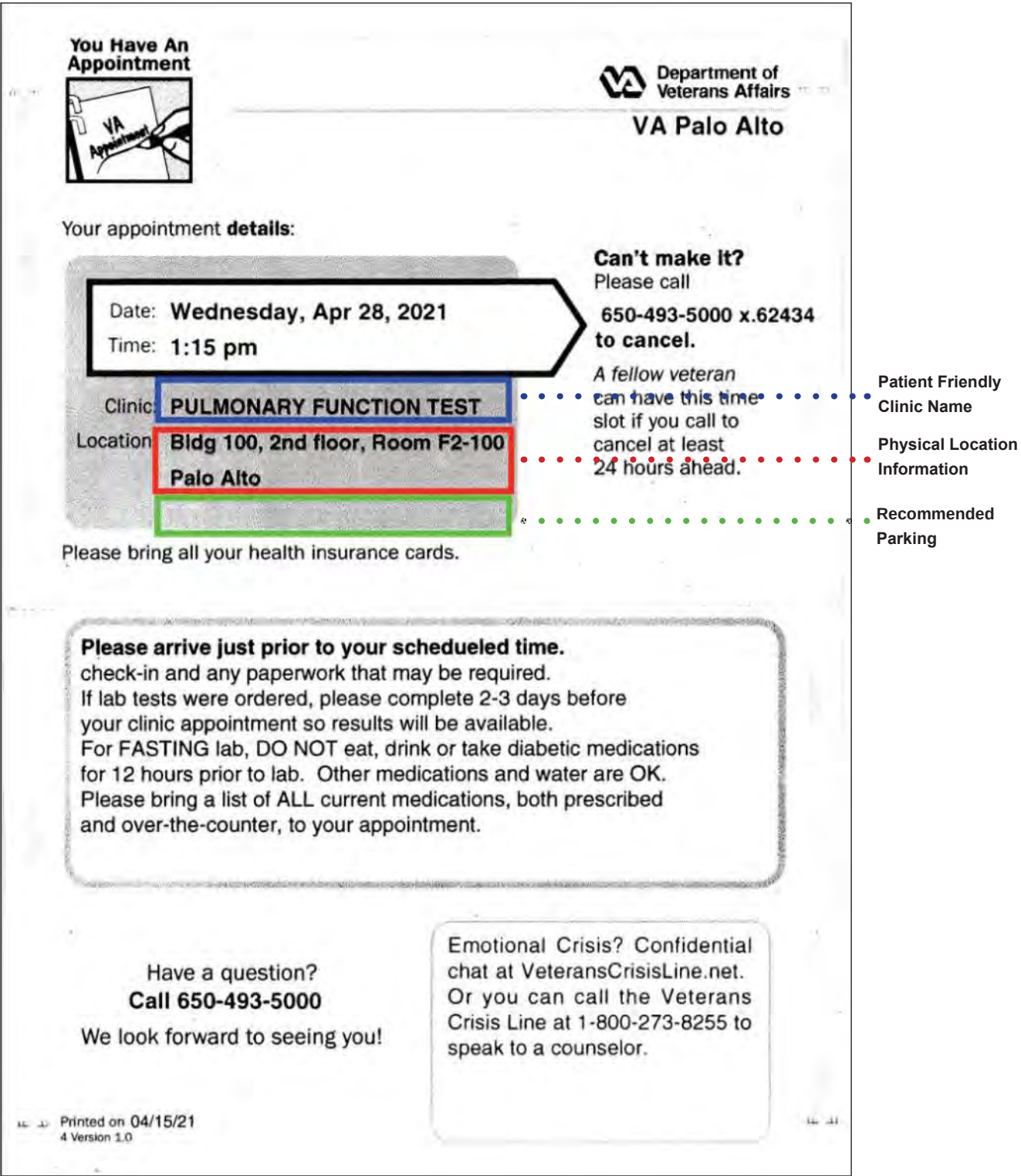


Figure 5.3-1. Inside of a sample appointment postcard.

Physical Location Information

In addition to clinic names, appointment postcards must contain enough information regarding the physical location of a campus so that patients can easily find their way to the appropriate campus, building, floor, and waiting area for their appointment. The appointment postcard should:

- Use the first 2 of the 3 lines of editable text (boxed in sample appointment postcard image, Figure 5.3-1.) to show the physical location of a given clinic. Each of these lines can be filled with up to 35 characters of free text.
- Physical locations should correspond to the nomenclature used by other aspects of the VAPAHCS wayfinding program. For example, physical locations given on the appointment postcards should match the nomenclature used by staff and volunteers to give directions. If appointment postcards refer to Red Clinics, then staff and volunteers should use these same terms, rather than colloquial or outdated service area names.
- Physical locations on appointment postcards should match the physical locations used by other communication channels where Veterans may receive pre-visit information (VEText, MyHealtheVet, etc.). The different communication channels have different character limitations and coordination will be required to ensure the information is represented properly for all mediums.

- When assigning a physical location to a clinic, the patient journey from home to arrival at the appointment location should be considered. The physical location should tell the patient where he/she needs to go upon arrival at the medical center. For example, if a patient must complete pre-registration in a separate location than the appointment’s waiting area, the physical location on the appointment postcard should direct the patient to the pre-registration desk rather than the waiting area.
- Clinics located in the same area should be grouped and assigned one broader physical location. For example, if Cardiology, GI, and Neurology clinics are all located in the same area, they may all be assigned the same physical location of 1st Floor – East Wing – Red Clinics Waiting Area.
- Physical location information is NOT automatically populated within the Appointment Postcard Crosswalk System. VAPAHCS must enter the information for each clinic individually. VAPAHCS clinic profilers/Group Practice Management (GPM) staff can use the “Clone Clinic” and “Set Clone Clinic Skip Fields” functions within the Appointment Postcard Clinic Crosswalk System to efficiently assign a physical location to multiple clinics located in the same physical area.

Parking Information

Currently, parking information is not consistently included on the appointment postcards. Appointment postcards can be used to communicate parking information to Veterans in

advance of their arrival at the site.

- Use the last 3 lines of editable text (boxed in green in the sample appointment postcard image, Figure 5.3-1.) to show the recommended parking location for a given clinic. (This field is not filled in on the sample postcard shown but is editable within the Appointment Postcard Crosswalk.)

Visitor Parking Locations PAD	Building Served
PS1/North Garage	101
PS2/South Garage	6, 710 5, 100, 102
Lot 7	TD7, MB4, B7
Lot 8	Fisher House I Fisher House II
Lot 9	Defenders Lodge
Lot 100 North	100, 101, 500, 520, 530
Lot 100 South	5, 7, 100, MB1, MB2, MB3,
Visitor Parking Locations MPD	Building Served
Lot 331	331
Lot 334 North	334
Lot 3345	334, 334-Rec Therapy, 410
Lot 347	347
Lot 348	349, 350, 351, 352
Lot 360	360
Lot 400	400 Welcome Center
Lot 410	321

Figure 5.3-2. Parking Locations.

- VAPAHCS clinic profilers and the Group Practice Management (GPM) staff can use the “Clone Clinic” and “Set Clone Clinic Skip Fields” functions within the Appointment Postcard Clinic Crosswalk system to efficiently assign a suggested parking location to many clinics with the same

suggested parking location. See Figure 5.3-2 for recommended visitor parking for building destinations.

- For VAPAHCS locations with straight-forward parking choices (such as outpatient clinic facilities), detailed parking information may not be necessary. However, appointment postcards can still be useful to set expectations for first-time or unfamiliar visitors.

General Guidelines

- As much as possible, appointment postcards should limit the amount of non-wayfinding related information displayed. The postcard is a small format communication method and is ineffective for communicating large amounts of detailed information. For example, detailed information about clinic specific, pre-appointment testing or procedures may be more effectively communicated via a mailed appointment letter or through MyHealtheVet.

5.4 Wayfinding Technologies

VAPAHCS’ Integrated Wayfinding Program should utilize digital wayfinding technologies, including mobile applications, interactive, touch-screen displays and digital signage to seamlessly escort patients throughout from their home to appointment locations, and to provide wayfinding resources to Veterans before they even arrive on campus. Some important benefits of wayfinding technology are described in Figure 5.4-1.

Recommendations

Wayfinding technologies should be implemented at VAPAHCS as part of a suite of complementary wayfinding tools, providing accurate information to patients and visitors via their preferred method. Not every Veteran or visitor to VAPAHCS will desire or choose to utilize wayfinding digital signage, kiosks or a mobile application, but these technologies can be useful for individuals with specialized concerns, as illustrated by the figure on the right.

The wayfinding technology solution implemented at VAPAHCS must:

- Be a commercial-off-the-shelf (COTS) solution that provides the full range of technologies needed to meet the requirements of VAPAHCS’s integrated wayfinding program.
- Utilize one content management system (CMS) to store, maintain and update location

- data across all digital technology assets.
- Have demonstrated past performance through successfully completed implementations at VA Medical Centers
 - Adhere to the recommendations for wayfinding mobile applications included in 2014 report on Wayfinding Innovations for VA Facilities from the VA Technical Information Library (TIL).

Inpixon, an indoor mapping, positioning and analytics solution, and Medrics, a wayfinding mobile application developer, provide an integrated, interactive, digital mapping platform and mobile application. The Inpixon/Medrics solution is already deployed at VA facilities including Orlando VA Medical Center, Salt Lake City VA, and the VA Southern Nevada Healthcare System. As of August 2022, implementation is in progress at all medical centers within the VA Southeast Network (Veterans Integrated Services Network (VISN) 7). Medrics’ mobile application has been approved by the VA Mobile Application Security Assessment (MASA) team. It is currently undergoing FedRamp certification. FedRamp certification will allow the app to access patient data and Medrics is scheduled to complete FedRamp certification by December 2023.

5.4.1 Mobile Wayfinding Applications

- A wayfinding mobile application should provide the following basic functionalities:
- Turn-by-turn navigation, with route preview and step-by-step directions.



Figure 5.4.1-1. Benefits of Digital Wayfinding Technologies.

- “Blue-dot” wayfinding visualization (similar to the experience provided by popular navigation apps like Waze and Google Maps) that plots and tracks a user’s real time location on a digital map.
- Searchable directory, with facility landmarks, destinations, amenities, customizable search terms, facility entrances and exits.
- Application must provide web-based management application for content, including maps and routes, and statistics.

- The Content Management System (CMS) must allow information to be updated centrally by an administrator and distributed automatically across the wayfinding mobile application, elevator directories, and interactive digital directories.
- Navigation instructions provided by both text and/or audio guidance.
 - Off-route warning notifications and automatic recalculation of route.
 - Inter-building navigation with seamless indoor/outdoor transition.

- Navigation throughout the entire patient journey, from a user’s home (or other starting location) to their appointment location. Support for multiple destinations within one patient visit.
- Navigation to the closest available parking spot, ability to “save” a parking location, and directions back to that saved location.
- Multiple language support, providing wayfinding directions in the user’s preferred language.
- Push notifications, such as reminders for when to leave for appointments, welcome messages sent at time of entrance to a geo-fenced area, building closures, construction or other programming updates, and/or new COVID-related screening procedures.
- Reporting and dashboards for monitoring usage data and other key app metrics.
- Map graphics shall be clear, simple and uncluttered with good contrasting colors and fonts. Mobile app should be complementary to other wayfinding aids deployed at VAPAHCS. Maps shall relate to stationary signage in buildings in terms of references, nomenclature and color reference.
- On-screen maps shall be oriented to the user’s perspective and highlight the user’s current location with a recognizable icon. (ex: “You Are Here”)
- Maps, icons and mobile application should use universal, recognizable symbols as much as possible and practical.

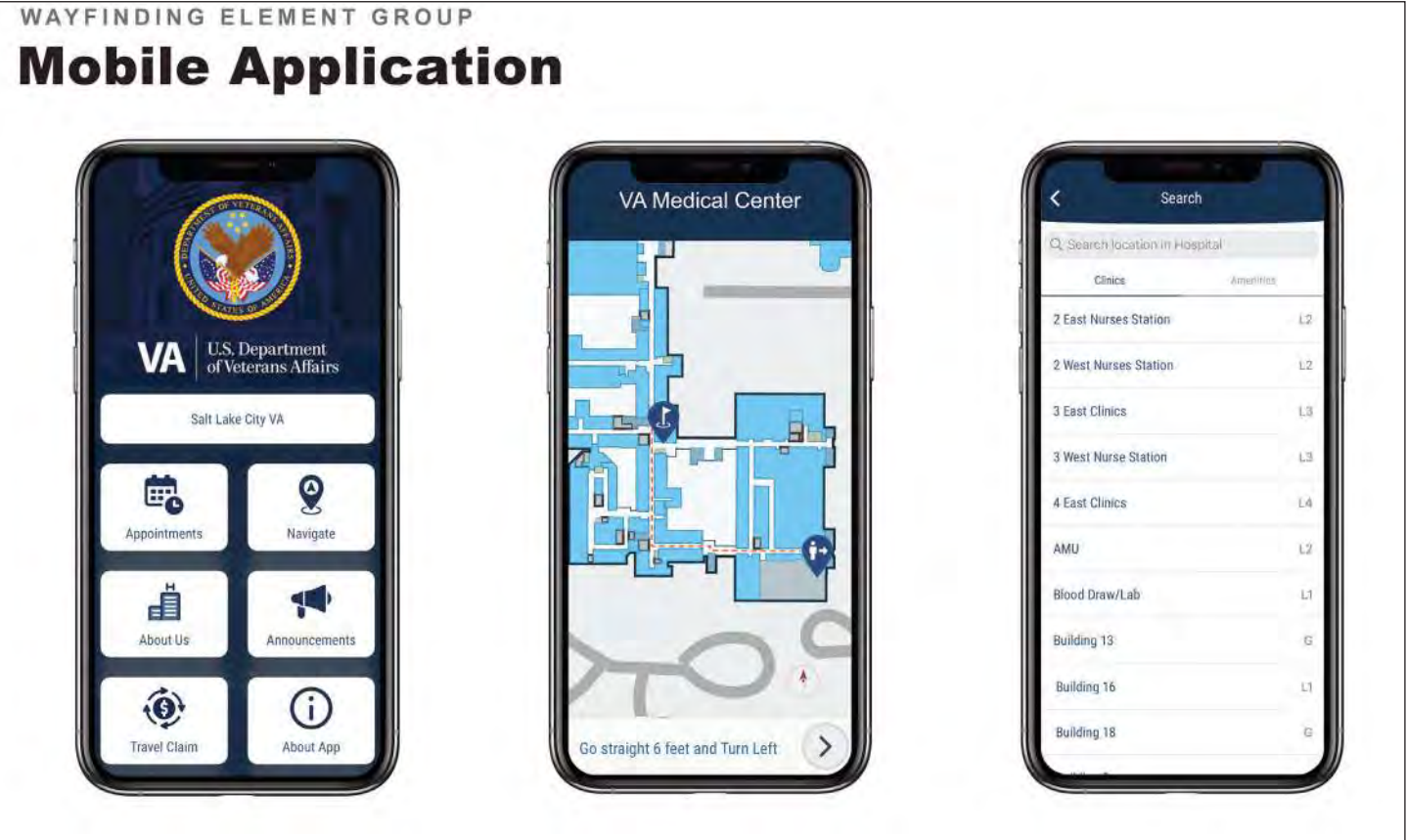


Figure 5.4.1-2. Mobile wayfinding iOS application at Salt Lake City VA Medical Center.

- Mobile app must support compatibility with assistive technology softwares and/or devices so that the mobile app can be accessible to and usable by individuals using assistive technology, including but not limited to screen readers, screen magnifiers, and speech recognition software.

In addition to the basic functionalities, the following integrations enhance the patient experience and maximize patient engagement with the application:

- Ability to consume application programing interfaces (APIs) from digital signage software, providing a way for users to view

content from digital signs on the mobile application.

- Dynamic scanning of appointment reminder card, or other integration with patient appointment data, enables smart routing to appointment locations, with alerts for departure time based on appointment time and real time driving/road conditions.
- Integration with other VA OI&T applications and/or government data (MyHealtheVet, Appointment Check-In, Care Locator,

Appointment Scheduling, and Beneficiary Travel Reimbursement) will ensure the app is a convenient digital destination for Veterans and caregivers.

- Aira, a live, on-demand, visual interpreting service, can improve the mobile app experience, as well as the broader wayfinding experience, for users with visual impairments.
- Customizable surveys for patient experience monitoring and other VA data gathering initiatives.

Technical Requirements

1. Run on iOS and Android smartphone operating systems and be available for download on the Apple and Google Play app stores
2. Comply with applicable VA requirements for mobile apps including:
 - a. Safety and usability requirements set forth by the Human Factors Engineering (HFE) division within the Clinical Informatics and Data Management Office (CIDMO)
 - b. Section 508 Requirements
 - c. VA Office of Information Security (OIS) Software Assurance (SwA) requirements
 - d. Data Security and Privacy Standards
 - e. VA Mobile Style Guidelines for branding established by the Office of Public and Intergovernmental Affairs (OPIA)

3. Blue-dot wayfinding requires installation and activation of real time location services (RTLS) infrastructure such as wireless Virtual Bluetooth Low Energy (vBLE) technology. Network shall be designed to be fully air gapped from the existing information technology (IT) cloud

a. Converged Wi-Fi/vBLE or vBLE only access points shall be configurable and manageable through a management portal interface.

b. The system shall support beaconing in Apple iBeacon, Google Eddystone and AltBeacon advertising format in order to be able to be used on a wide variety of patient devices.

c. Accuracy of vBLE based location/engagement is expected to be within 1-3 meters with sub-second latency.

d. The system shall automatically adapt to different devices and Radio Frequency (RF) environments.

4. Engagement with the mobile application requires pervasive internet connectivity, with suitable bandwidth, throughout the medical center campus. Consistent Internet connectivity, via either VAPAHCS guest Wi-Fi or a visitor's personal cellular data provider, is required both inside campus buildings and outdoors in visitor areas.

5. VAPAHCS’s ongoing installation of the guest wireless network throughout PAD and MPD could potentially be leveraged to support the wayfinding mobile app. At a minimum, access points should meet the following requirements:
- a. Access points must be capable of Wi-Fi 802.11ax (Wi-Fi 6).
 - b. Access points must support integrated 802.11ac Wave 2 sensor radio for security, network and location scanning.
 - c. Access points must be available in internal and external antenna version.
 - d. Access points must be available in indoor and outdoor (IP67 rated) version.
 - e. Indoor access points must support an Internet of Things expansion port.
 - f. Indoor access points must support Power over Ethernet (PoE)-out functionality to any PoE device capable of operating in 6W or less (e.g. BT11 vBLE only access point).
 - g. Access points must support integrated vBLE 16-element antenna array.
 - h. Access points must support Dynamic Packet Capture for user experience monitoring and troubleshooting.
 - i. Access points must support on-demand or manual packet capture for troubleshooting.
 - j. Access points shall support Radio Resource Management (RRM) using both instantaneous data as well as 24-hour data collected from the site.

- k. The Wi-Fi infrastructure shall support creating Personal Wireless Local Area Network (PWLAN) with security segmentation leveraging one common Single Set Identifier (SSID).
- l. The Wi-Fi infrastructure shall have the option of leveraging or is Virtual Network Assistant (VNA) ready. VNA is a Natural Language Processing (NLP) artificial intelligence-driven assistant that troubleshoots network issues, provides rich insights into network operations and utilization.

5.4.2 Wayfinding Kiosks and Directories

Interactive wayfinding directories are digital kiosks where Veterans, staff and caregivers can search for destinations and amenities and view turn-by-turn directions to a selected destination. As a fixed place where staff and volunteers can access up-to-date wayfinding information and directions, wayfinding kiosks can be a valuable tool for providing wayfinding assistance.

Interactive Wayfinding Directories for VAPAHCS should meet the following functional requirements:

- Turn-by-turn navigation, with route preview and step-by-step directions.
- Directions shall be provided as step-by-step directions with a map highlighted and animated to show the journey from start to finish.
- Searchable, touch-screen directory, with facility landmarks, destinations, amenities, parking locations, customizable search terms, facility entrances and exits.
- Touchscreens shall use common gestures; for example, tap a button to activate it and pinch and stretch to zoom.
- View and explore campus maps with graphics that are clear, simple and uncluttered with good contrasting colors and fonts. Kiosk should be complementary to other wayfinding aids deployed at VAPAHCS. Maps shall relate to stationary signage in buildings in

terms of references, nomenclature and color reference.

- On-screen maps shall be oriented to the user’s perspective and highlight the user’s current location at the kiosk with a recognizable icon. (ex: “You Are Here”)
- Kiosk must provide web-based management application for content, including maps and routes, and statistics. The Content Management System (CMS) must allow information to be updated centrally by an administrator and distributed automatically across the wayfinding mobile application, elevator directories, and interactive digital directories. One CMS application should be used for all of VAPAHCS’s wayfinding technologies: mobile applications, kiosks, and digital directories.
- Inter-building navigation with seamless indoor/outdoor transition.
- Support for multiple destinations within one patient visit.
- Multiple language support, providing wayfinding directions in the user’s preferred language.
- Map and directions “hand-off” to patient mobile device via Quick Response (QR) code scan and/or SMS text message. If utilized, QR code should be configured in accordance with most current industry best practices for QR code safe and responsible usage.
- Map and directions “hand-off” to patient mobile device via printed paper directions.

Kiosk supports retraction of print out into internal reject bin if not taken by the user after a configurable amount of time.

- Reporting and dashboards for monitoring usage data and other key app metrics.
- Maps, icons and mobile application should use universal, recognizable symbols as much as possible and practical.
- Kiosk must support compatibility with assistive technology softwares and/or devices so that the mobile app can be accessible to and usable by individuals using assistive technology, including but not limited to screen readers, screen magnifiers, and speech recognition software.
- Kiosks must be mounted in compliance with ADA specifications, so that users with mobility limitations have clear access to the kiosk, either front-access or side-access.
- Screen saver mode that can be configured to display information when not actively in use by a user. Screen saver mode can be interrupted by touching anywhere on the screen. Information displayed can be configured according to:
 - a. Date and time
 - b. Location or Grouping
 - c. Per-kiosk
- Wayfinding kiosk has a time-out function with a warning to users to interact with the kiosk or session will be terminated. If the session is terminated, then the kiosk reverts to screen saver mode.

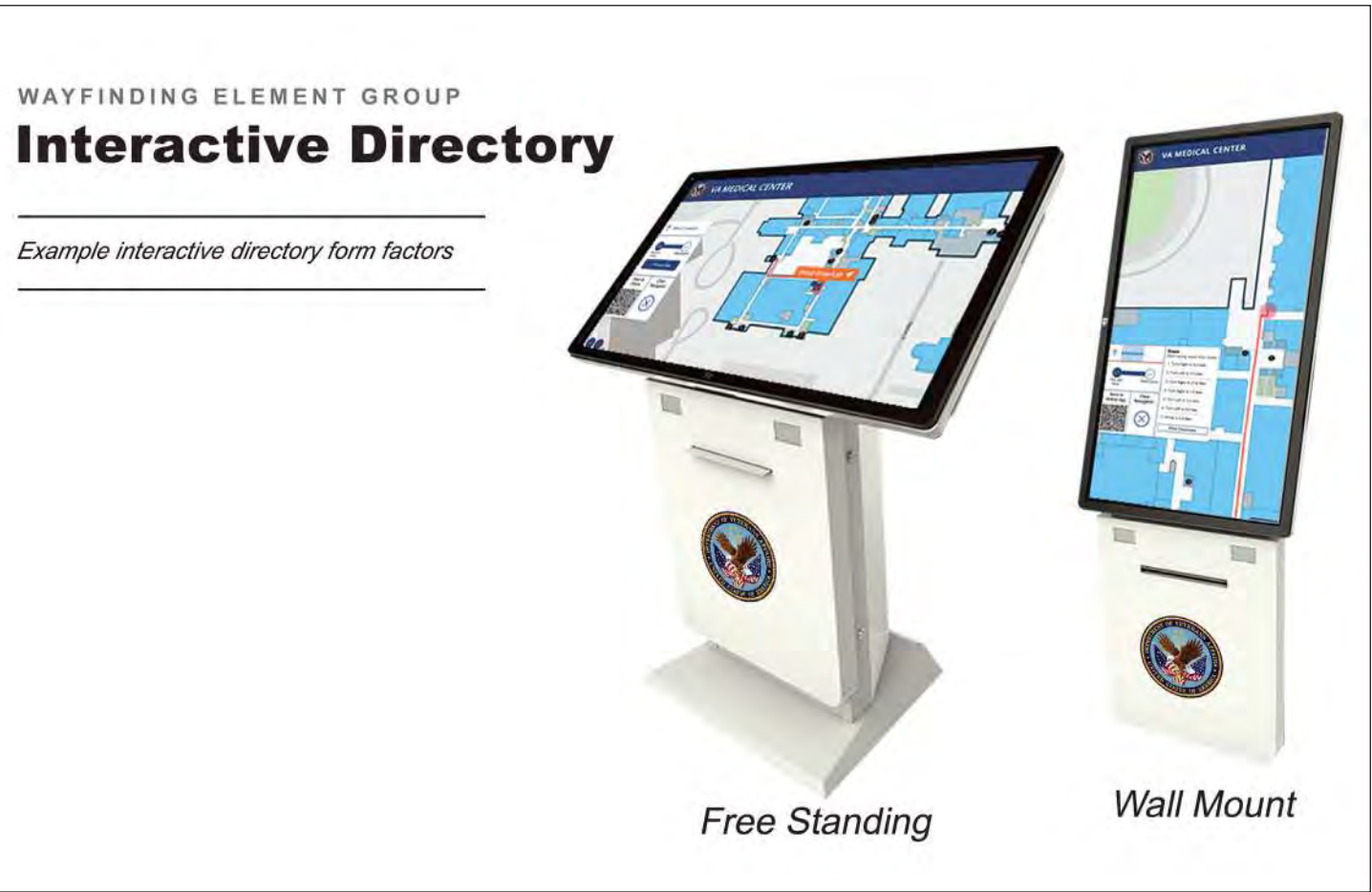


Figure 5.4.2-1. Interactive Wayfinding Directories for VA Medical Centers.

- Kiosk shall possess the ability to pull outside information from the web to be able to include information such as weather, weather forecasting, dining locations, bus routes and local attractions, facility-specific digital signage programming.
- Wayfinding kiosk has an emergency alert capability, allowing an administrator to broadcast alerts to a subset of all kiosks. Regardless of what the user is doing, the kiosk will flip to emergency alert.
- Kiosks can be located indoors, or can be weather-proofed for location in parking garages or entryways.
- Kiosks should be located at key decision points encountered by patients on their way to appointment destinations. Prime locations for wayfinding kiosks include: parking garages, elevator lobbies, main entrances, and first floor lobbies of busy patient areas. Detailed locations for VAPAHCS wayfinding kiosks are included in the Signage Location Plans.

Technical Requirements

1. Minimum 42" LCD monitor, measured diagonally, interactive touchscreen
2. Free-standing or wall mounted with minimal footprint and slim design, no sharp edges; secure to floor in unobtrusive method
3. Display surround in brushed stainless steel or powder coat finish
4. The system, along with all equipment, peripherals, and components shall meet the standards delineated by applicable laws and regulations, such as Section 508 Amendment to the Rehabilitation Act of 1973, ADA specifications, and others
5. Buttons shall be prominently placed to move the active area of the screen down for increased usability by those in wheelchairs
6. Connect power and data from rear of unit to minimize cable management
7. Standard screen resolution: 1080P or 1080 x 1920
8. Olea Kiosk Inc. has several models that may be attractive to VAPAHCS:
 - a. Milan Wall Mounted or Free Standing - Elotouch 4303L 42.5" IR Touch LCD, 1080P, Clear, 20 touches
 - b. Geneva - Litemax 27" High Bright LCD -With Light Sensor and Fans 1080P
 - c. Austin Wall Mounted or Free Standing - Elotouch 2202L 22" (PCAP) Desktop LCD, Clear, Zero Bezel, Wide screen 16:9, 1920 x 1080

- 9. Wayfinding kiosks require a network connection. Network shall be designed to be fully air gapped from VA’s existing information technology (IT) cloud

5.4.3 Digital Directories

Upon arrival at a VAPAHCS medical building, visitors need to be able to confirm that they are in the right location and obtain information about where to navigate next. Digital directories can be easier and less costly to update as destinations and amenities at the medical center change.

Non-interactive digital directories for VAPAHCS should support the following functions:

- Display a list of destinations and amenities in a large and legible font on a non-interactive, electronic display screen.
- Select a subset of destinations/amenities to display on individual display boards.
- Display corresponding location information for each destination/amenity. (ie. floor number).
- Directory must provide web-based management application for content, including maps and routes, and statistics. The Content Management System (CMS) must allow information to be updated centrally by an administrator and distributed automatically across the wayfinding mobile application, elevator directories, and interactive digital directories.

One CMS application should be used for all of VAPAHCS’s wayfinding technologies: mobile applications, kiosks, and digital directories.

Because digital directories depend on the Inpixon CMS, directories can only be deployed in locations with previous or concurrent deployment of wayfinding kiosks and mobile applications.

- Directory must support compatibility with assistive technology softwares and/or devices so that the mobile app can be accessible to and usable by individuals using assistive technology, including but not limited to screen readers, screen magnifiers, and speech recognition software.
- Directory should be located at key decision points encountered by patients on their way to appointment destinations. Prime locations for directories include first-floor elevator lobbies. Placement should be high enough so that it is clear to users that the directories are not touch-screen devices. Detailed locations for VAPAHCS elevator directories are included in the Signage Location Plans.

Technical Requirements

1. Digital directory has a large screen (42” or greater size) display, wall mounted with minimal footprint and slim design, no sharp edges.
2. Connect power and data from rear of unit to minimize cable management.
3. Standard screen resolution: 1080P or 1080 x 1920.

4. The system, along with all equipment, peripherals, and components shall meet the standards delineated by applicable laws and regulations, such as Section 508 Amendment to the Rehabilitation Act of 1973 and others.
5. Digital directories require a network connection. Network shall be designed to be fully air gapped from VA’s existing IT cloud.
6. Digital directories should be mounted 60” to center from the floor.

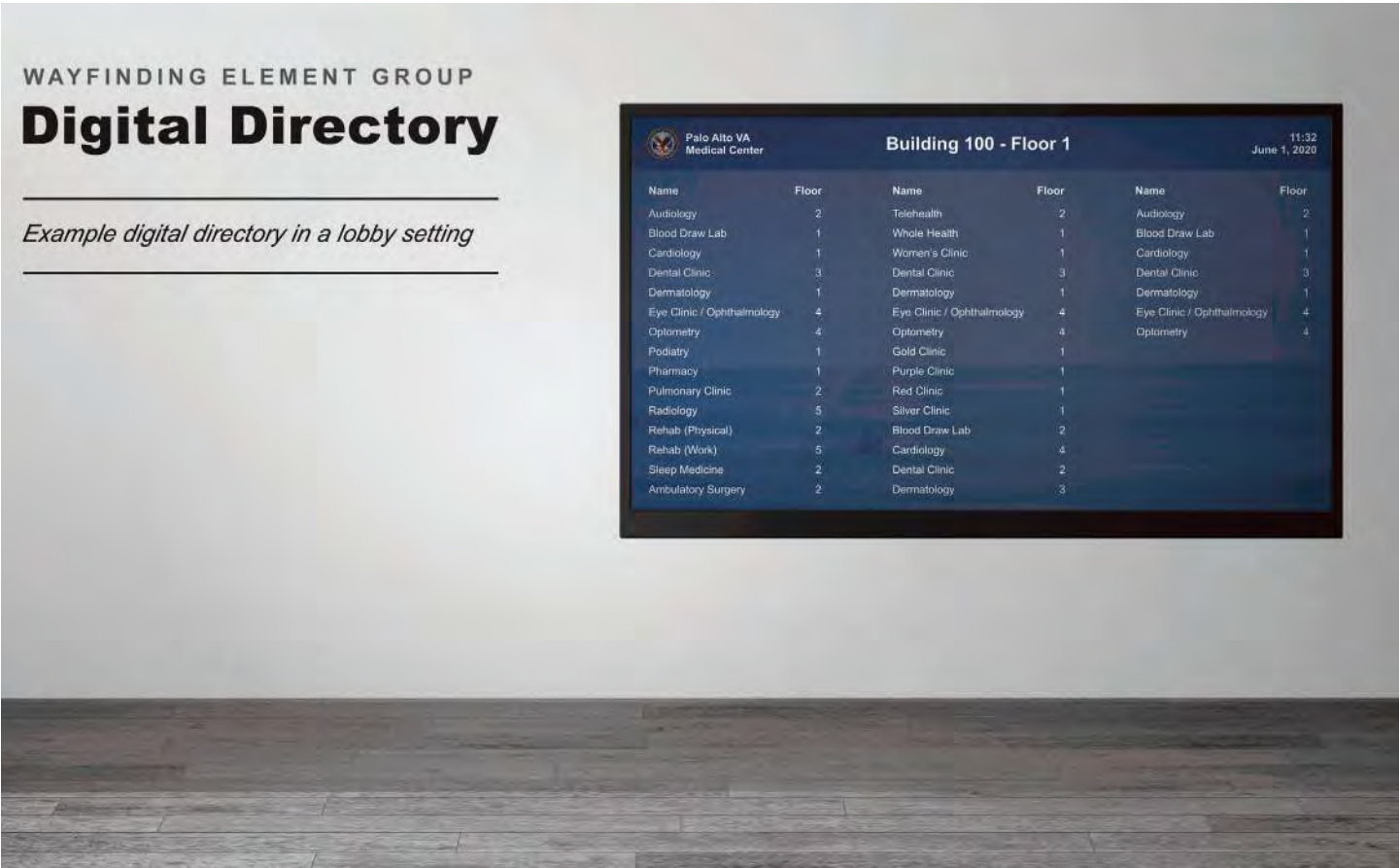


Figure 5.4.2-1. Digital Directories for VA Medical Centers.

5.4.4 Digital Signage

Digital signs are non-interactive, electronic displays that use a combination of screens, data storage, software, and business logic to present information to an intended audience. VA Medical Centers including the Central Alabama Veterans Health Care System, VA Dublin Healthcare System, Oscar G. Johnson VA Medical Center, and Orlando VA Medical Center, have procured and installed digital signage. Within the context of wayfinding, digital signs can be used to display:

- “You-Are-here” campus maps - Display a map and the viewer’s current location.
- QR codes that contain links to bus and shuttle schedules.
- Construction updates - Re-routing, unexpected barriers, or other updates that may affect current visits.
- Emergency announcements - Emergency information affecting current visits.
- Announcements about facility changes, relocated clinics and amenities, building closures and openings, procedures related to COVID-19 screening, new offerings.

When implementing digital signage for wayfinding purposes, VAPAHCS should consider:

- Non-wayfinding information can be presented, but VAPAHCS should be mindful to not ‘crowd out’ wayfinding information. Digital signs that attempt to display too much or too detailed information risk frustrating

a viewer who failed to read and digest information quickly. As a general rule of thumb, no-interaction digital signs should seek to display no more than 3 screens of related information and should have sufficient ‘read’ time between transitions.

- Devices are recommended to be configured with an obvious cluster of wayfinding information as opposed to general announcements.
- Information must be large enough to be viewed from a distance. Digital signage and the content to be displayed on the signage should be implemented in accordance with Section 508 guidelines.
- Informational digital signs (ex: Janus digital signs) will rely on a separate CMS from the wayfinding kiosks, mobile application and directories. VAPAHCS staff will need to manage the two groups of devices separately. Some API integration may be possible to display informational digital sign content on the wayfinding mobile app and/or wayfinding directories and kiosks.
- Digital signs have the potential to be “one of many” signs on the VA campus, competing for attention with traditional signs, check-in kiosks, and TV screens. VAPAHCS can make the most of interactive wayfinding directory hardware by configuring kiosks to act as informational digital signs when not in-use. While in “screensaver mode,” kiosks can be programmed to display content similar to what would be displayed on the informational digital signs throughout the campus.

- Any information displayed on these devices should also be made available in the custom content areas on the mobile app, via social media channels, and on the VAPAHCS VA.gov web pages, if appropriate. Digital sign content can also be used to reinforce information presented more widely on traditional signs.
- The location for digital signage installation must be carefully considered. Digital signage should be placed in areas with sufficient visitor density to achieve the goals of implementation. For example, if the VA wishes to replace temporary, paper signage with digital signs, they should be installed in areas where Veterans are likely to visit frequently, such as the main entrance or canteen. Visitors are unlikely to travel out of their way to view digital signage.
- Because of the time required to ingest information on digital signs, they should be located at high-visibility locations where patients are stationary or otherwise spending a large amount of time. Prime locations for digital signs include waiting areas and cafeterias. Placement should be high enough so that it is clear to users that the directories are not touch-screen devices.

Technical Requirements

1. Digital sign has a large screen (42” or greater size) display, wall mounted with minimal footprint and slim design, no sharp edges
2. Connect power and data from rear of unit to

minimize cable management

3. Standard screen resolution: 1080P or 1080 x 1920
4. The system, along with all equipment, peripherals, and components shall meet the standards delineated by applicable laws and regulations, such as Section 508 Amendment to the Rehabilitation Act of 1973 and others.
5. Digital signs require a network connection. Network shall be designed to be fully air gapped from VA’s existing information technology (IT) cloud.

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Section 6

Operational Wayfinding Element Recommendations

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Operational Wayfinding Element Recommendations

- 6.1 Wayfinding Management and Maintenance
- 6.2 Wayfinding Leadership
- 6.3 Campus Nomenclature
- 6.4 Staff and Volunteer Wayfinding Orientation and Training
- 6.5 Wayfinding Related Accessibility and Inclusive Design
- 6.6 Spoken Directions and Escorting
- 6.7 Scripted Directions
- 6.8 Section 6 References and Endnotes

6.1 Wayfinding Management & Maintenance

A wayfinding management strategy is critical to maintaining and sustaining VAPAHCS’ integrated wayfinding program. A companion Integrated Wayfinding Program Management Plan has been developed to address specific coordination processes and define the role of the responsible party or department that will oversee the program.

6.2 Wayfinding Leadership

Executive leadership at VAPAHCS can support the implementation of a new, integrated wayfinding system and ongoing management and maintenance that will make it effective over time. VAPAHCS staff and volunteers will follow the words and deeds of leadership who can show that wayfinding ease matters and that it is part of the VA’s mission of providing outstanding service to Veterans.

Executive leadership and service chiefs can be involved in the wayfinding system in the following ways:

- Understanding the scope of this Integrated Wayfinding Master Plan and its recommendations.
- Developing a multi-year budget for wayfinding system implementation according to the recommended priorities.

- Funding and supporting an Integrated Wayfinding Management Program.
- Supporting staff and volunteer wayfinding training programs.
- Speaking publicly about the importance of wayfinding as part of customer service at VAPAHCS.
- Writing about the importance of wayfinding ease in relevant online newsletters read by patients, staff, and volunteers.

6.3 Campus Nomenclature

Naming the campus, its streets, parking areas, buildings, services, and other important exterior features is a key wayfinding element. The more logical and understandable the nomenclature, the easier it will be for Veterans and families to navigate. Some nomenclature is specified by the national VA. Other nomenclature can be determined by VAPAHCS. Recommendations are included here for VAPAHCS nomenclature regarding streets, parking garages, parking lots, and several exterior landmarks.

Recommendations:

Use Widely-Understandable Nomenclature

When selecting new names, use nomenclature that:

- Simply and correctly reflects the content or purpose of the area or feature

- Is easy to understand
- Is easy to pronounce
- Is functionally or spatially related to the building or site area
- Is unique
- Is easy to remember
- Is as short as possible

Avoid nomenclature that:

- Uses acronyms or abbreviations
- Is misleading or confusing
- Uses euphemisms
- Has double meanings

Exterior Wayfinding-Related Nomenclature at PAD

- Assign street names
 - Name the main drive (“Campus Drive” or another unique name) from Miranda Ave. to Building 100
- Change the names of the parking garages. The proposed names will make it easier to distinguish them from each other.
 - Use “North Garage” for the current PS1.
 - Use “South Garage” for the current PS2.
 - Keep names of the largest parking lots (Parking Lot 100 North, Parking Lot 100 South)
 - Nomenclature for existing landmarks can be found in Section 3.19.

- Differentiate bus and shuttle stops
 - VAPAHCS should name its two types of bus and shuttle stops in unique way in order to allow for easy direction giving and direction following.
 - Public transit stop
 - VA shuttle stop
- Accessibility nomenclature at VAPAHCS
 - Use the word “accessible” to refer to parking, entrances, pathways, and other parts of VAPAHCS usable by people with functional limitations.
 - Do not use the word “handicapped”
 - Do not use the ISA (International Symbol of Accessibility) to replace a word (e.g., “Accessible Parking” – with ISA symbol.

6.4 Staff and Volunteer Wayfinding Orientation and Training

All staff and volunteers need to know their way around VAPAHCS campuses and facilities in order to do their jobs well. In addition, they need to be familiar with the layout in order to give directions to and escort customers. One barrier to staff’s own efficient navigation, direction-giving, and escorting is not being well-oriented themselves. At present, there is no structured physical plant orientation for all staff or volunteers.

Wayfinding Basics for All Staff and Volunteers

Everyone who works at VAPAHCS needs to know:

- It is an organizational priority to improve and minimize wayfinding issues for Veterans and visitors.
- How to navigate the facilities where they work.
- How to get answers to wayfinding questions.
- How to direct Veterans, families, and fellow staff and volunteers.

Components of Wayfinding Orientation and Training

This training should have a standardized component and a department-specific component. Ideally, employees should be able to refer to it on demand. An online wayfinding training module, followed by personal tours and mentoring is likely to be the most effective approach.

The proposed staff wayfinding training program has four components:

- Mention of wayfinding in system wide new employee orientation.
- A standardized wayfinding training module for new staff & volunteers.
- Departmental touring, shadowing, mentoring for new employees and volunteers.
- Individualized module for those with

responsibilities for directing and escorting Veterans and families.

This program and the others described here should be developed by the Wayfinding Program Manager, Office of Quality Safety & Value Education, and a wayfinding consultant, with participation from various departments including Patient Administrative Support Services (PASS), Voluntary Service, Police Service, Veteran and Family Advisory Council, and those responsible for orienting residents, interns, and students.

New Employee Orientation

While there isn’t time to go into wayfinding details in the system wide orientation program for new employees, it is important to briefly discuss it. This discussion should include:

- Brief explanations of wayfinding and a wayfinding system.
- Wayfinding ease for Veterans, families, and staff as a priority at VAPAHCS.
- Wayfinding information contained on the VAPAHCS portion of the VA.com website.
- Wayfinding training will occur in each department and will consist of a standardized online module, backed up by tours, shadowing, and mentoring.
- Additional training will occur for staff directly involved in directing and escorting customers.

Standardized Wayfinding Training Module for New Staff and Volunteers

The wayfinding training module for new VAPAHCS staff and volunteers would include:

- The importance of serving customers and how this is related to wayfinding ease.
- A visual and verbal overview of VAPAHCS facilities, including site access, parking, buildings, entrances, elevators, departments, services, food, and amenities.
- A virtual exterior tour of public and staff vehicular access, pedestrian access, parking, public transportation stops, building entrances and exits.
- A virtual interior tour of each floor of each building, including locations of key destinations and amenities, elevators, floor numbering and room numbering logic.
- An introduction to available online, digital, written, printed, and spoken wayfinding aids, including standardized directions, handout maps, directional signs, You-Are-Here (YAH) maps, and Emergency Egress (Fire Evacuation) maps.
- An introduction to wayfinding resources and how to get wayfinding assistance.
- Giving directions to visitors who are not familiar with VAPAHCS facilities.
- Wayfinding issues for people with disabilities.
- How to develop a working spatial understanding (a “cognitive map”) of VAPAHCS campuses and buildings.
- How to take slow-paced tours of the facility, do periodic touring, and complete various

“search and find” assignments.

- How their departmental trainer will give them more detailed information and an opportunity to familiarize themselves with the facility.

Departmental Touring, Shadowing, Mentoring

Each department will continue to play a key role in orienting its employees, volunteers, or students to the physical facilities where they will be working. This will be accomplished by explaining the layout and logic of areas where the employee will be working (including room numbering, as needed), leading new employees on tours, allowing new employees to tour on their own, enabling employees to shadow other staff members, and providing staff members to act as mentors for navigation questions.

It is important to note that some employees learn their way around quickly and others do not. There is likely to be some variation in the length of time needed for orientation.

Individualized Module for Staff and Volunteers with Responsibilities for Directing and Escorting Veterans and Families

Staff whose jobs involve face-to-face and telephone direction-giving or escorting, including those who staff entry checkpoints, need to participate in a more detailed, hands-on wayfinding training program.

This would be conducted as an individual or group session with a trainer.

In addition to all the components of the general staff wayfinding training, this program will go into more detail about the locations of various destinations, and all aspects of the wayfinding system, from best routes to online information, to signs and You-Are-Here (YAH) maps. Terminology discussions will emphasize the importance of using terms consistently and avoiding jargon. Staff who are giving directions by phone need to be oriented to the sites and buildings they are talking about.

This module would also cover principles of giving directions (such as not overloading customers with too much information), as well as “best” routes to key destinations. Attempts will be made to help people “unlearn” incorrect or incomplete directions they are presently giving.

Evaluating Staff and Volunteers’ Wayfinding Knowledge

Surveying staff and volunteers immediately after the training and periodically thereafter, will provide information about what they have learned and about what they still need to know.

6.5 Wayfinding-related Accessibility and Inclusive Design^{1,2}

Many, if, not most, Veterans at VA medical centers have one or more disabilities. State and Federal/VA accessibility regulations do not address many of the needs these Veterans have when negotiating a large campus with

many buildings. An inclusive design perspective can be helpful in making the built environment work for as many people as possible without specialized individual features.

For Veterans with disabilities that affect their mobility, moving around the campus and through the buildings can be challenging, especially if design elements and signage do not take their needs into account. Pedestrian routes can be dangerous if they cross vehicular routes that are not fully accessible. Wheelchair users, amputees, and Veterans with mobility challenges such as limited stamina, need to know whether the route they are taking is direct and free of obstructions so they don’t have to retrace their steps and exert extra energy to find the accessible route.

For Veterans with low vision and/or brain-based disabilities, certain features of signage are critical to their success in finding their way: text size, color contrast, message spacing, clear placement of arrows, verbal clarity of message, and placement for close viewing. While these qualities are needed by most users, they are critically important to Veterans who may find both the design of exterior and interior environments, as well as signage, confusing and challenging.

Operational recommendations focus on both compliance with regulations and inclusive design.

Compliance with Accessibility Regulations

- Make sure that any existing building with an inaccessible entrance has signage with directions to an accessible entrance. Review design documents to ensure new buildings do not have inaccessible routes.
- Maintain all pedestrian crossings for use by people who need a path without curbs. Remove barriers to make routes fully accessible or add signage that directs pedestrians to alternative accessible routes.
- Repaint crosswalks with striping and/or install pedestrian crosswalk signs to alert drivers.
- Maintain surface markings and signage at accessible parking spaces
- Contract with an accessibility consultant to conduct a full exterior and interior access audit of VAPAHCS campuses and buildings. Conduct periodic audits when campuses are disrupted by construction or relocation of services.
- Have an accessibility consultant with architectural credentials conduct an accessibility review of the drawings for new buildings and site changes.
- Assess ramps (such as the ramps outside PAD Building 1) to be sure they are compliant with VA requirements.

Inclusive Design

Make wayfinding system improvements

- Improving all elements of the wayfinding system will help Veterans understand

and find their destinations efficiently and effectively without the need for backtracking. This will help people with mobility limitations and limited stamina not walk farther than needed.

Provide better communication about golf-cart services, shuttle buses, and public buses

- Improve communications with Veterans about the availability of golf cart services.
- Make shuttle and golf cart service available at all times when Veterans will be on the site, including early morning hours.

Keep sidewalks and pedestrian pathways in a state of good repair

- Keep sidewalks and pedestrian pathways in a state of good repair, to avoid trip-and-fall hazards for everyone, including people with mobility limitations.
- Keep painted markings at accessible parking and at crosswalks in good repair so they are visible to drivers.

Keep elevators in a state of good repair, enable elevator alerts to be heard by all

- Keep elevators in a state of good repair, so users with mobility limitations don’t have to seek other ways of changing levels.
- Consider raising the volume of elevator alerts, so they can be heard by everyone.

Design signage to be legible to all users

- Design signage with all users in mind. Make fonts large enough to be seen by people with low vision.

Use good contrast between text and sign background and between signs and the walls where the signs are located.

- If ceiling-hung signs are used, duplicate them with wall-mounted signage that low-vision users can see by standing up close.

Locate and design maps to be useful to all users

- Make sure maps are located so users with low vision can get close to them.
- Consider providing tactile campus maps for blind users.

Include wayfinding-related accessibility and inclusive design issues in Wayfinding-related Staff and Volunteer Training

- Make sure information desk staff and volunteers understand how to communicate clearly with Veterans and families with hearing limitations.
- Make sure there are staff skilled with ASL (American Sign Language) who can communicate wayfinding information to users.

6.6 Spoken Directions and Escorting

No matter the number or type of non-human wayfinding elements available to users, some will prefer the comfort and familiarity of asking directional questions of a knowledgeable volunteer or staff member at an information desk. It is helpful for these volunteers and staff to be

oriented to the campus and buildings where they work and trained in how to give useful directions.

We recommend that staff and volunteers receive training in direction-giving and have access to current wayfinding information and resources, and know how to get questions answered so that their spoken directions are useful as well as accurate.

Human Wayfinding Assistance at Information Desks

- When there is sufficient space and budget, volunteers and staff can help create a welcoming atmosphere and provide wayfinding assistance for Veterans and families.
- Place information desks in direct view of entering Veterans and families.
- Label information desks so they can be seen from a distance.
- Provide the following wayfinding-related tools at information desks:
 - (Optional) Interior handout maps
 - Exterior map of the campus
 - Scripted directions to common destinations, such as restrooms, elevators, clinics, Lab, Radiology, patient units, Canteen, Chapel and conference rooms.
- Encourage information desk volunteers and staff to annotate handout maps and/or scripted directions (with markers or pens) to reinforce the recommended routes.

Spoken Directions

Some guidelines for spoken directions include:

- Make sure spoken directions are consistent with other wayfinding elements.
- Direct customers to follow the most direct path.
- Refer to landmarks, as appropriate.
- Use terminology understandable to most Veterans and families.
- Specify elevators by name or number and emphasize the importance of using particular elevators.
- Speak slowly enough for most Veterans and families to understand.
- Give directions at a volume loud enough for most Veterans and families to hear (and adjust volume for people with hearing limitations).
- Give only a few pieces of information verbally. As needed, supplement with written or other scripted directions or direct customers to the next direction-giver.

Escorting

Sometimes it is simply easier and more effective to escort Veterans and families than to give them directions. Although escorting is hospitable,

there are too few staff to escort customers on a regular basis. Escorting takes considerable staff time and takes staff away from their other duties. In addition, patients who are escorted to destinations may not be able to find their way back unassisted. However, when a staff member is available and knowledgeable, and spoken or written directions will not suffice, escorting is appropriate, as a final opportunity to find the patient destination.

Some guidelines for escorting include:

- Make sure escorts know the location of the customer’s destination.
- Take customers on the most direct path.
- Point out key decision points or landmarks to help customers find their way back.

6.7 Scripted Directions

Some destinations at PAD are particularly difficult to find. In addition to the other wayfinding system elements that will help clarify these routes, additional strategies are:

- Provide printed, scripted directions available at main information desks.
- Provide digital scripted directions on the VAPAHCS website (available to print at home).
- Make Veterans and families aware of cell phone apps that can lead them from a point of origin to a destination and back.

Scripted directions offer an opportunity to provide wayfinding information to Veterans and families who speak other languages than English.

Preparing Scripted Directions

Scripted directions should be overseen by the Wayfinding Program Manager and in coordination with the Office of Quality Safety & Value Education and Volunteers leadership. The Wayfinding Program Manager should inform Patient Administrative Support Services, Veteran and Family Advisory Council, and others who are responsible for staff that would be communicating this information to Veterans regarding training and updates to scripts.

Contents of Scripted Directions

Scripted directions should include:

- A title, such as “Directions from the Building 100 Main Information Design to ____.”
- Identification of the starting point.
- Identification of the destination, including its name, floor number, and room number (as needed).
- Information about which corridors to take.
- Information about which elevators to take.
- Information about landmarks Veterans may see along the way.
- Information about how to recognize the destination.
- Information about reversing the route to get back to the starting point.

Wording and Information Design

- Carefully word scripted directions to be as clear and legible as possible. Use plain language whenever possible.
- Design scripted directions to be easy to follow.
- Consider adding photographs to the directions.
- Include a date on the scripted directions. Use VAPAHCS approved departmental nomenclature to be consistent with signage and appointment postcard information.

Languages

- As needed, prepare scripted directions in languages other than English.

Environmental Issues

There are environmental concerns with any recommendation involving paper. These concerns may be mitigated by the following factors:

- Not all Veterans and families will need or want scripted directions.
- Not all scripted directions will be printed.
- Scripted directions can be printed with environmentally responsible inks on recycled paper.
- Scripted directions can contain a request for the visitor to recycle them.

- Recycling containers can be made available and obvious.

6.8 Section 6 Endnotes

1. Inclusive design refers to a framework for the design of places, things, information, communication and policy that focuses on the user, on the widest range of people operating in the widest range of situations without special or separate design. “What is universal design ... inclusive design ... design-for-all,” Institute for Human Centered Design, Boston, 2018.
2. The percentage of disabled drivers/ passengers is much higher in the Veteran population. VA BARRIER FREE DESIGN STANDARD rev 2/1/22

Section 7

Exterior Wayfinding Element Group Plans

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Exterior Wayfinding Element Group Plans

7.1 Introduction

7.2 Exterior Group Scenarios

7.3 Exterior Element Campus Maps

7.1 Introduction

The Integrated Wayfinding Master Plan includes physical signage, operational processes and wayfinding technologies. The goal of master plan is to integrate all of these components so that they complement each other and work together to provide a complete wayfinding program that helps Veterans navigate the campus successfully. This section demonstrates the integration of these component through typical scenarios found throughout VAPAHCS.

The Integrated Wayfinding Master Plan provides a set of exterior sign family drawings specific to the needs of VAPAHCS. Programming of exterior sign location plans with these signs takes a systematic approach based on campus scenarios. The eight scenarios are documented in this section to demonstrate how signs should be programmed throughout all locations in the VAPAHCS. These scenarios present a starting point for project participants to design wayfinding plans that could be part of a project that impacts exterior conditions or updating signs on a campus to improve wayfinding. These scenarios should be used as a starting point and can be adapted based on the unique situations found in each project.

The scenarios outlined in the section include the approach to the campus entrance, campus entrances, on-campus intersections, large and small parking lots, pedestrian paths, and building entrances. In addition to the physical signage, the operational and technological elements that could be used to assist in wayfinding are also identified.

Following the individual scenarios, campus maps for the Palo Alto Division and the Menlo Park Division are included. On these maps exterior wayfinding scenarios are identified with color coded dots to show where these scenarios occur.

7.2 Exterior Group Scenarios

Exterior 01	Public Roadways and Campus Perimeter
Exterior 02	Campus Entrances
Exterior 03	On-campus Roadways and Intersections
Exterior 04	Large Parking Lots
Exterior 05	Small Parking Lots
Exterior 06	Patient Drop-off Areas
Exterior 07	Pedestrian Walkways
Exterior 08	Building Identifications / Building Entrances

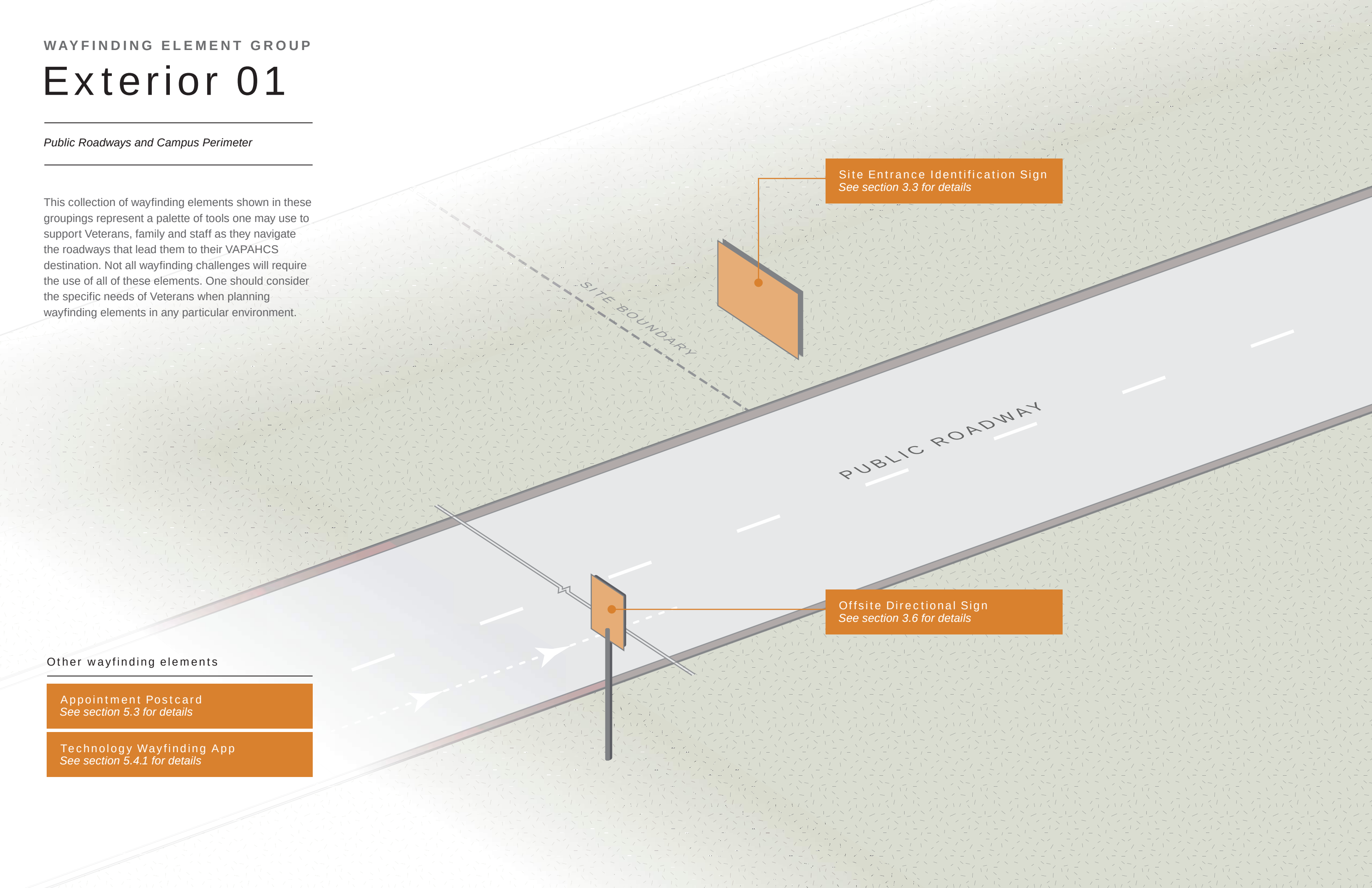
Exterior 01

Public Roadways and Campus Perimeter

This collection of wayfinding elements shown in these groupings represent a palette of tools one may use to support Veterans, family and staff as they navigate the roadways that lead them to their VAPAHCS destination. Not all wayfinding challenges will require the use of all of these elements. One should consider the specific needs of Veterans when planning wayfinding elements in any particular environment.

Other wayfinding elements

- Appointment Postcard
See section 5.3 for details
- Technology Wayfinding App
See section 5.4.1 for details



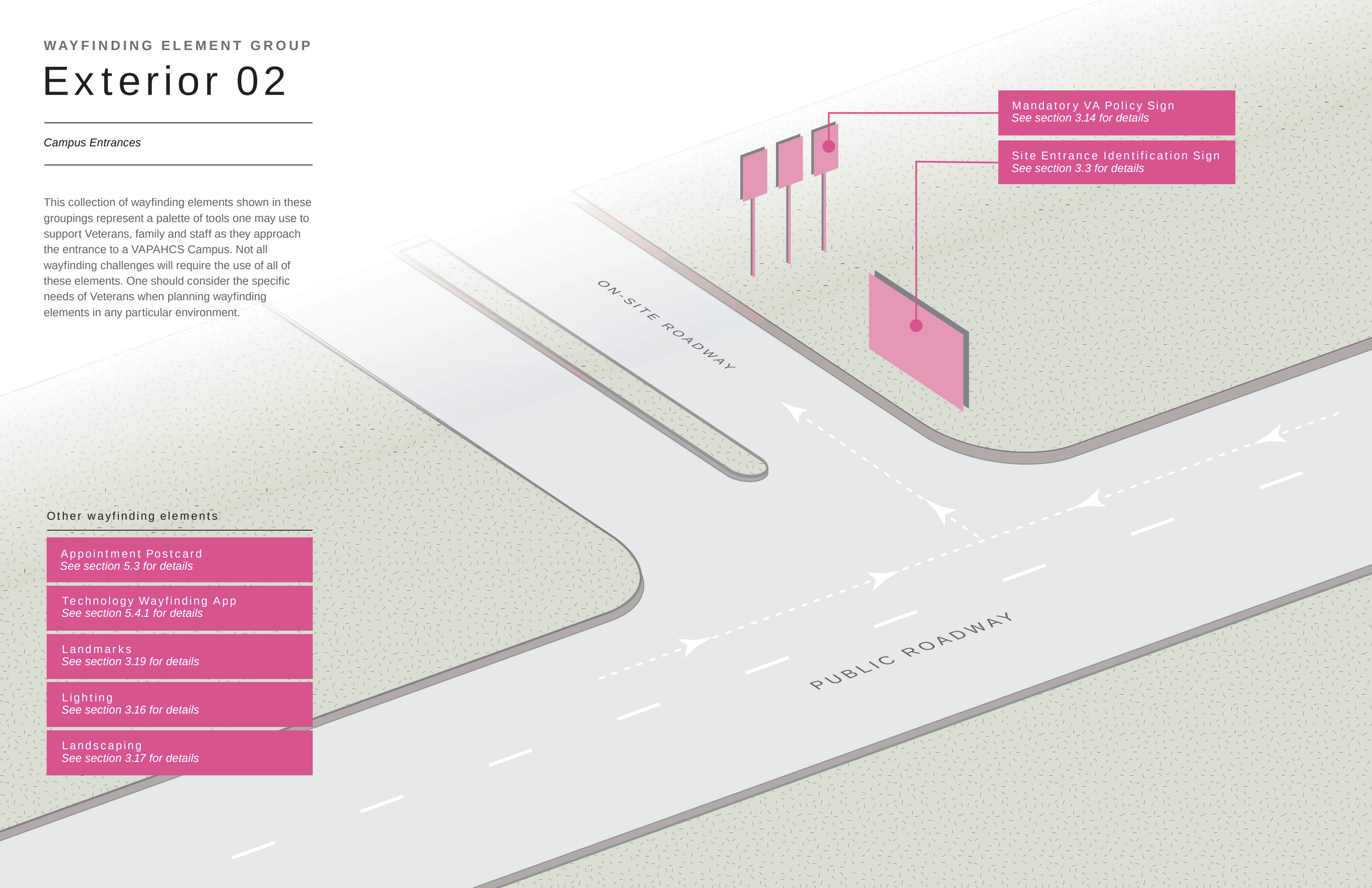
Exterior 02

Campus Entrances

This collection of wayfinding elements shown in these groupings represent a palette of tools one may use to support Veterans, family and staff as they approach the entrance to a VAPAHCS Campus. Not all wayfinding challenges will require the use of all of these elements. One should consider the specific needs of Veterans when planning wayfinding elements in any particular environment.

Other wayfinding elements

- Appointment Postcard
See section 5.3 for details
- Technology Wayfinding App
See section 5.4.1 for details
- Landmarks
See section 3.19 for details
- Lighting
See section 3.16 for details
- Landscaping
See section 3.17 for details



Exterior 03

On-campus Roadways and Intersections

This collection of wayfinding elements shown in these groupings represent a palette of tools one may use to support Veterans, family and staff as they navigate roadways on VAPAHCS Medical Campuses. Not all wayfinding challenges will require the use of all of these elements. One should consider the specific needs of Veterans when planning wayfinding elements in any particular environment.

Other wayfinding elements

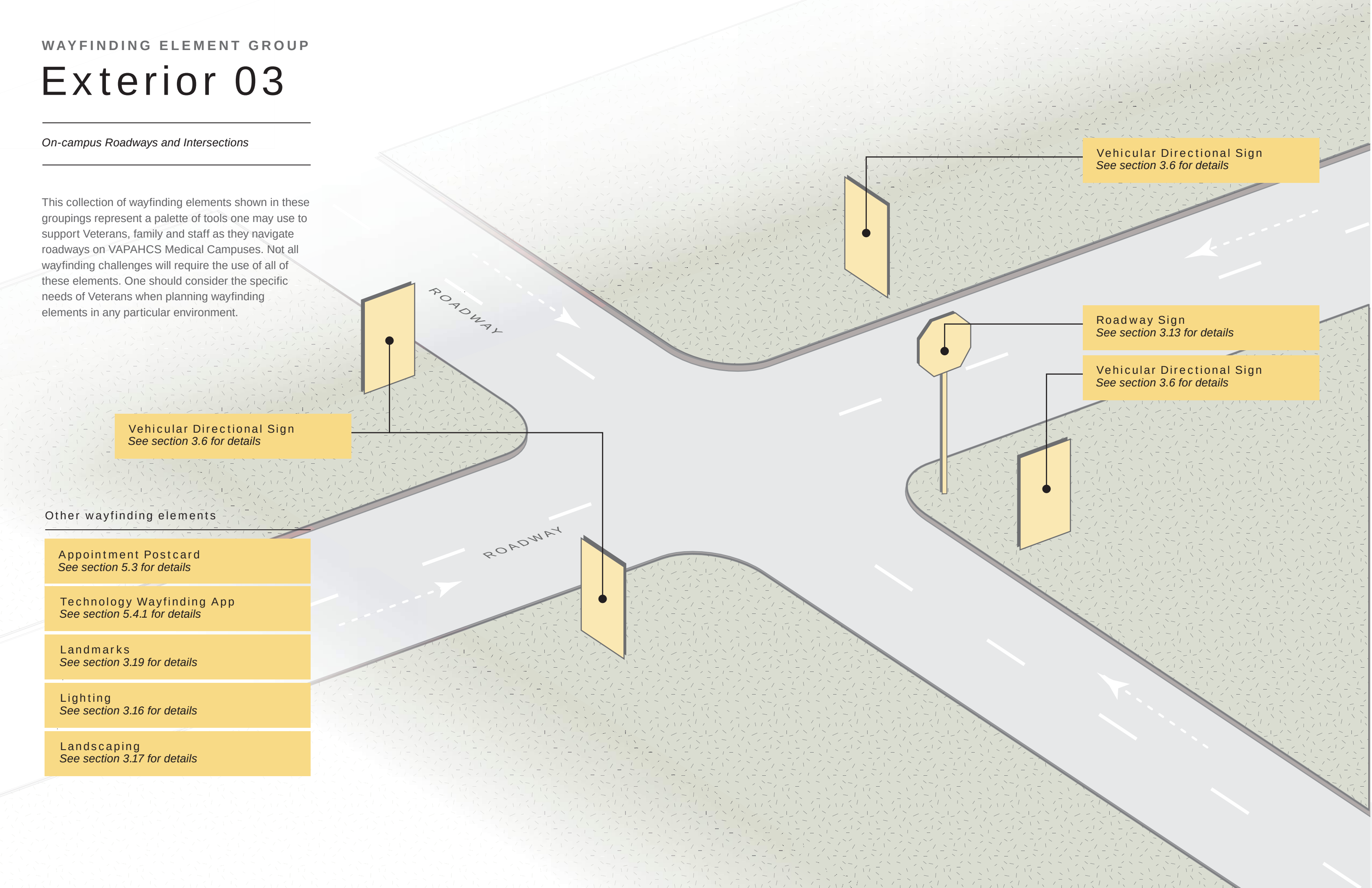
- Appointment Postcard
See section 5.3 for details
- Technology Wayfinding App
See section 5.4.1 for details
- Landmarks
See section 3.19 for details
- Lighting
See section 3.16 for details
- Landscaping
See section 3.17 for details

Vehicular Directional Sign
See section 3.6 for details

Vehicular Directional Sign
See section 3.6 for details

Roadway Sign
See section 3.13 for details

Vehicular Directional Sign
See section 3.6 for details



Exterior 04

Large Parking Lots

This collection of wayfinding elements shown in these groupings represent a palette of tools one may use to support Veterans, family and staff as they navigate VAPAHCS campuses and parking lots. Not all wayfinding challenges will require the use of all of these elements. One should consider the specific needs of Veterans when planning wayfinding elements in any particular environment.

Other wayfinding elements

- Appointment Postcard
See section 5.3 for details
- Technology Wayfinding App
See section 5.4.1 for details
- Landmarks
See section 3.19 for details
- Lighting
See section 3.16 for details
- Landscaping
See section 3.17 for details

Vehicular Directional Sign
See section 3.6 for details

Parking Aisle Identification Sign
See section 3.11 for details

Parking Stall Designation Sign
See section 3.11 for details

Mandatory VA Policy and Roadway Identification Sign
See section 3.14 and 3.13 for details

Parking Lot Identifications
See section 3.11 for details

Mandatory VA Policy and Roadway Identification Sign
See section 3.14 and 3.13 for details

Parking Lot Identification Sign
See section 3.11 for details

Exterior 05

Small Parking Lots

This collection of wayfinding elements shown in these groupings represent a palette of tools one may use to support Veterans, family and staff as they navigate VAPAHCS campuses and parking lots. Not all wayfinding challenges will require the use of all of these elements. One should consider the specific needs of Veterans when planning wayfinding elements in any particular environment.

Other wayfinding elements

- Appointment Postcard
See section 5.3 for details
- Technology Wayfinding App
See section 5.4.1 for details
- Landmarks
See section 3.19 for details
- Lighting
See section 3.16 for details
- Landscaping
See section 3.17 for details

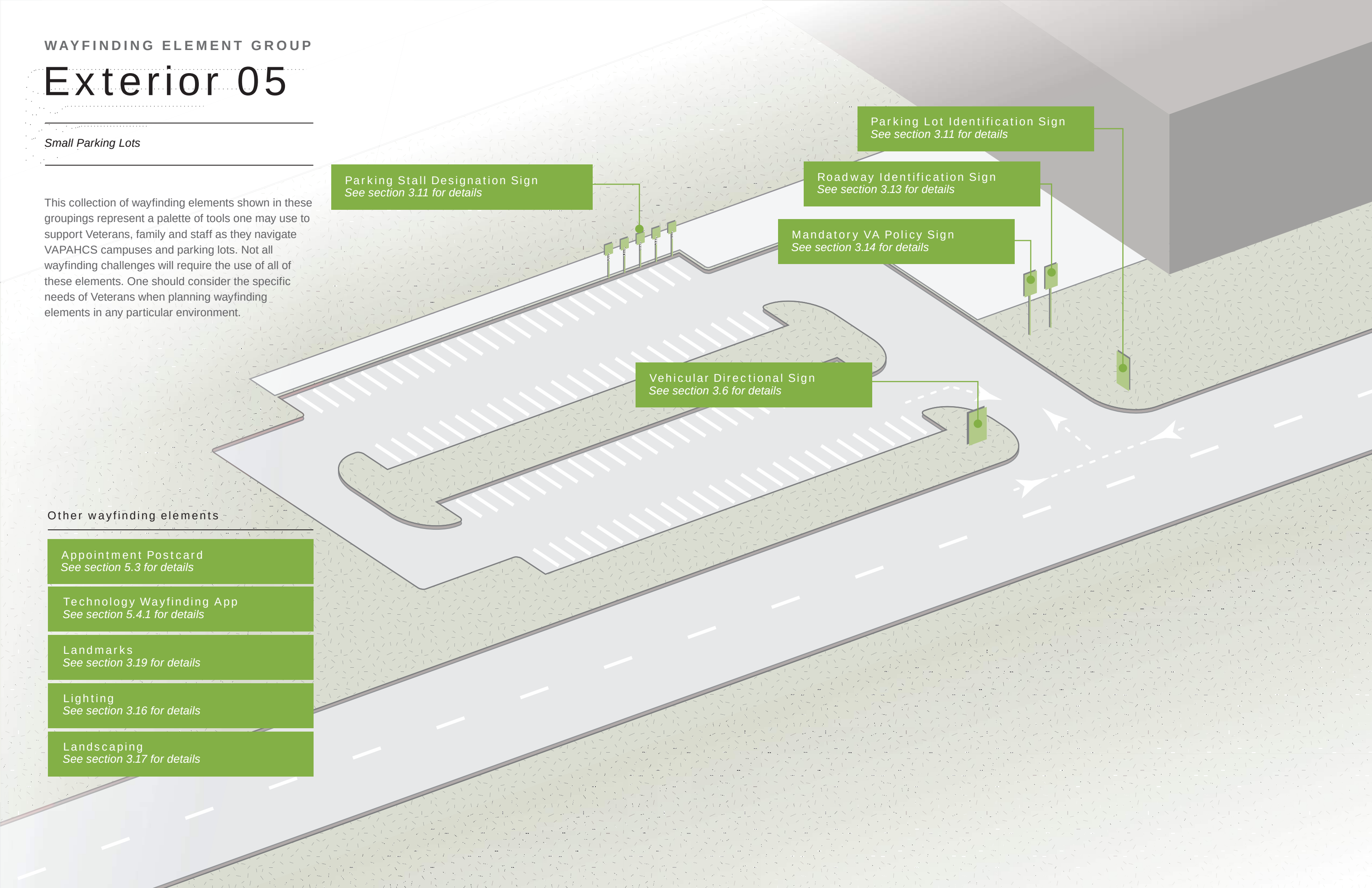
Parking Stall Designation Sign
See section 3.11 for details

Roadway Identification Sign
See section 3.13 for details

Parking Lot Identification Sign
See section 3.11 for details

Mandatory VA Policy Sign
See section 3.14 for details

Vehicular Directional Sign
See section 3.6 for details



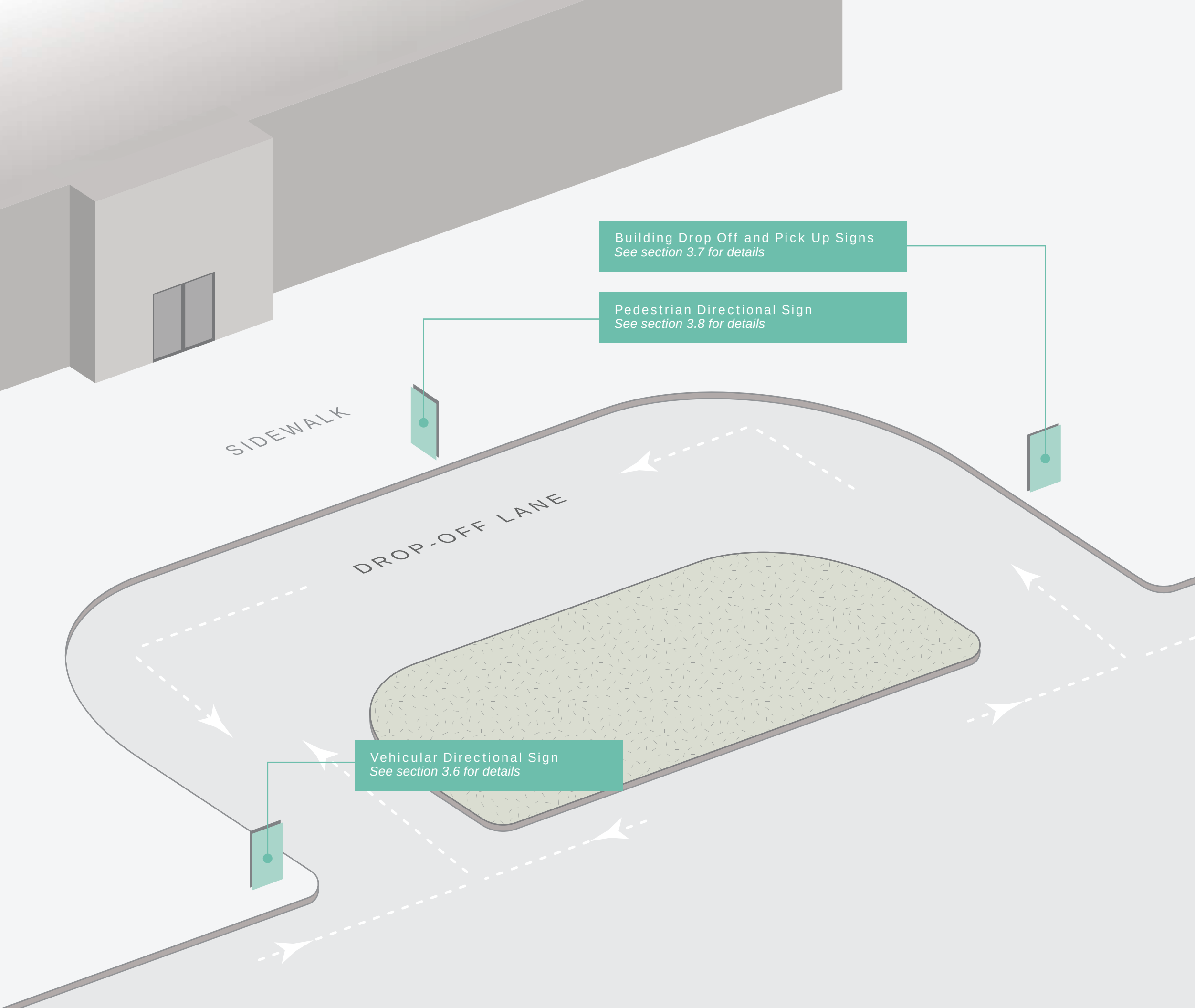
Exterior 06

Patient Drop-off Areas

This collection of wayfinding elements shown in these groupings represent a palette of tools one may use to support Veterans, family and staff as they navigate campus roadways and parking areas to drop off and pick up patients from building entrances. Not all wayfinding challenges will require the use of all of these elements. One should consider the specific needs of Veterans when planning wayfinding elements in any particular environment.

Other wayfinding elements

- Appointment Postcard
See section 5.3 for details
- Technology Wayfinding App
See section 5.4.1 for details
- Landmarks
See section 3.19 for details
- Lighting
See section 3.16 for details
- Landscaping
See section 3.17 for details



Exterior 07

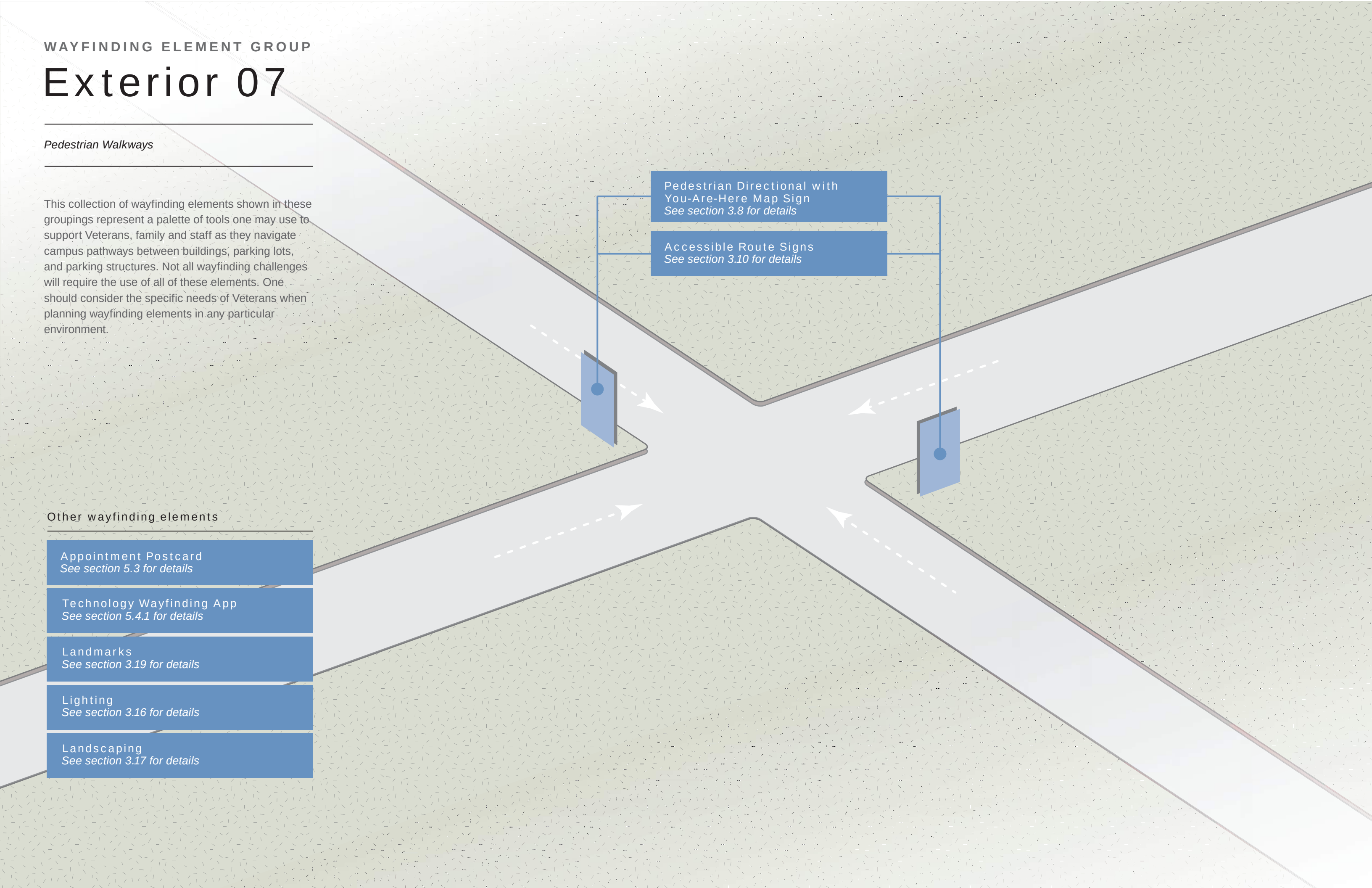
Pedestrian Walkways

This collection of wayfinding elements shown in these groupings represent a palette of tools one may use to support Veterans, family and staff as they navigate campus pathways between buildings, parking lots, and parking structures. Not all wayfinding challenges will require the use of all of these elements. One should consider the specific needs of Veterans when planning wayfinding elements in any particular environment.

Other wayfinding elements

- Appointment Postcard
See section 5.3 for details
- Technology Wayfinding App
See section 5.4.1 for details
- Landmarks
See section 3.19 for details
- Lighting
See section 3.16 for details
- Landscaping
See section 3.17 for details

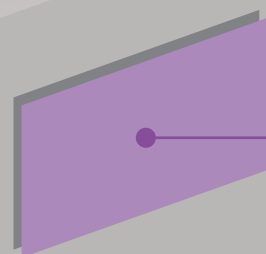
- Pedestrian Directional with You-Are-Here Map Sign
See section 3.8 for details
- Accessible Route Signs
See section 3.10 for details



Exterior 08

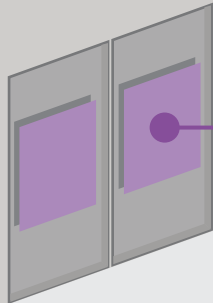
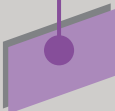
Building Identifications / Building Entrances

This collection of wayfinding elements shown in these groupings represent a palette of tools one may use to support Veterans, family and staff as they approach building entrances on VAPAHCS campuses. Not all wayfinding challenges will require the use of all of these elements. One should consider the specific needs of Veterans when planning wayfinding elements in any particular environment.



Exterior Building Identification Sign
See section 3.4 for details

Building Entrance Identification Sign
(Wall-mounted)
See section 3.4 for details

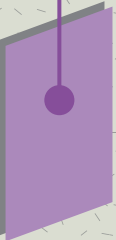


Mandatory VA Policy Sign
See section 3.14 for details



Building Entrance Identification
Sign (Door Mounted)
See section 3.5 for details

Exterior Building Identification Sign
See section 3.4 for details



Other wayfinding elements

Appointment Postcard
See section 5.3 for details

Technology Wayfinding App
See section 5.4.1 for details

Landmarks
See section 3.19 for details

Architecture
See section 3.18 for details

Lighting
See section 3.16 for details

Landscaping
See section 3.17 for details

Pedestrian Directional with
You are Here Map Sign
See section 3.8 for details



SIDEWALK

7.3 Exterior Elements Campus Maps

7.3.1 Palo Alto Division Exterior Sign Location Exterior Group Scenarios

7.3.2 Menlo Park Division Exterior Sign Location Exterior Group Scenarios

PAD Campus

Exterior Wayfinding Element Group Plan

- Exterior 01
Public Roadways and Campus Perimeter
- Exterior 02
Site Entrances
- Exterior 03
On-campus Roadways and Intersections
- Exterior 04
Large Parking Lots
- Exterior 05
Small Parking Lots
- Exterior 06
Patient Drop-off Areas
- Exterior 07
Pedestrian Walkways
- Exterior 08
Building Identifications / Building Entrances

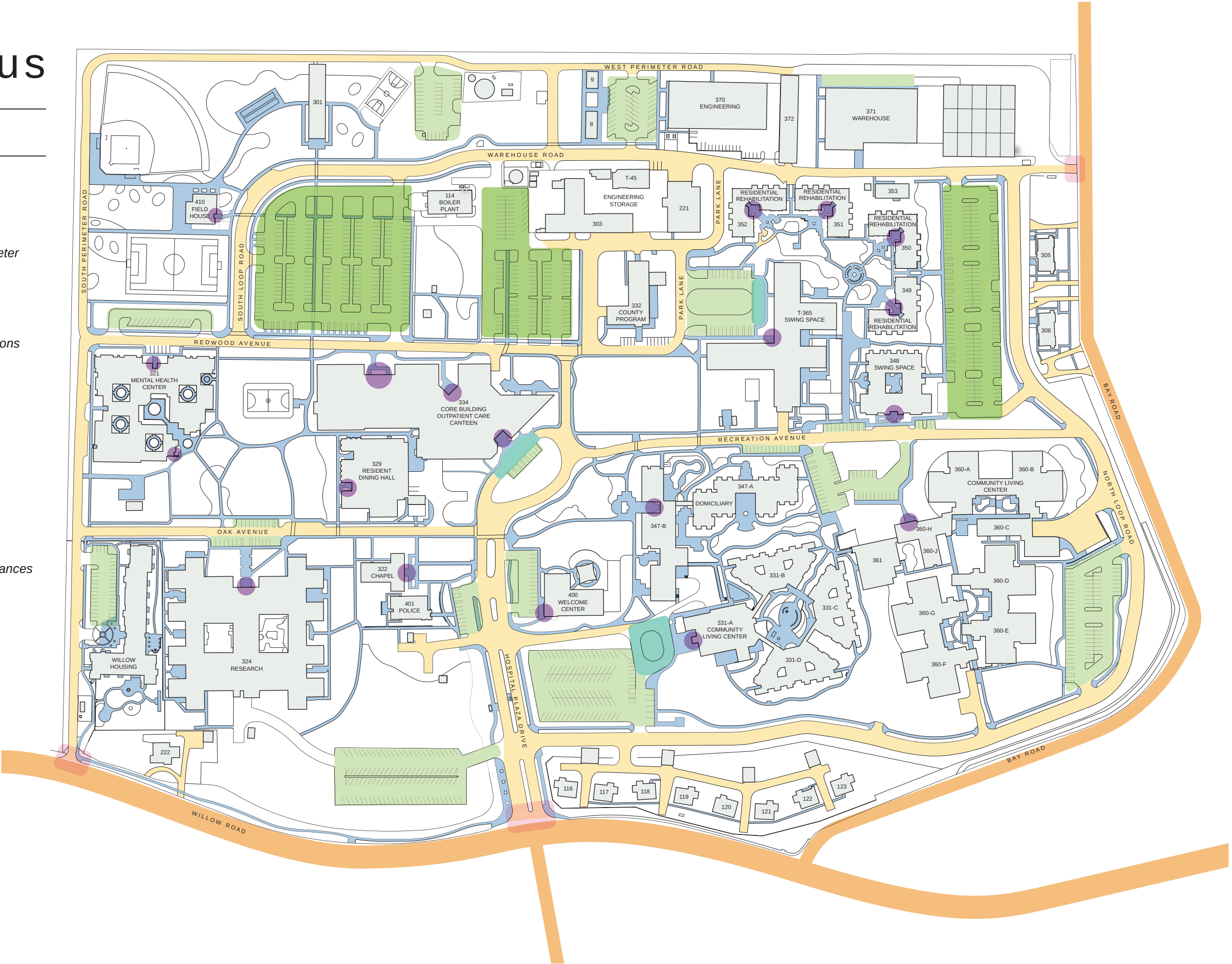


MENLO PARK DIVISION

MPD Campus

Exterior Wayfinding Element Group Plan

- Exterior 01
Public Roadways and Campus Perimeter
- Exterior 02
Site Entrances
- Exterior 03
On-Campus Roadways and Intersections
- Exterior 04
Large Parking Lots
- Exterior 05
Small Parking Lots
- Exterior 06
Drop-off Areas
- Exterior 07
Pedestrian Walkways
- Exterior 08
Building Identifications / Building Entrances



Section 8

Interior Wayfinding Element Group Plans

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Interior Wayfinding Element Group Plans

- 8.1 Introduction
- 8.2 Interior Element Group Scenarios
- 8.3 Interior Element Group Floor Plans Buildings 100 and 334

8.1 Introduction

The Integrated Wayfinding Master Plan includes physical signage, operational processes and wayfinding technologies. The goal of master plan is to integrate all of these components so that they complement each other and work together to provide a complete wayfinding program that helps Veterans navigate the campus successfully. This section demonstrates the integration of these components through typical scenarios found throughout VAPAHCS.

The Integrated Wayfinding Master Plan provides a set of interior sign family drawings specific to the needs of VAPAHCS. Programming of interior sign location plans with these signs takes a systematic approach based on campus scenarios. The nine scenarios documented in this section demonstrate how signs should be programmed throughout all locations in the VAPAHCS. These scenarios present a starting point for project participants to design wayfinding plans that could be part of a project that impacts interior conditions or updating signs on a campus to improve wayfinding. These scenarios should be used as a starting point and can be adapted based on the unique situations found in each project.

The scenarios outlined in the section include the approach to the building lobby, elevator lobby, interior building corridors, department entrances, waiting areas, restrooms, stairways, interior corridors of clinical areas and parking structures. In addition to the physical signage, the operational and technological components

that could be used to assist in wayfinding are also identified.

Following the individual scenarios, building floor plans for Building 100 at Palo Alto Division and Building 334 at Menlo Park Division are included. On these floor plans, interior wayfinding scenarios are identified with color coded dots to show where these scenarios occur.

8.2 Interior Element Group Scenarios

Interior 01	Building Lobby / Reception Areas
Interior 02	Elevator Lobby Areas
Interior 03	Corridors
Interior 04	Department Entrances
Interior 05	Waiting / Reception Areas
Interior 06	Restrooms
Interior 07	Stairways
Interior 08	Departmental / Clinical Spaces
Interior 09	Parking Garages

WAYFINDING ELEMENT GROUP

Interior 01

Building Lobby / Reception Areas

This collection of wayfinding elements shown in these groupings represent a palette of tools one may use to support Veterans, family and staff as they navigate VAPAHCS campuses and buildings. Not all wayfinding challenges will require the use of all of these elements. One should consider the specific needs of Veterans when planning wayfinding elements in any particular environment.

- Spoken Directions & Escorting
See section 6.6 for details
- Scripted Directions
See section 6.7 for details
- Staff & Volunteer Training
See section 6.4 for details

Interior Directional Signs
See section 4.4 for details

Building Directory
See section 4.4 for details

You Are Here Map
See section 4.4 for details

Interactive Directory
See section 5.4 for details

VA Mandatory Policy Signs
See section 4.6 for details

Other wayfinding elements

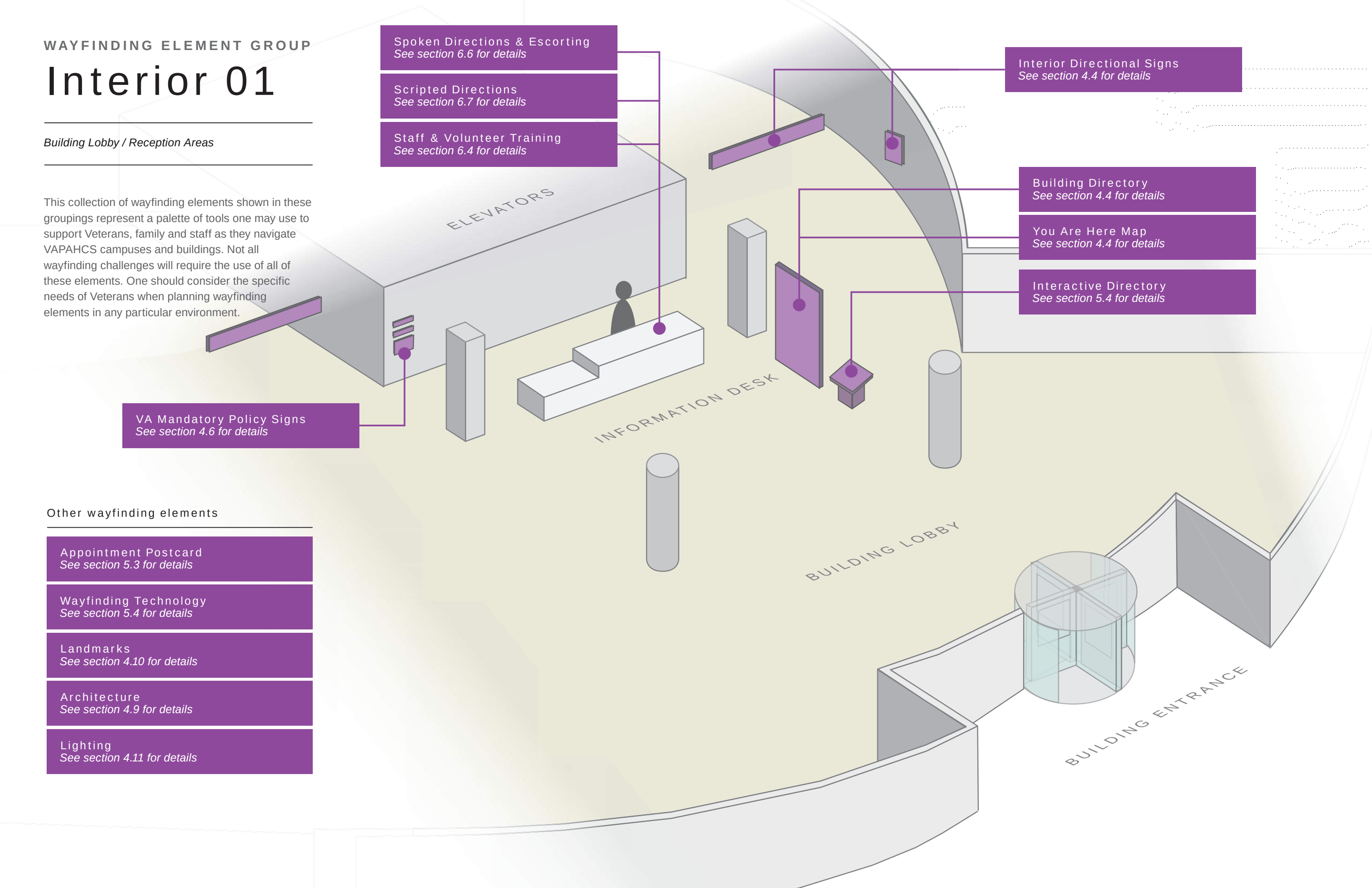
Appointment Postcard
See section 5.3 for details

Wayfinding Technology
See section 5.4 for details

Landmarks
See section 4.10 for details

Architecture
See section 4.9 for details

Lighting
See section 4.11 for details



WAYFINDING ELEMENT GROUP

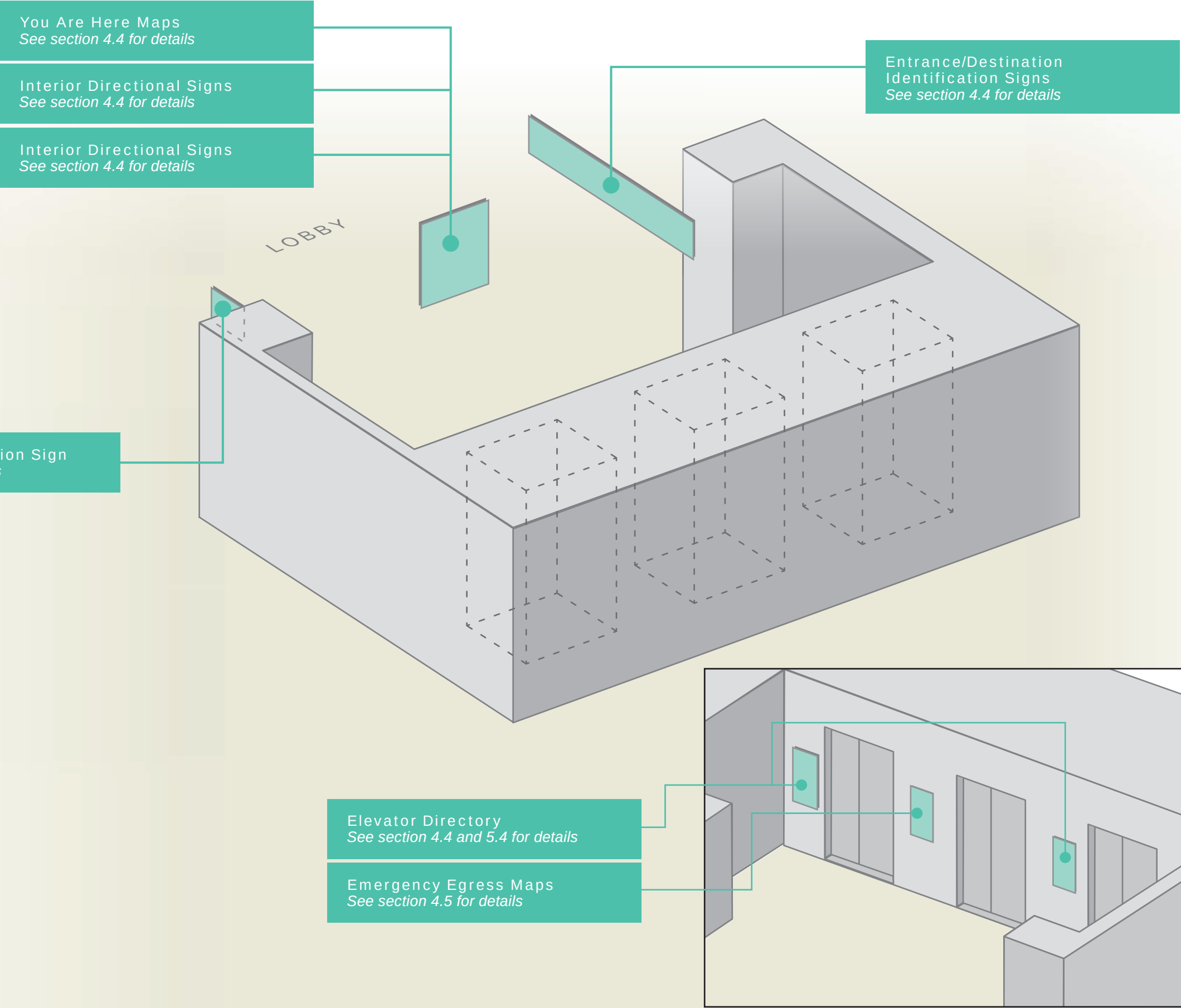
Interior 02

Elevator Lobby Areas

This collection of wayfinding elements shown in these groupings represent a palette of tools one may use to support Veterans, family and staff as they navigate VAPAHCS campuses and buildings. Not all wayfinding challenges will require the use of all of these elements. One should consider the specific needs of Veterans when planning wayfinding elements in any particular environment.

Other wayfinding elements

- Appointment Postcard
See section 5.3 for details
- Wayfinding Technology
See section 5.4 for details
- Landmarks
See section 4.10 for details
- Architecture
See section 4.9 for details
- Lighting
See section 4.11 for details



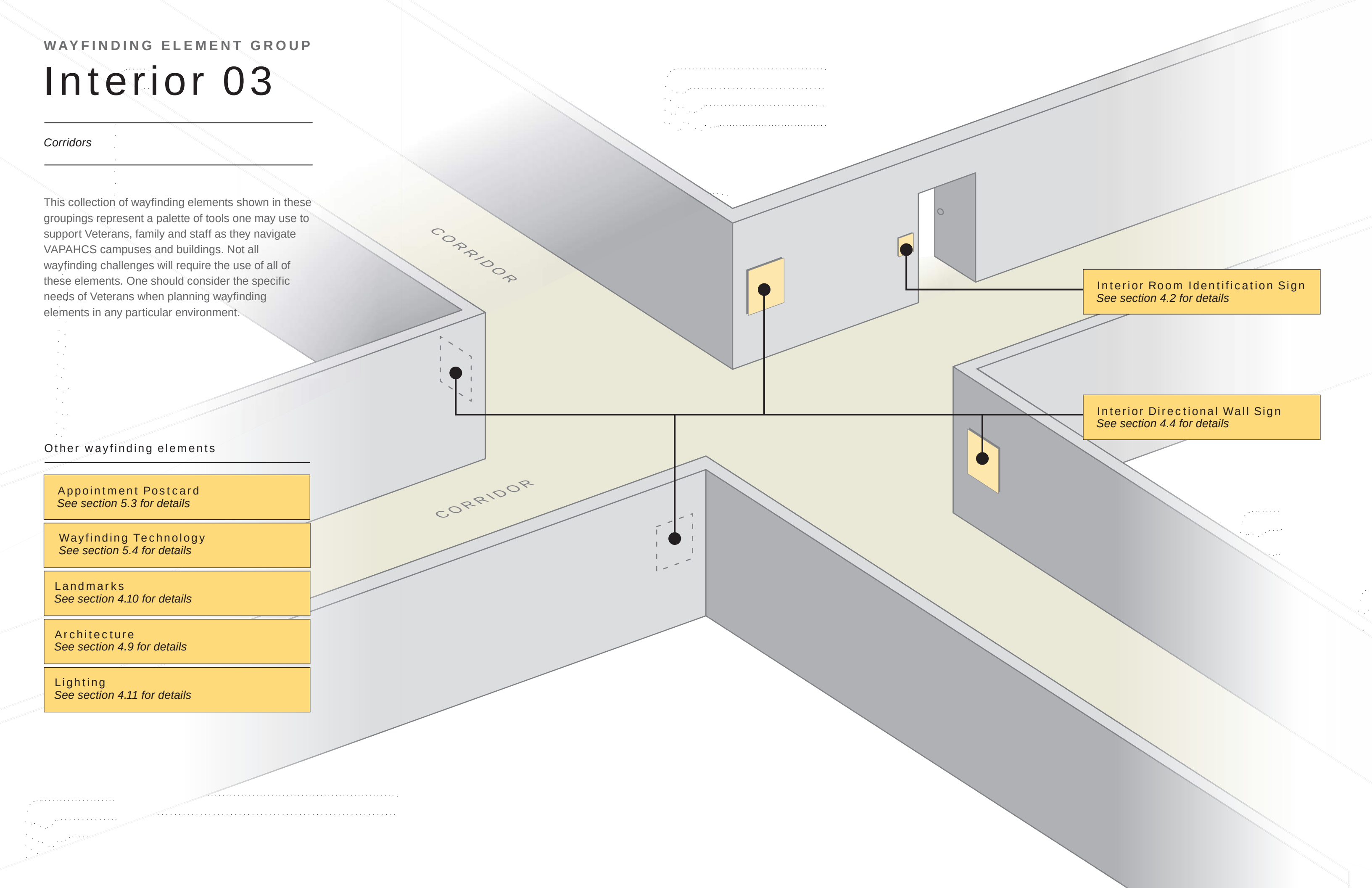
Interior 03

Corridors

This collection of wayfinding elements shown in these groupings represent a palette of tools one may use to support Veterans, family and staff as they navigate VAPAHCS campuses and buildings. Not all wayfinding challenges will require the use of all of these elements. One should consider the specific needs of Veterans when planning wayfinding elements in any particular environment.

Other wayfinding elements

- Appointment Postcard
See section 5.3 for details
- Wayfinding Technology
See section 5.4 for details
- Landmarks
See section 4.10 for details
- Architecture
See section 4.9 for details
- Lighting
See section 4.11 for details



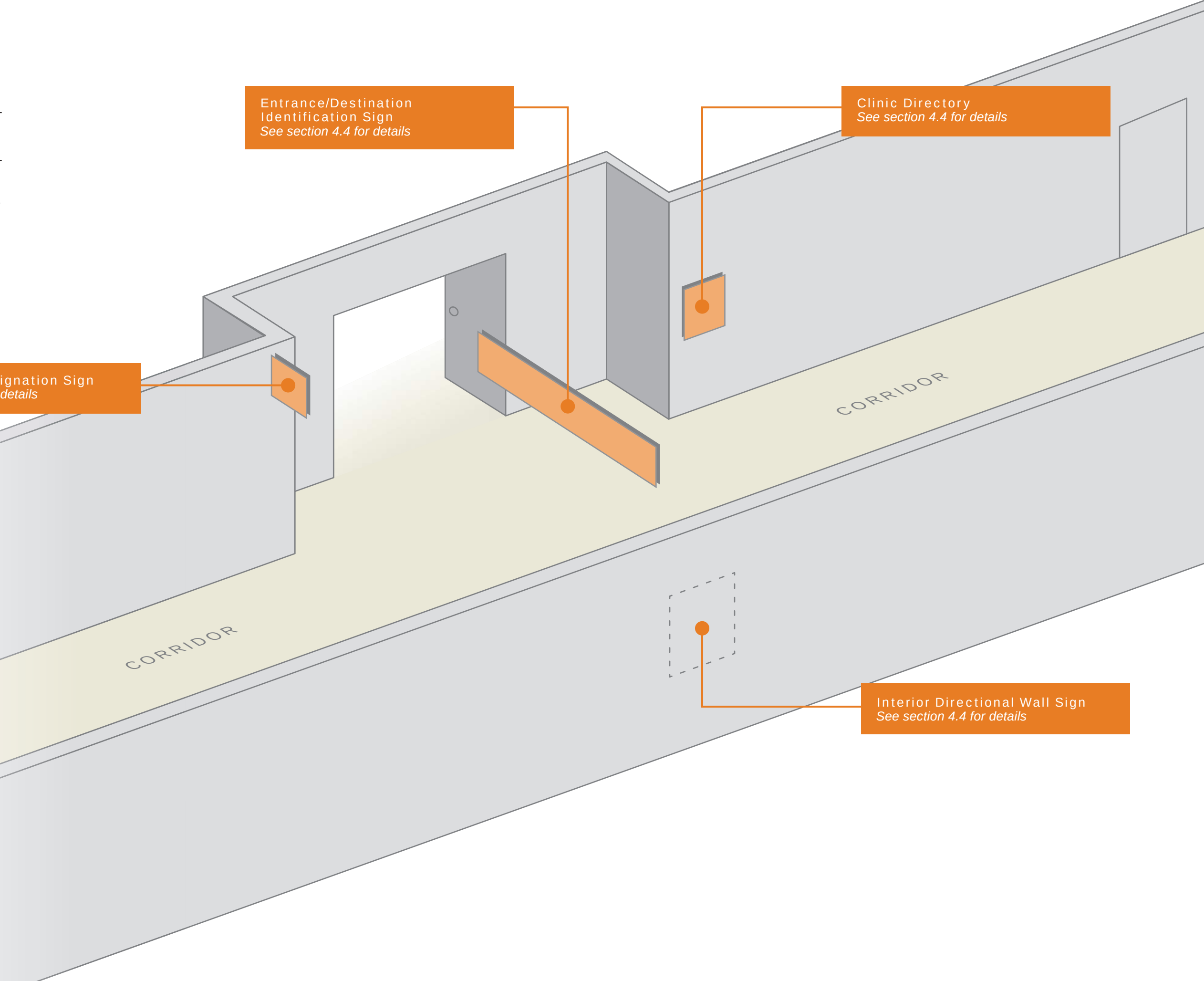
Interior 04

Department Entrances

This collection of wayfinding elements shown in these groupings represent a palette of tools one may use to support Veterans, family and staff as they navigate VAPAHCS campuses and buildings. Not all wayfinding challenges will require the use of all of these elements. One should consider the specific needs of Veterans when planning wayfinding elements in any particular environment.

Other wayfinding elements

- Appointment Postcard
See section 5.3 for details
- Wayfinding Technology
See section 5.4 for details
- Landmarks
See section 4.10 for details
- Architecture
See section 4.9 for details
- Lighting
See section 4.11 for details



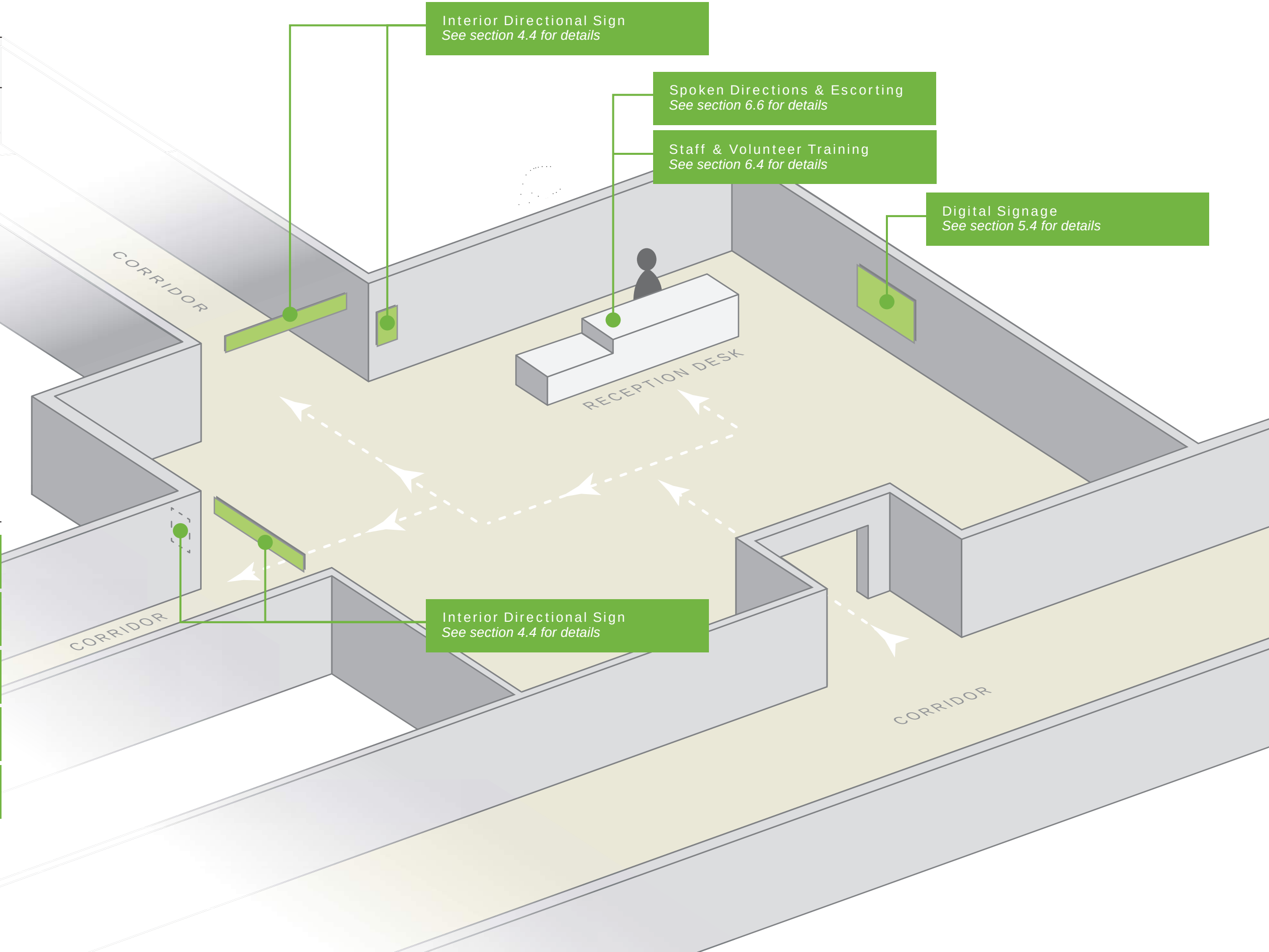
Interior 05

Waiting / Reception Areas

This collection of wayfinding elements shown in these groupings represent a palette of tools one may use to support Veterans, family and staff as they navigate VAPAHCS campuses and buildings. Not all wayfinding challenges will require the use of all of these elements. One should consider the specific needs of Veterans when planning wayfinding elements in any particular environment.

Other wayfinding elements

- Appointment Postcard
See section 5.3 for details
- Wayfinding Technology
See section 5.4 for details
- Landmarks
See section 4.10 for details
- Architecture
See section 4.9 for details
- Lighting
See section 4.11 for details



Interior 06

Restrooms

This collection of wayfinding elements shown in these groupings represent a palette of tools one may use to support Veterans, family and staff as they navigate VAPAHCS campuses and buildings. Not all wayfinding challenges will require the use of all of these elements. One should consider the specific needs of Veterans when planning wayfinding elements in any particular environment.

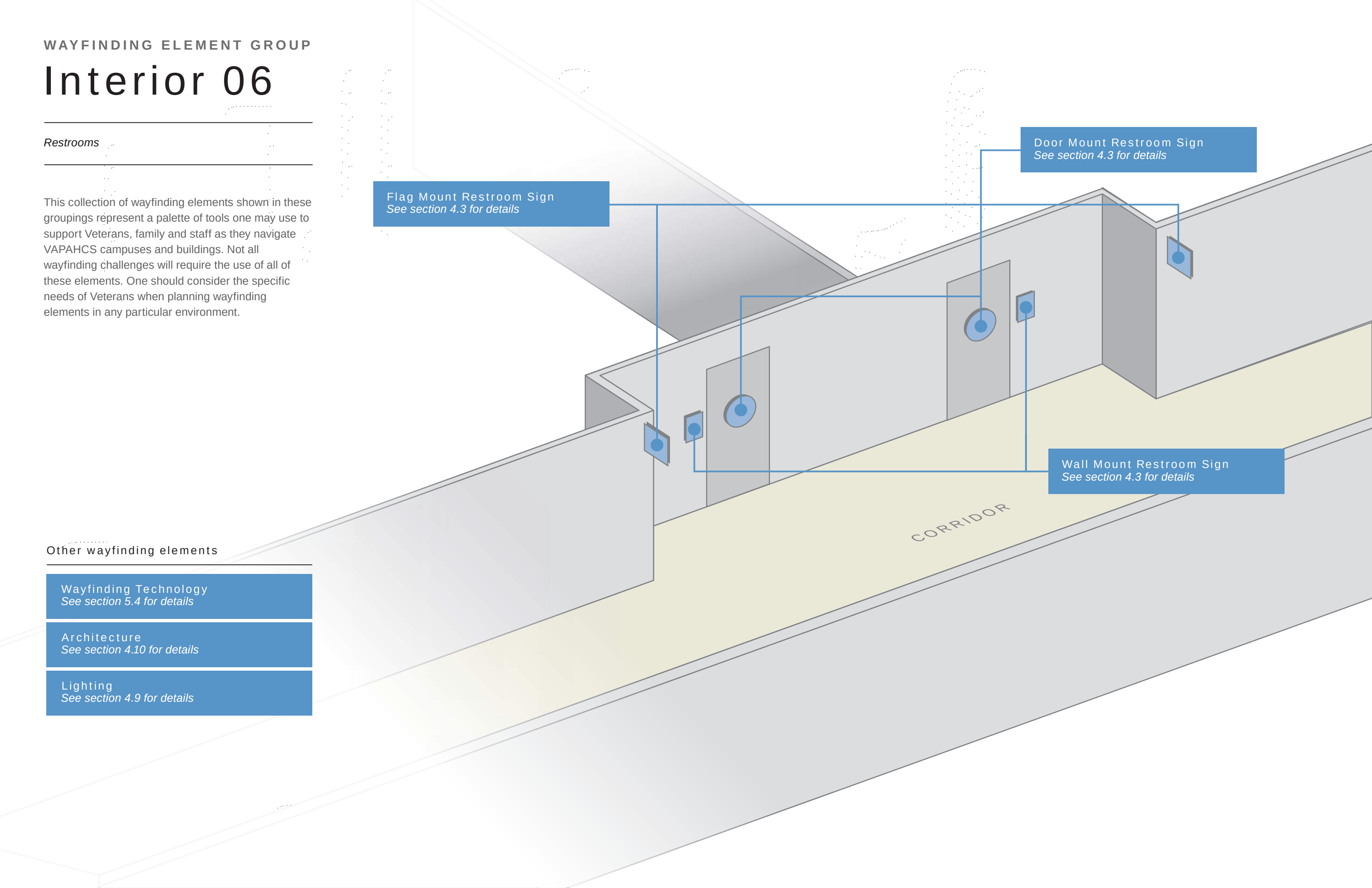
Other wayfinding elements

- Wayfinding Technology
See section 5.4 for details
- Architecture
See section 4.10 for details
- Lighting
See section 4.9 for details

Flag Mount Restroom Sign
See section 4.3 for details

Door Mount Restroom Sign
See section 4.3 for details

Wall Mount Restroom Sign
See section 4.3 for details



Interior 07

Stairways

This collection of wayfinding elements shown in these groupings represent a palette of tools one may use to support Veterans, family and staff as they navigate VAPAHCS campuses and buildings. Not all wayfinding challenges will require the use of all of these elements. One should consider the specific needs of Veterans when planning wayfinding elements in any particular environment.

Other wayfinding elements

Wayfinding Technology
See section 5.4 for details

Lighting
See section 4.9 for details

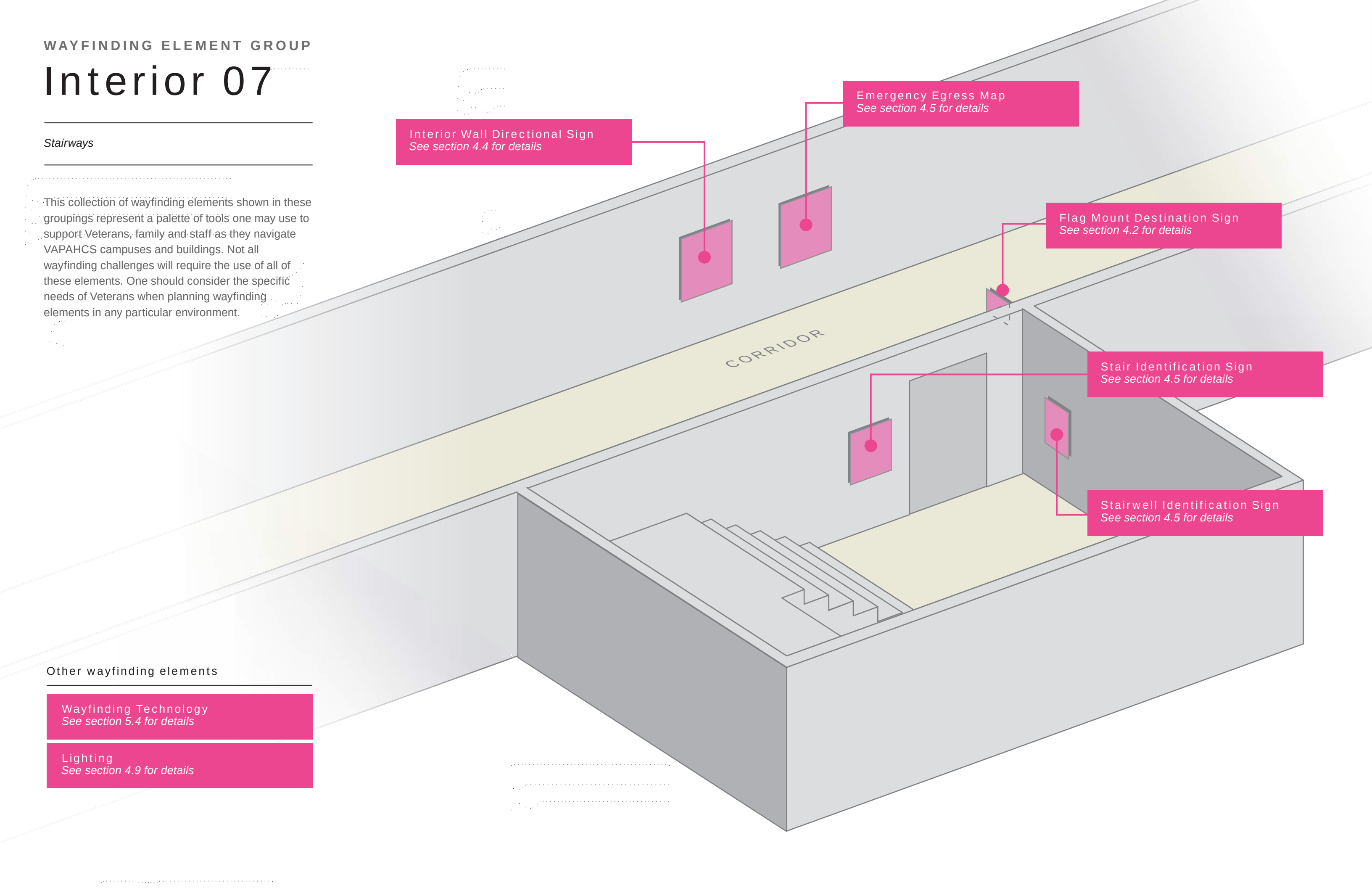
Interior Wall Directional Sign
See section 4.4 for details

Emergency Egress Map
See section 4.5 for details

Flag Mount Destination Sign
See section 4.2 for details

Stair Identification Sign
See section 4.5 for details

Stairwell Identification Sign
See section 4.5 for details



WAYFINDING ELEMENT GROUP

Interior 08

Departmental / Clinical Spaces

This collection of wayfinding elements shown in these groupings represent a palette of tools one may use to support Veterans, family and staff as they navigate VAPAHCS campuses and buildings. Not all wayfinding challenges will require the use of all of these elements. One should consider the specific needs of Veterans when planning wayfinding elements in any particular environment.

Room Identifications
See section 4.2 for details

Interior Wall Directional Sign
See section 4.4 for details

Room Identifications
See section 4.2 for details

Room Identifications
See section 4.2 for details

Interior Wall Directional Sign
See section 4.4 for details

Room Identifications
See section 4.2for details

Other wayfinding elements

Landmarks
See section 4.10 for details

Lighting
See section 4.9 for details

Interior Wall Directional Sign
See section 4.4 for details

WAYFINDING ELEMENT GROUP

Interior 09

Parking Garages

This collection of wayfinding elements shown in these groupings represent a palette of tools one may use to support Veterans, family and staff as they navigate VAPAHCS campuses and buildings. Not all wayfinding challenges will require the use of all of these elements. One should consider the specific needs of Veterans when planning wayfinding elements in any particular environment.

Wall Mounted Parking Garage Directional
See section 4.7 for details

Parking Garage Directional
See section 4.7 for details

Elevator Identification
See section 4.7 for details

Parking Stall Identification Sign
See section 3.11 for details

Parking Garage Level Identification
See section 4.7 for details

Other wayfinding elements

Appointment Postcard
See section 5.3 for details

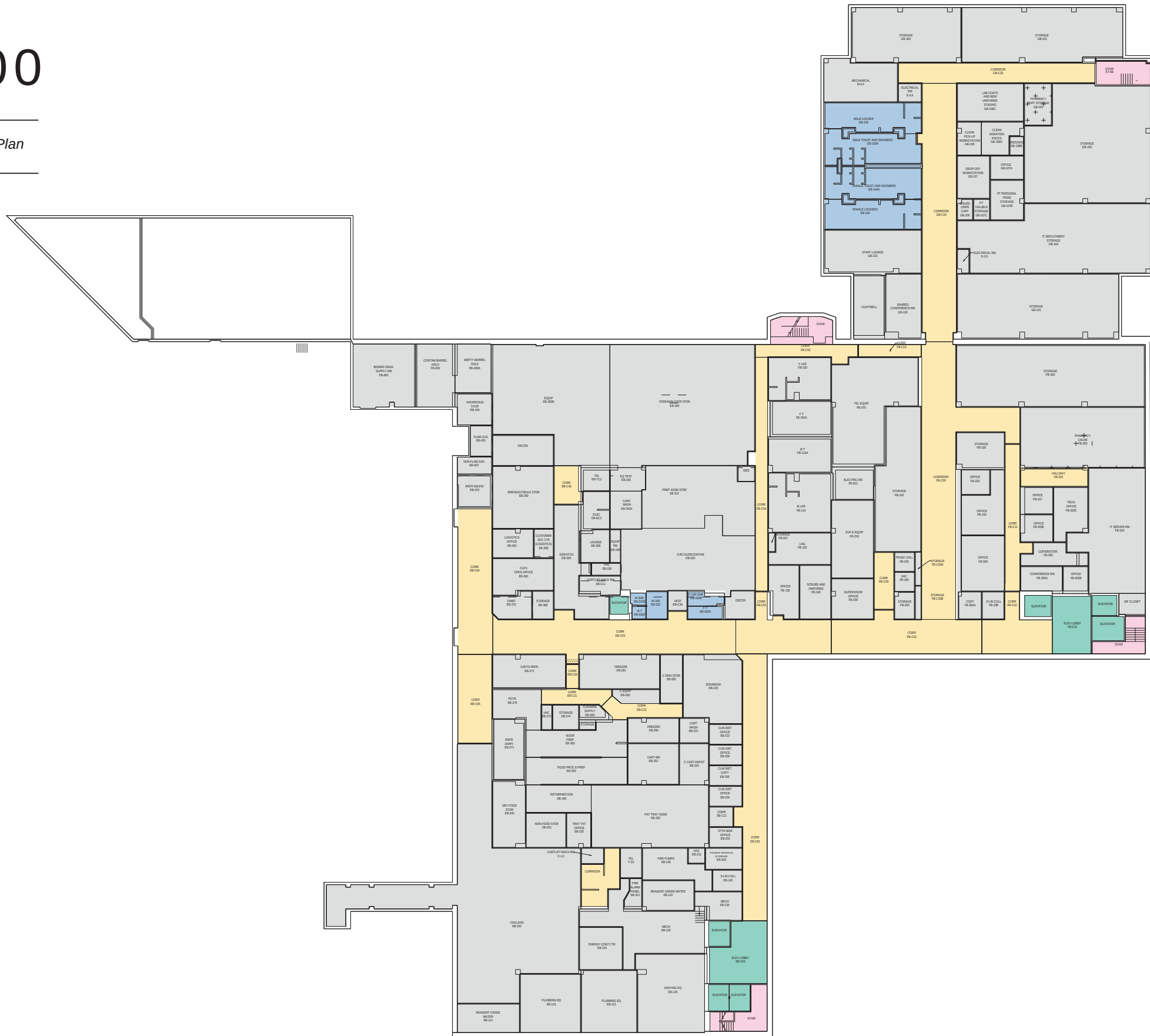
Wayfinding Technology
See section 5.4 for details

Lighting
See section 4.11 for details

8.3 Interior Element Group Floor Plans Buildings 100 and 334

- Building 100, Basement
- Building 100, Floor 1
- Building 100, Floor 2
- Building 100, Floor 3
- Building 100, Floor 4
- Building 334, Basement
- Building 334, Floor 1
- Building 334, Floor 2

	Interior 01 <i>Building Lobby / Reception Areas</i>
	Interior 02 <i>Elevator Lobby Areas</i>
	Interior 03 <i>Corridors</i>
	Interior 04 <i>Department Entrances</i>
	Interior 05 <i>Waiting / Reception Areas</i>
	Interior 06 <i>Restrooms</i>
	Interior 07 <i>Stairways</i>
	Interior 08 <i>Departmental / Clinical Spaces</i>

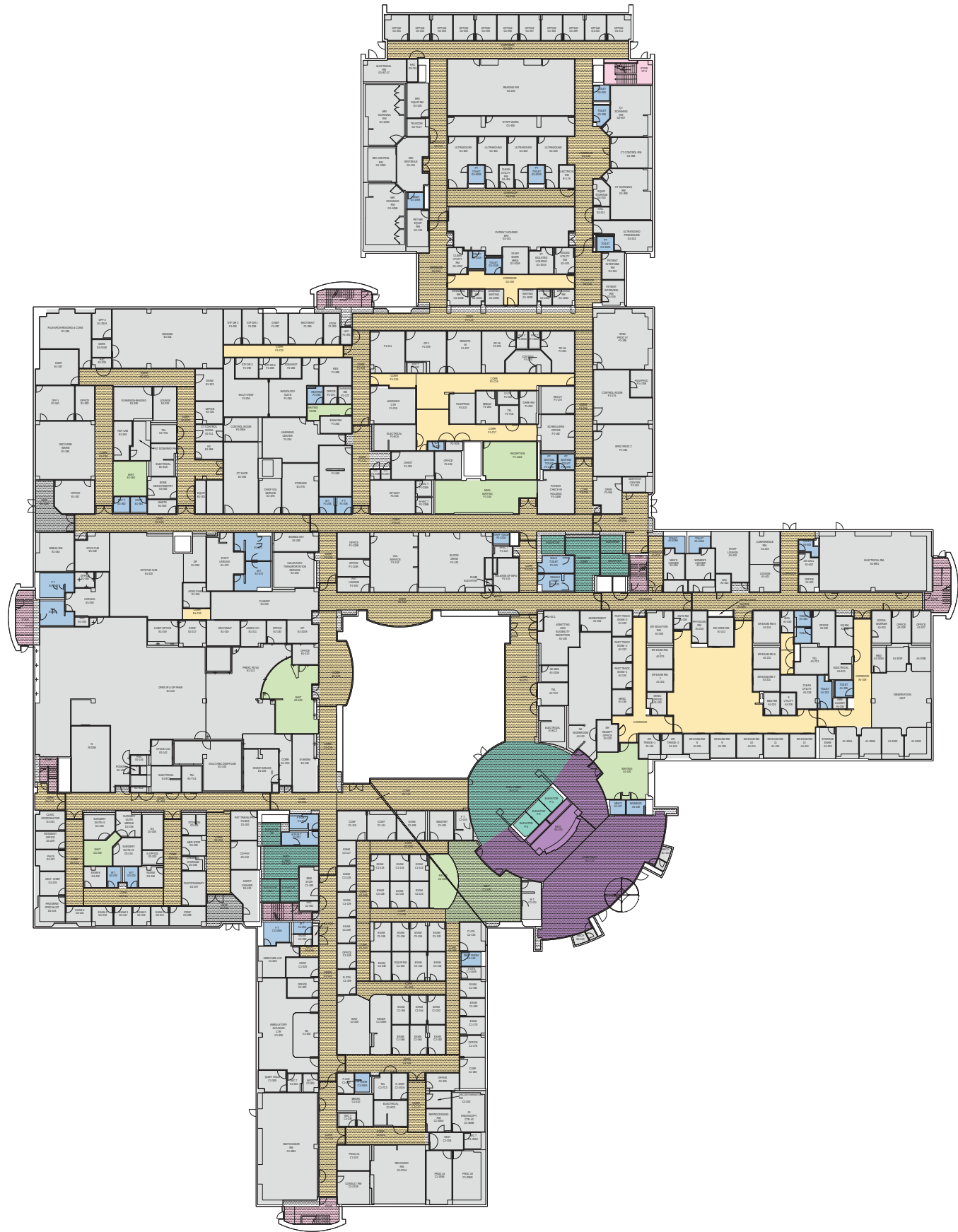


PALO ALTO DIVISION

Building 100

Floor 1 Interior Wayfinding Element Group Plan

- Interior 01
Building Lobby / Reception Areas
- Interior 02
Elevator Lobby Areas
- Interior 03
Corridors
- Interior 04
Department Entrances
- Interior 05
Waiting / Reception Areas
- Interior 06
Restrooms
- Interior 07
Stairways
- Interior 08
Departmental / Clinical Spaces

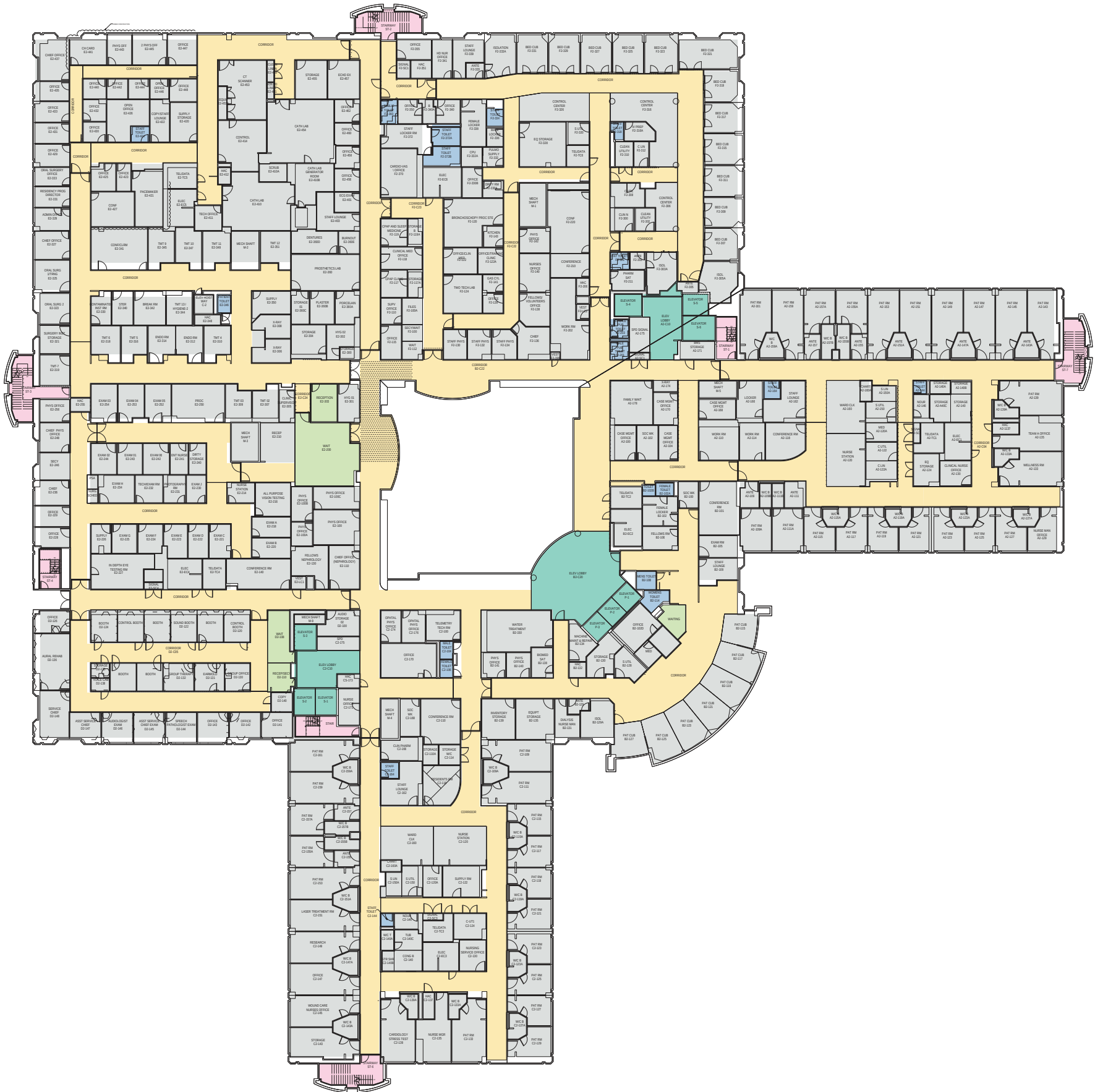


PALO ALTO DIVISION

Building 100

Floor 2 Interior Wayfinding Element Group Plan

- Interior 01
Building Lobby / Reception Areas
- Interior 02
Elevator Lobby Areas
- Interior 03
Corridors
- Interior 04
Department Entrances
- Interior 05
Waiting / Reception Areas
- Interior 06
Restrooms
- Interior 07
Stairways
- Interior 08
Departmental / Clinical Spaces

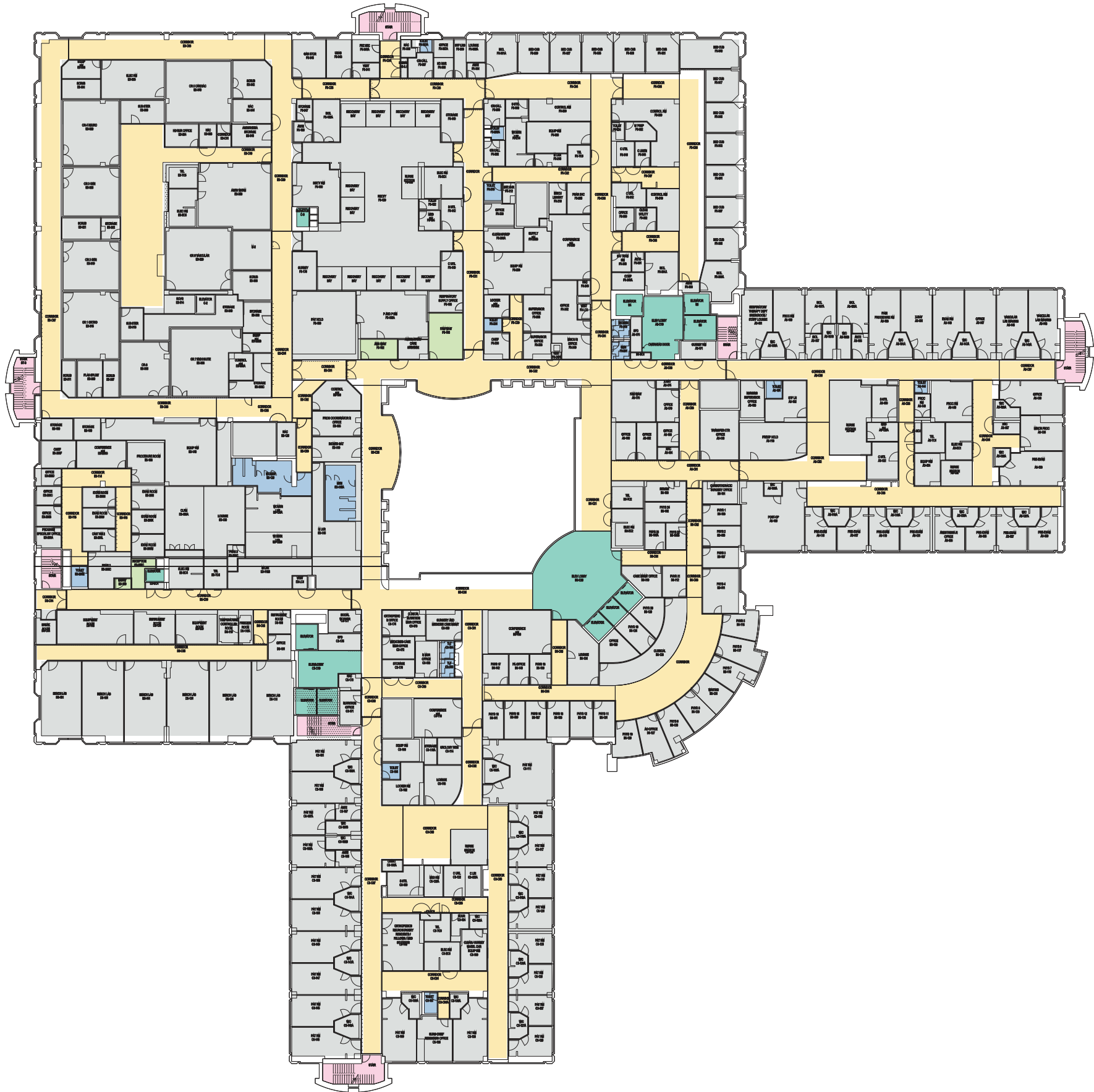


PALO ALTO DIVISION

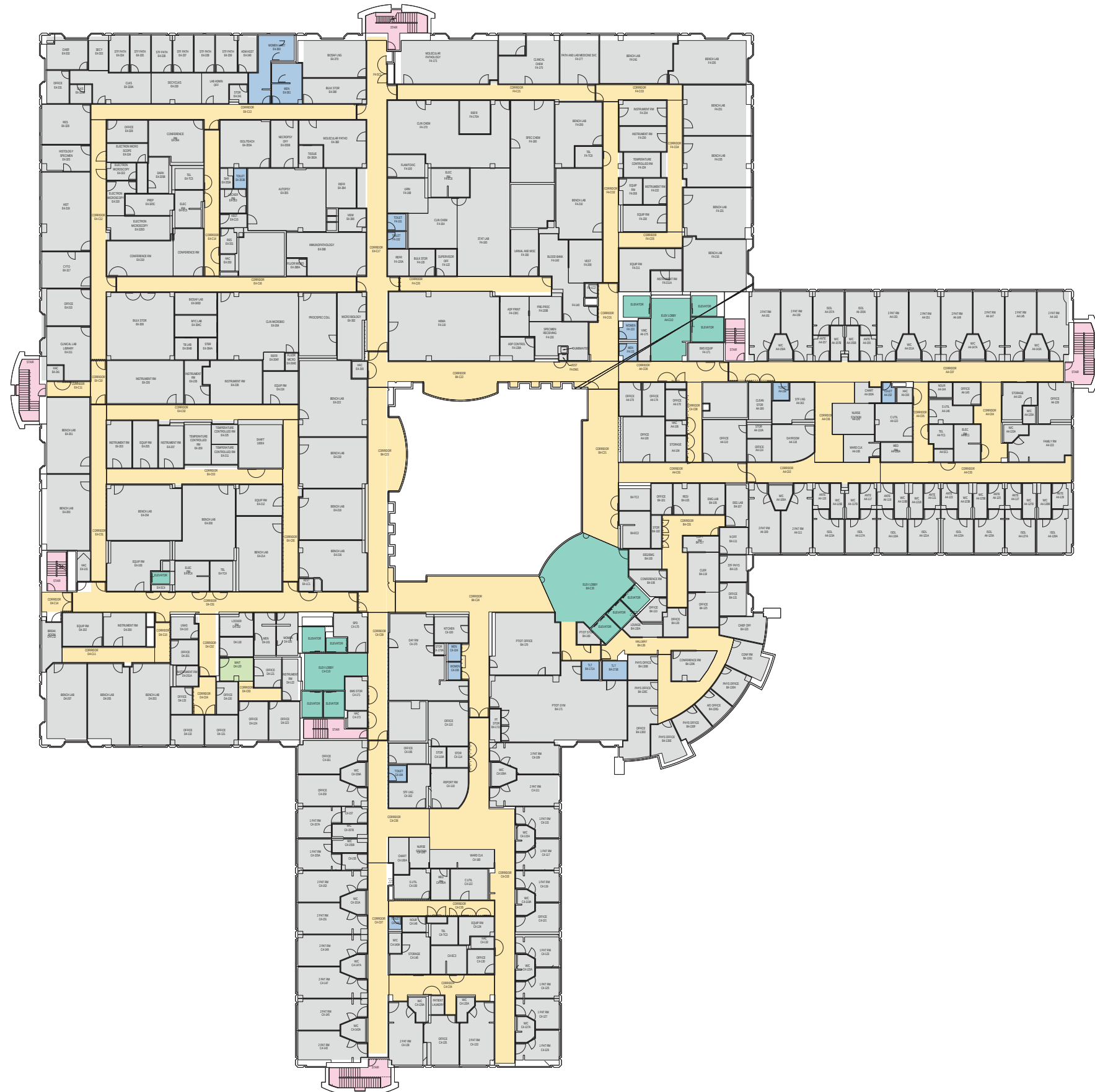
Building 100

Floor 3 Interior Wayfinding Element Group Plan

- Interior 01
Building Lobby / Reception Areas
- Interior 02
Elevator Lobby Areas
- Interior 03
Corridors
- Interior 04
Department Entrances
- Interior 05
Waiting / Reception Areas
- Interior 06
Restrooms
- Interior 07
Stairways
- Interior 08
Departmental / Clinical Spaces



	Interior 01 <i>Building Lobby / Reception Areas</i>
	Interior 02 <i>Elevator Lobby Areas</i>
	Interior 03 <i>Corridors</i>
	Interior 04 <i>Department Entrances</i>
	Interior 05 <i>Waiting / Reception Areas</i>
	Interior 06 <i>Restrooms</i>
	Interior 07 <i>Stairways</i>
	Interior 08 <i>Departmental / Clinical Spaces</i>



MENLO PARK DIVISION

Building 334

Basement Interior Wayfinding Element Group Plan

- Interior 01
Building Lobby / Reception Areas
- Interior 02
Elevator Lobby Areas
- Interior 03
Corridors
- Interior 04
Department Entrances
- Interior 05
Waiting / Reception Areas
- Interior 06
Restrooms
- Interior 07
Stairways
- Interior 08
Departmental / Clinical Spaces

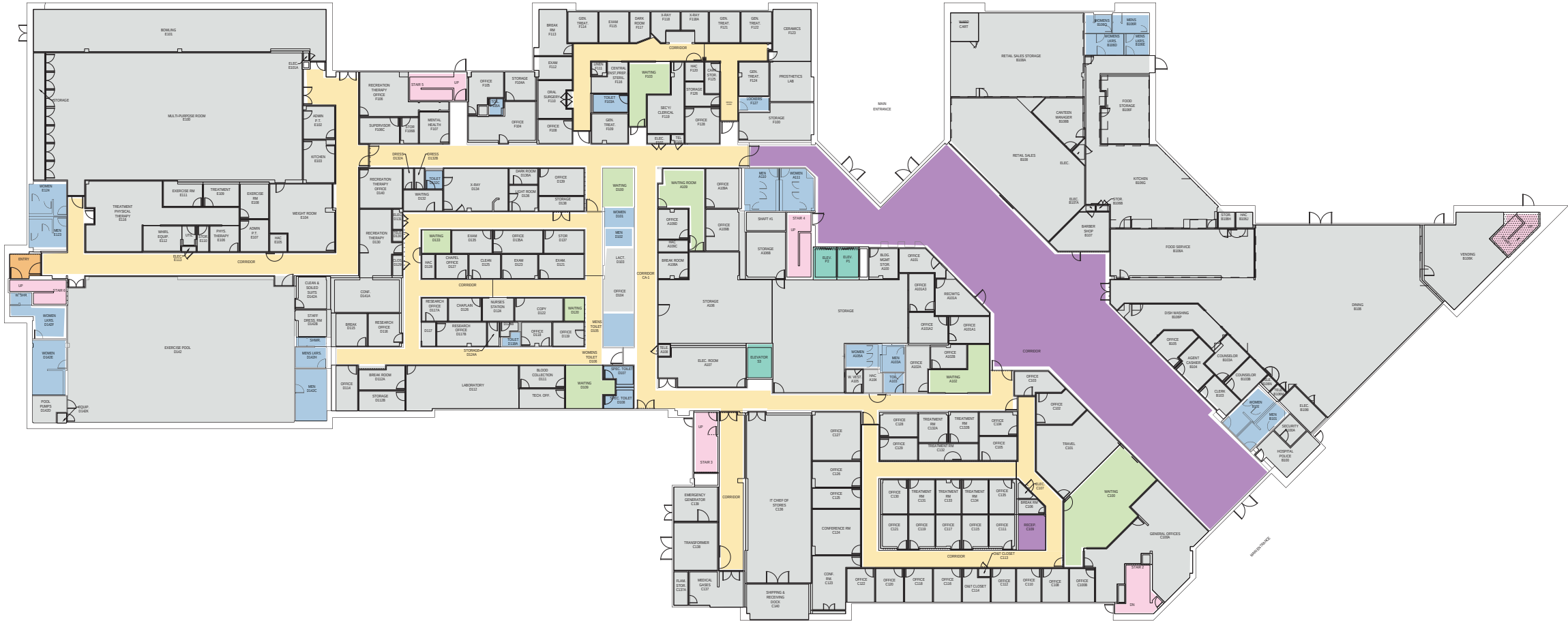


MENLO PARK DIVISION

Building 334

Floor 1 Interior Wayfinding Element Group Plan

- Interior 01
Building Lobby / Reception Areas
- Interior 02
Elevator Lobby Areas
- Interior 03
Corridors
- Interior 04
Department Entrances
- Interior 05
Waiting / Reception Areas
- Interior 06
Restrooms
- Interior 07
Stairways
- Interior 08
Departmental / Clinical Spaces

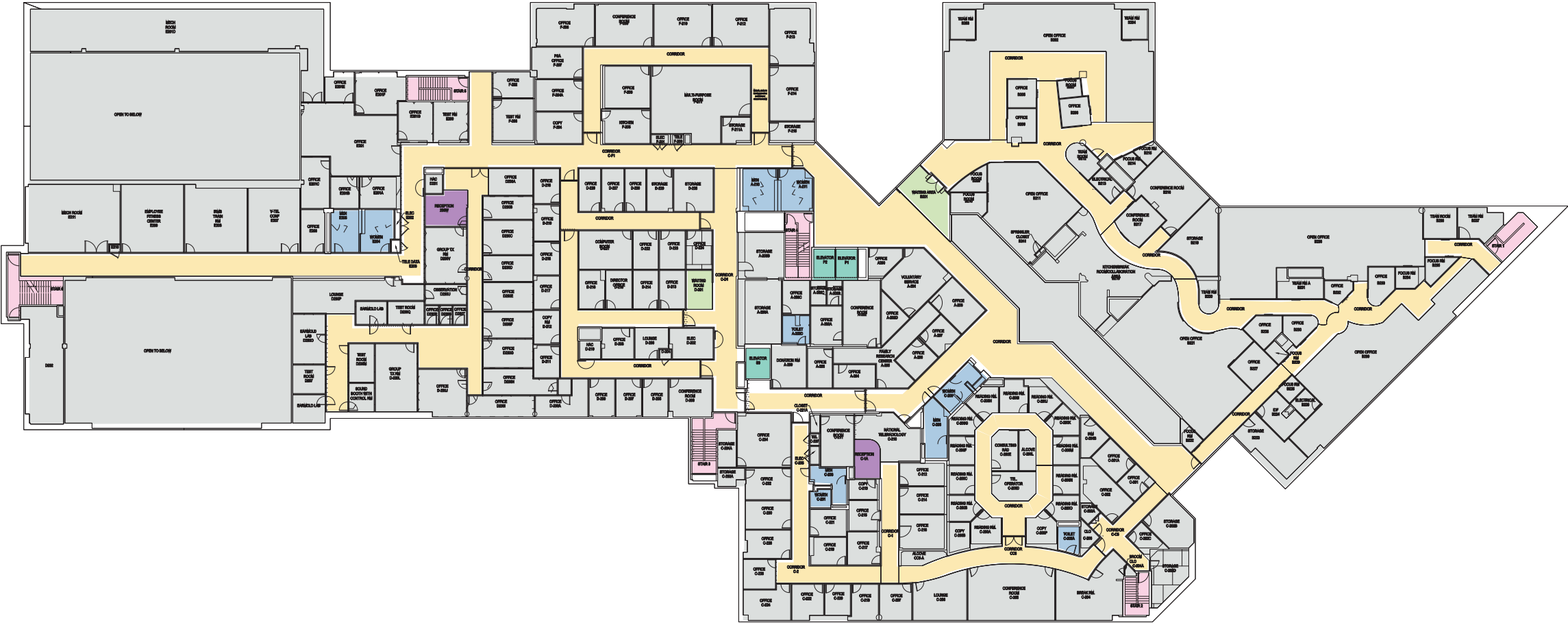


MENLO PARK DIVISION

Building 334

Floor 2 Interior Wayfinding Element Group Plan

- Interior 01
Building Lobby / Reception Areas
- Interior 02
Elevator Lobby Areas
- Interior 03
Corridors
- Interior 04
Department Entrances
- Interior 05
Waiting / Reception Areas
- Interior 06
Restrooms
- Interior 07
Stairways
- Interior 08
Departmental / Clinical Spaces



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Section 9

Implementation of Recommendations

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Implementation of Recommendations

9.1 Proposed Wayfinding System Implementation Approach

9.2 Physical Signage Implementation

9.3 Wayfinding Technology Procurement and Implementation

9.1 Proposed Wayfinding System Implementation Approach

The implementation of the recommendations contained within this Integrated Wayfinding Master Plan for physical signage, wayfinding technology and operational processes requires resources and close coordination among VAPAHCS service departments. This section describes an approach to the implementation of the recommendations prioritized by the impact on the Veterans’ wayfinding experience, estimated levels of effort, and resource requirements.

Organizational Readiness

Getting the organization ready is the first step and must be in place before proceeding with other tasks. The Integrated Wayfinding Program Management Plan, which has been developed to compliment this Master Plan, describes the approach to organizational readiness that includes identifying who and how the integrated program will be maintained and managed. This plan should be implemented as a prerequisite of future wayfinding projects.

Implementation Matrix

The Implementation Matrix in Figure 9.1-1 provides an overview of the implementation projects organized into three priority tiers. The priority tiers are assigned according to the impact rating and VAPAHCS’ stated strategic priorities. Additionally, the Level of Effort is also presented. The information in the Implementation Matrix will facilitate VA’s decision-making process in refining

the order for implementation.

Project Prioritization Methodology Impact

A list of projects has been developed from the recommendations. Each project is first assessed on the impact on Veterans’ wayfinding experience as it relates to the top wayfinding pain points identified by the VAPAHCS Steering Committee and Working Group.

- Patients and visitors get lost and are late for appointments.
- Patients planning visits need to know travel time and how to get to appointments.
- It is difficult to communicate with patients, visitors, and staff in real-time (clinic location changes depending on the day of the week, and construction area closure).

Each project is assigned a priority rating of High, Medium, and Low based on the definitions below:

- High = Improves the wayfinding experience for most Veterans who receive care at VAPAHCS
- Medium = Improves the wayfinding experience for some to a substantial number of Veterans
- Low = Improves the wayfinding experience for a few Veterans

Level of Effort (LOE)

The LOE for each project is assessed for time, staff, and cost it will take to complete the project. LOE ratings of High, Medium and Low are assigned to each project with the following definitions.

- High = Requires significant project management resources and staff coordination; Time to implementation is greater than 12 months; The estimated cost is greater than \$1,000,000.
- Medium = Requires moderate project management resources and staff coordination; Time to implementation is between 6 months and 12 months; The estimated cost is between \$500,000 and \$1,000,000.
- Low = Requires low project management resources and staff coordination; Time to implementation is less than 6 months; The estimated cost is less than \$500,000.

First Tier Priority Projects

First-tier priority projects include standardizing the nomenclature as nomenclature permeates all aspects of the wayfinding program, from signage to wayfinding technology, to training and communication.

The second project in this priority category is the implementation of wayfinding technology. (See Section 5.4 for the recommended wayfinding technologies for VAPAHCS and Section 9.2 for detailed information on wayfinding technology implementation planning).

The third project in this priority category is the implementation of the campus maps that were

developed as part of this project. These maps can be digitized for use on websites and social media, printed for handouts and used as part of exterior pedestrian signage. See Section 3.8 for detailed recommendations.

Second Tier Priority Projects

Second tier projects include improvements to the appointment postcard (See Section 5.3 for detailed recommendations) and training of staff and volunteers on wayfinding directions (See Section 6.4 for detailed recommendations). Staff training should include spoken directions and escorting (See Section 6.6) and scripted directions (See Section 6.7).

Third Tier Priority Projects

Third tier projects include updates and improvements to signage, and landmarks as well as updates to wayfinding related content to VAPAHCS’ website and social media. See Section 5.1 Wayfinding Information on the VAPAHCS Website and Section 5.2 Social Media in Support of Wayfinding for details. Exterior signage, maps, and landmarks recommendations are in Section 3 of this document and interior recommendations are in Section 4. As part of this project, sign location plans and message schedules for the Palo Alto and Menlo Park Division were developed for exterior and interior signage. Implementation of updated signage should follow these programming documents. Additionally, a rough order of magnitude costs for interior and exterior signage are included in Section 9.2.

Project Name	Impact on Veterans Wayfinding Experience				Implementation Level of Effort		
	Priority Tier	Assists Veterans to getting to appointments on-time	Assists Veterans in planning their visits to their appointments	Assists in real-time wayfinding communication with Veterans	Staff Resource Needs	Time to Implement	Estimated Cost
Update and standardize campus nomenclature	1	High	High	High	High	Low	Low
Implement wayfinding technology (mobile app, kiosk, digital directory, beacons, CMS and digital maps)	1	High	Medium	High	High	High	Medium
Install and distribute updated campus maps	1	High	High	Medium	Medium	Low	Low
Update and improve appointment postcards	2	High	High	Low	Medium	Low	Low
Staff & volunteer wayfinding orientation & training	2	High	Low	Medium	High	Medium	Low
Update exterior and interior signage	3	High	Low	Low	High	High	High
Update wayfinding content on VAPAHCS' website and social media	3	Medium	Medium	Low	Medium	Low	Low
Improve landmarks on campus	3	Medium	Low	Low	Medium	High	Medium

Figure 9.1-1. Implementation Matrix.

9.2 Physical Signage Implementation

The Integrated Wayfinding Master Plan includes sign type drawings for interior and exterior signs that will be used on the PAD, MPD and other VAPAHCS locations. These sign drawings were created based on the recommendations for signs contained within the master plan.

In addition to this Master Plan, CSI Master Specifications for the sign types and Interior and Exterior Sign Location Plans and Message Schedules for the PAD and MPD campuses have been developed.

Rough order magnitude costs have been calculated based on the sign location plans and should be used for budgeting purposes for future project requests. Figure 9.2-1 shows the location, number of signs to be installed, and the 2022 signage prices for each location.

As VA develops a budget for sign replacement projects, additional costs should be factored including:

- Installation labor
- Equipment costs for installation of exterior signage
- Storage costs
- Structural and utility engineering costs for exterior signage
- Escalation
- Contingency
- Sign removal and wall repair costs

As part of the sign location plan programming, sign removal plans were created identifying locations and quantities of signs that need to be removed resulting in wall repair.

PAD/MPD Exterior Signage		
Location	Number of Signs	Physical Sign Cost
PAD	551	\$ 1,760,000
MPD	498	\$ 2,242,000
Total	1049	\$ 4,002,000

PAD/MPD Interior Signage		
Location	Number of Signs	Physical Sign Cost
Building 4	419	\$ 132,000
Building 5	588	\$ 187,000
Building 6	366	\$ 124,000
Building 7	570	\$ 206,000
Building 100	2747	\$ 840,000
Building 101	705	\$ 211,000
Building 102	88	\$ 23,000
Building 105	150	\$ 59,000
Building 500	445	\$ 118,000
Building 501 (North Garage)	284	\$ 207,000
Building 520	264	\$ 79,000
Building 530	125	\$ 30,000
Building 701 (South Garage)	339	\$ 242,000
Building 710	185	\$ 49,000
Building 334	700	\$ 221,000
Total	7975	\$ 2,728,000

Figure 9.2-1. Sign Costs.

9.3 Wayfinding Technology Procurement and Implementation

Implementation Recommendations

- VAPAHCS will need to consider the following infrastructure requirements to support a location-aware wayfinding mobile app:
 - A WIFI network is required for indoor publicly accessible spaces on campus. VAPAHCS can leverage its existing Guest WIFI provided that the existing Guest WIFI has good indoor coverage in patient areas.
 - To utilize location-aware capability of the mobile app, bluetooth low energy (BLE) beacons are recommended for VAPAHCS.
- VAPAHCS procures a commercial-off-the-shelf (COTS) mobile application and digital map content management system (CMS) with past performance and use in the VA.
- Successful implementation of a mobile application depends on extensive promotion of the availability of the mobile app. Patients and staff will need to be educated about the benefits of the mobile application. VAPAHCS could consider many ways to advertise the availability of the mobile application, including:
 - Engaging the Veterans and Families Advisory Council or other Veteran Engagement Boards in the development and implementation of the launch plan
 - Including messaging about the mobile application in staff newsletters, huddles, and all-hands meetings
 - Development and distribution of a press release/announcement of the mobile app launch through social media channels, mailings, email blasts, and other news media channels
 - Announcement of the mobile app availability at town hall and other Veteran events
 - Inclusion of information about the wayfinding mobile application in Veteran materials received during enrollment or other new patient visits
 - Inclusion of information about the wayfinding mobile app in materials received during new staff member orientation and onboarding
 - Greeters, Red Coat Ambassadors, summer interns, and/or volunteers to encourage Veterans to download the mobile application and teach them how to use it
 - On-campus announcement of the mobile app launch using temporary physical signage, digital signage, flyers, and handouts
 - Announcement of the mobile application launch within existing pre-visit communications to Veterans (Appointment postcards and letters, text message reminders, etc.)

- Implementation of a mobile application that includes wayfinding as one of many features will be more successful than implementation of a mobile application that only has wayfinding. Having one mobile application that meets all VAPAHCS should consider how a wayfinding mobile application could be integrated with existing patient and staff workflows.

Technical Requirements

See Section 5.4 for application technical requirements.

Cost/Feasibility Analysis

Cost and feasibility analysis is conducted by comparing similar VA facilities who have procured and implemented the same wayfinding technology solution. These VA facilities are Salem VA Medical Center and the nine VA Medical Centers in VISN 7 (Atlanta, Augusta Downtown, Augusta Uptown, Birmingham, Charleston, Dublin, Montgomery, Tuskegee, and Tuscaloosa). VISN 7 procured the solution as a VISN-wide purchase using its existing Guest WIFI. This is the approach recommended for VAPAHCS. See Section 10.7, Wayfinding Technology Solution Overview for presentation slides that summarized feasibility, cost, and VAPAHCS recommendations that was previously presented to the VA.

- Vendors with past performance and current use in the VA:
 - Inpixon - Map content management system.
 - Medrics – Mobile application developer.
 - Kontakt.io - Beacon manufacturer
 - Olea - Wayfinding kiosk manufacturer
 - Granite - Internet cabling installation for hardware
 - Mayhea - Beacon installation services, kiosk installation services
 - Minuteman Technology Services - CMS, mobile app, and kiosk implementation services; solution configuration, testing, training, and support.
 - Thundercat - Systems integrator and reseller of wayfinding solutions in VA.

Integration Considerations

Wayfinding tools should adhere to the same recommendations and guidelines used for other aspects of VAPAHCS wayfinding strategy including those mentioned in:

- Section 3 and 4 Exterior and Interior Wayfinding Elements - Clinical Nomenclature and Divisional Nomenclature
- Section 6 Operational Wayfinding Elements - Clinical Nomenclature, Divisional Nomenclature, Spoken Directions, Staff & Volunteer Orientation & Wayfinding Training, Integrated Wayfinding Program Management Plan

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Section 10

Appendices

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Appendices

- 10.1 Wayfinding Analysis Methodology
- 10.2 Exterior Design Wayfinding Challenges
- 10.3 Interior Wayfinding Challenges
- 10.4 Design and Operational Wayfinding Challenges
- 10.5 Operational Design Wayfinding Challenges
- 10.6 Nomenclature
- 10.7 Wayfinding Technology Solution Overview

10.1 Wayfinding Analysis Methodology

Exterior and Interior Wayfinding Environmental Analyses

Awen and partners, MTS and People Signs (Awen Team), conducted research and analysis to determine the efficacy of existing wayfinding elements at VAPAHCS Palo Alto Division (PAD) and Menlo Park Division (MPD) campuses.

Analyses and research methodologies include:

- Exterior & interior wayfinding environmental analyses
- Stakeholder interviews
- Management
- Operations
- Technology
- Online wayfinding survey of VAPAHCS staff & volunteers
- Signage Inventory
- Analysis of wayfinding-related information on VAPAHCS website & social media
- Analyses of wayfinding technology at comparable facilities

An in-depth, face-to-face survey of Veteran patients and families, at PAD, was originally planned as part of this project. However, the team was unable to secure permission to proceed with the survey.

It is important to note that wayfinding analysis took place in 2021 and 2022, during the COVID-19 pandemic. The pandemic necessitated some changes to VAPAHCS’s wayfinding system, which were in place at the time of analysis.

The Awen Team spent two weeks at PAD and MPD during August and September 2021. At PAD, the Team analyzed aspects of the wayfinding system during the day and after dark. Buildings 4, 5, 6, 7, 100, 101, 102, 105, 500, 520, 530, and 710 and Parking Structures 1 and 2. At MPD, The Awen Team analyzed Building 334 and the surrounding campus, both during daylight and after dark. Analyses were based on a series of exterior and interior wayfinding performance criteria.

The Awen Team made a total of 1,250 observations with accompanying photographs. Spreadsheets were used to catalog and analyze each observation and photo.

Signage Inventory & Analyses

The Awen Team spent time at PAD and MPD over a period of 10 months and inventoried a total of 7,350 signs using SignAgent, a sign management software. The software catalogs details, sign messaging, and a photo of each sign. The inventory included 892 exterior signs, 6,458 interior signs (including 3088 door signs), 188 interior directional signs, 598 missing signs, and 1401 “new style” signs. Temporary signs were not inventoried. The inventory included interior signs at PAD (all floors of Buildings 4, 5, 6, 7, 100, 101, 102, 105, 500, 520, 530 and interior signs at MPD (Building 334). The Awen

Team also made observations and took photos at Community-Based Outpatient Clinics (CBOCs) in Monterey and San Jose.

Stakeholder Interviews: Management

The Awen Team conducted 30-minute interviews with Key Stakeholders and a 60-minute group interview with the Veteran and Family Advisory Council (VFAC).

Key Stakeholders included:

- Office of Facility Planning & Development (OFPD)
- OFPD –Procurement and Interior Design
- Office of Quality, Safety and Value Education
- Patient Administrative Support Services (PASS)
- Veteran Experience Office
- Police Service
- Public Affairs Office (PAO)
- Voluntary Services

Wayfinding issues discussed included:

- Relation of wayfinding ease to customer service, customer experience
- Wayfinding-related pre-visit information
- Exterior wayfinding
- Parking
- Direction-giving and escorting by staff and volunteers
- Wayfinding obstacles: COVID, construction, sign clutter

- Wayfinding and architecture, interior design
- Wayfinding in and around elevators
- Maps
- Landmarks
- Wayfinding technology
- Signage-related responsibilities of OFPD, PAO, Integrated Wayfinding Program Management Plan

Stakeholder Interviews: Operations

The Awen Team conducted interviews (ranging from 30 minutes to 2 hours) with the following departments:

- OFPD (9 interviews)
- Sign Shop (Storage)
- Clinical Nurse (Cardiovascular)
- Receptionist/Scheduler (Audiology)
- Voluntary Services
- Security/Safety
- Engineering
- PAO

Operational issues discussed included:

- Operational methods or challenges
- Responsibilities
- Internal working relationships
- Timing

Stakeholder Interviews: Technology

The Awen Team conducted interviews with key VA stakeholders involved in technology-related projects, including staff from OFPD, PAO, Informatics, the Office of Information & Technology, and Biomedical Engineering.

The Awen Team asked about VA’s prior experience with wayfinding technology and about pain points related to wayfinding. Stakeholders were also asked about VA-specific constraints for technology implementation and the Wayfinding Technology Adoption Maturity Model. Based on the interviews, the Awen Team created a prioritized list of VA’s wayfinding-related challenges.

The Awen Team also interviewed thought leaders and executives from comparable commercial medical facilities with recent wayfinding technology installations. These phone interviews were used to gather implementation lessons learned, best practices, and conduct competitive analyses of wayfinding technologies.

During the research and analysis phase, the Awen Team was made aware of wayfinding technology being implemented at VA’s VISN 7. The Awen Team spoke with the VISN 7 Project Manager to learn more about VISN 7’s wayfinding goals, technology evaluation criteria, and the procurement process. After the interview, the Awen Team visited eight VISN 7 facilities to learn more about the implementation process: Atlanta VAMC, Augusta VAMC, Birmingham VAMC, Dublin VAMC, Central Alabama Healthcare System – Montgomery VAMC, Central Alabama Healthcare System – Tuskegee VAMC, and Tuscaloosa VAMC.

Online Wayfinding Survey of VAPAHCS Staff and Volunteers

The Awen Team conducted an online wayfinding survey of VAPAHCS staff and volunteers in November 2021. Staff and volunteers were recruited through the “Weekly Compass” e-newsletter and VAPAHCS intranet. The sample was self-selected (non-random) and consisted of 205 staff and volunteers. Questions elicited both fixed responses (quantitative data) and open-ended responses (qualitative data). The survey took approximately 15 minutes to complete. Staff responses were anonymous.

Wayfinding issues included in the survey:

- Staff orientation and wayfinding training
- Current state of staff and volunteer wayfinding
- Current state of Veteran and family wayfinding
- Giving directions to and escorting lost Veterans and families
- Inclusive wayfinding (for all, including people with disabilities)
- Exterior You-Are-Here maps
- Interior You-Are-Here maps
- Smartphone wayfinding app
- Ideas for wayfinding system improvements

Staff and volunteers were also asked for

background and demographic information, including:

- Number of months or years working at VAPAHCS
- Division where they work most often
- GS level
- Gender identification
- Age
- Formal schooling
- Completed military courses

The staff and volunteer wayfinding survey data yielded a rich dataset, which can be further analyzed if desired by VAPAHCS.

Analysis of Wayfinding-related Information on VAPAHCS Website and Social Media

The Awen Team assessed the following VAPAHCS webpages and social media accounts:

- <https://www.va.gov/palo-alto-health-care/>
- <https://www.va.gov/palo-alto-health-care/locations/palo-alto-va-medical-center/>
- <https://twitter.com/VAPaloAlto>
- <https://www.facebook.com/vapahcs>
- <https://www.instagram.com/vapaloalto/>

The assessment focused on information architecture, accessibility, and content to evaluate how the VAPAHCS website and social

media accounts currently support or detract from wayfinding processes.

The secondary focus was to analyze how the website and social media accounts compared to those of other VA facilities and medical centers.

The Awen Team also interviewed VAPAHCS’s Webmaster and the PAO staff to understand the processes for updating the website and social media content and discussed limitations of the current processes.

Devices used to observe webpages:

- Laptop with a simulated 1366x768 pixel display
- iPhone (various models)
- iPad (various models)
- Android devices (various models)

Resources used to reference best practices:

- <https://design.va.gov/>
- <https://www.section508.gov/>
- <https://webaim.org/>
- <https://www.browserstack.com/>

Analysis of Wayfinding Technology at Comparable Facilities

The Awen Team evaluated wayfinding technologies at six healthcare facilities. The six sites were selected based on characteristics such as facility size, patient volume, environmental setting (suburban/urban), and

existing wayfinding technology. Two VA facilities were included in the comparative analysis— Las Vegas VAMC and Orlando VAMC. The remaining four facilities were private: UH Cleveland Medical Center, Brigham and Women’s, Virginia Hospital Center, and Johns Hopkins Medicine.

Wayfinding Test Scenarios

The Awen Team conducted on-site testing of wayfinding elements using test scenarios derived from the Integrated Wayfinding Experience Model to validate the effectiveness of wayfinding from the patient perspective.

Test scenarios derived from the Integrated Wayfinding Experience Model were used to validate the effectiveness of wayfinding from the patient perspective.

Each use case scenario consisted of seven steps:

Obtaining information

- Before the visit, the Awen Team documented options for obtaining appointment information, reviewed appointment letters and/or wayfinding websites, and installed the mobile application to be tested.

Finding the campus

- The Awen Team used an outdoor wayfinding and navigation mobile app to find the campus and documented the process and driving

experience (e.g., signage on the way to the facility).

Entering the campus

- Upon entrance to the campus, the Awen Team took note of building and parking signs, as well as vehicular and pedestrian signs.

Entering the building

- The Awen Team located the correct building and identified the entrance closest to the chosen destination.

Obtaining directions

- The Awen Team obtained directions using various wayfinding elements: the information desk, printed maps, visitor guides, wayfinding kiosks, digital signage, and the facility’s wayfinding mobile application.

Navigating and returning

- The Awen Team used available wayfinding elements (floor directories, department and clinic signage, kiosks, and wayfinding mobile application) to navigate through a series of appointment destinations, and then to the appropriate exit and parking locations.

Training and maintaining

- The final step was to interview staff members to assess the complexity and cost of training and support. The Awen Team documented and reported test results to demonstrate how the combination of technology and wayfinding features in the built environment work together to support patient and visitor navigation.

10.2 Exterior Design Wayfinding Challenges

- 10.2.1 Finding the PAD & MPD Campuses by Car
- 10.2.2 Vehicular Site Circulation
- 10.2.3 Finding the Emergency Department
- 10.2.4 Public Transit and Shuttle Stops on Campus
- 10.2.5 Vehicular Decision Points
- 10.2.6 Finding Building Drop-off Areas
- 10.2.7 Finding Patient and Visitor Parking
- 10.2.8 Wayfinding in Parking Lots
- 10.2.9 Wayfinding in Parking Garages
- 10.2.10 Exterior You-Are-Here Maps
- 10.2.11 Building Identification
- 10.2.12 Finding Building Entrances
- 10.2.13 Exiting Buildings, Finding Your Way Between Buildings
- 10.2.14 Pedestrian Decision Points
- 10.2.15 Accessibility and Signage
- 10.2.16 Exterior Landmarks
- 10.2.17 Mandatory Policy Signs
- 10.2.18 Temporary Exterior Wayfinding Signs
- 10.2.19 Exterior Sign Management & Maintenance
- 10.2.20 Section 10.2 Endnotes

10.2.1 Finding the PAD and MPD Campuses by Car

Veterans expect to see directional signage to PAD and MPD at roadway intersections to help them find the campuses.

There are just two VA signs at the Miranda and Arastradero intersection and none when approaching PAD from the west. (Figure 10.2.1-1)



Figure 10.2.1-1. Directional sign to VA as seen by approaching from the east.

Drivers need to be able to anticipate and recognize the main entrance to the campus from the main roadway (Miranda). VAPAHCS-PAD identification signage from the west on Miranda Ave. is located at the property boundary, but it is not an entrance, does not give directions, and the main site entrance is not visible from that point. (Figure 10.2-2)



Figure 10.2.1-2. Identification sign at west edge of campus marks the edge of the site but does not provide directional information to campus entrance.



Figure 10.2.1-3. Identification signage at the east entrance of PAD, which is intermittently closed.

VAPAHCS-PAD identification signage from the east on Miranda Ave. is at an entrance that is open only during limited hours. During our analysis, it was blocked with temporary cones when it is closed and had signage that was too small to read from a moving vehicle.

The turn into the main campus entrance is not marked with directional signage on Miranda. Current main entrance signage is low (less than

four feet tall) - not visible as drivers approach the campus and only visible once vehicles turn into the campus roadway. (Figure 10.2.1-4)



Figure 10.2.1-4. The main entrance to PAD lacks any identification signage visible to drivers approaching from Miranda Ave.

There is further confusion because the address sign and the identification sign are on opposite sides of the entrance roadway. “Mandatory Policy” signs required by VA are not legible and distract from and obscure important wayfinding signs. (Figures 10.2.1-5 & 10.2.1-6)



Figure 10.2.1-5. The address at VAPAHCS is not easily seen from the entry drive.



Figure 10.2.1-6. The VAPAHCS identification sign is visible only after drivers turn into the main drive.

Avoid posting exterior signs containing long policy-related messages. This information can be communicated elsewhere, such as on the VAPAHCS website and posted on signs near the main information desk in Building 100. The information will not be legible from a moving vehicle and may cause traffic slowdowns if drivers try to read it.

The entrance drive to MPD off Willow Street is located at a major intersection. The sign identifying the medical center is faded and not fully visible from all directions. It lacks illumination after dark probably due to lack of maintenance. The traffic barriers, traffic signs, crosswalk sign, and mandatory policy signs at the entrance creates visual confusion for drivers. (Figures 10.2.1-7 & 10.2.1-8)



Figure 10.2.1-7. The identification sign at the main entrance to MPD is well located but needs maintenance and lighting.



Figure 10.2.1-8. The large number of signs at the MPD entrance may lead to confusion.

10.2.2 Vehicular Site Circulation

As soon as drivers arrive on the PAD campus, they begin looking for orientation information to understand vehicular circulation, building destinations and drop-off information, and parking options. There are numerous reasons why site circulation is difficult for first-time or unfamiliar Veterans and families:

- The layout of the site and options are not clear at the first decision point (stop sign at the intersection of the main drive and Loop Road). (Figure 10.2.2-9)



Figure 10.2.2-9. At the first intersection at PAD, directional signage is missing or not visible.

- The main drive to the main entrance of Building 100 is not well marked and Building 100 is not legible from a distance as the main hospital building.
- Directional signage is blocked, faded, or unclear.
- Directional signage is not located where drivers need wayfinding assistance, especially at decision points.
- Vehicular circulation around the PAD site is not clear. The Loop Road has only one poorly designed and located identification sign., which makes it more difficult to find parking garages.

At MPD, the campus layout is very difficult to understand, but street signs are used at intersections, providing some orientation for drivers.

Selected comments from the staff survey identified the following needs:²

More visible street signs and building signs.

Bigger and more signs showing the way to different buildings/building clusters

10.2.3 Finding the Emergency Department

The PAD Emergency Department (ED) in Building 100 is not a trauma center; however, ambulance drivers and people driving patients with emergency conditions, especially unfamiliar drivers, need to find the ED.

The ambulance entrance is clearly identified in Parking Lot 100S. For passenger cars, however, there is no identification or directional sign between the drop-off area and the ED door inside Building 100. Access to the ED may be different during business hours and after hours, but no information is available on signs. (Figures 10.2.3-10 & 10.2.3-11)



Figure 10.2.3-10. This shows the dedicated parking and unloading zone for ambulances near the PAD.



Figure 10.2.3-11. Sign to ED near drop-off area is the last directional sign.

10.2.4 Public Transit and Shuttle Stops on Campus

While PAD and MPD are served by a variety of public and VA transportation options, it can be difficult for unfamiliar Veterans and families to take advantage of public transit to get to and from there:

- At PAD, the bus stops/shelters are quite distant from the hospital's main entrance. At MPD buses drop patients at Building 334 as well as the bus stop on the entry road.
- There is no directional signage for a bus rider to find Building 100 on disembarking from a bus and there is no directional signage to return to the bus stop from frequently used buildings.
- Bus stops serviced by different entities are not clearly identified and on both campuses are in two different locations.

- Drop-off and pick-up areas for each transit service are not clearly marked with signs at the sidewalk (Figure 10.2.4-12).
- Bus schedules are mounted vertically above eye height or behind glass (with glare), where they are difficult to read (Figure 10.2.4-13)



Figure 10.2.4-12. The shuttle stop at PAD has an identification sign but is confusing at the pick-up and drop-off.



Figure 10.2.4-13. The bus stop at MPD has extensive information but it is difficult to read because of location and glare.

10.2.5 Vehicular Decision Points

There are a number of key decision points for drivers on the MPD and PAD campuses. Some of them have signage, but it is faded, incomplete, or out of date. Other vehicular decision points lack any directional signage, causing confusion for unfamiliar drivers (Figure 10.2.5-14)



Figure 10.2.5-14. A faded directional sign at PAD contains outdated information.

10.2.6 Finding Building Drop-off Areas

It is common for drivers to need to drop off a Veteran as close as possible to the destination main entrance. Some drop-off areas are difficult to find without a map because they lack directional signage.

When drivers arrive, they need to know where to stop and unload, how long they can stay there, and where to park long-term. Many patient drop-off/pick-up areas are not as clear as they need to be.

The following challenges were observed at PAD:

- There is no directional signage along the entrance road to the drop-off in front of Building 100. Once a driver stops at the drop-off there is no information about how long a vehicle can remain there.
- The drop-off for Building 5 is at a roundabout with a large sign with 12” text – “Building 5 Patient Drop-off.” The entrance to Building 5 is ~250 feet away and not visible from the drop-off. Wheelchairs and staff are not available to assist patients (Figures 10.2.6-15 & 10.2.6-16).
- Vehicular access to Buildings 500, 510, and 530 is not indicated with signage. The route is through parking lot 100N. There are turns required to reach these buildings and there is no directional signage along the way or at the intersection between Buildings 520 and 500 (Figures 10.2.6-17 & 10.2.6-18).

NOTE: These diagrams show the lengthy and circuitous routes for a pedestrian at Building 5 and a vehicle looking for Buildings 500 and 520.

The following challenges were observed at MPD:

- There are several buildings with drop-off areas. Most are residential. Building 334 has a limited drop-off area that is shared with buses and shuttles and has no information on longer term parking.



Figure 10.2.6-15. The entrance to Building 5 is not visible from the drop-off area.

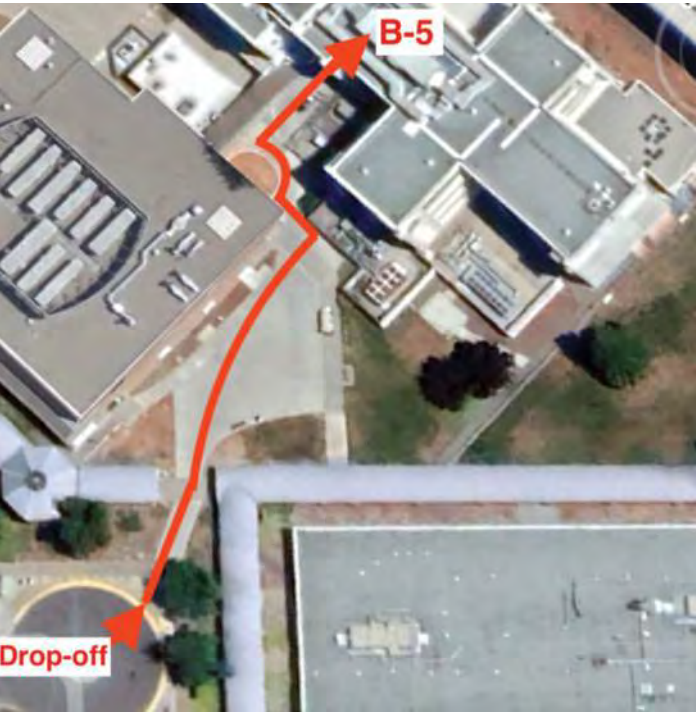


Figure 10.2.6-16. The pedestrian route to Building 5 is long and circuitous, but lacks directional signs.



Figure 10.2.6-17.



Figure 10.2.6-18. The vehicular route to Building 520 and Lot 100 N exit is circuitous and lacks directional signs.

It appears that drivers who know about parking behind the building have tried to use the back entrance to drop off patients because it is close to parking, but it does not have a curb ramp. (Figure 10.2.6-19)

- At MPD, the drop-off for Building 334 has good signage and a canopy for protecting Veterans waiting to be picked up, but the curb-free section is too short when both a bus and a passenger vehicle are present. (Figure 10.2.6-20)



Figure 10.2.6-19. Some signs are located perpendicular to traffic flow.



Figure 10.2.6-20. The front entrance of MPD Building 334 is not well identified. It needs a larger identification sign and directional.

10.2.7 Finding Patient and Visitor Parking

At PAD, while some parking lots are visible as drivers enter the campus, drivers may not be able to tell which ones are closest to their destination, which ones they can use, or how to enter them. Parking garages are not visible to drivers when they enter the site. The few directional signs to parking options are poorly located or difficult to see.

- The identification signs to 100N and 100S indicate who may park there but they are only visible to some drivers because of their location and orientation (Figure 10.2.7-21).



Figure 10.2.7-21. Parking Lot number is missing from sign.

- It is not clear that parking for patients and visitors is free.
- It is not clear who is allowed to park in the lots on the periphery of campus.
- Some lots lack identification at entry making it difficult for people to remember which lot they parked in. (Figure 10.2.7-22).

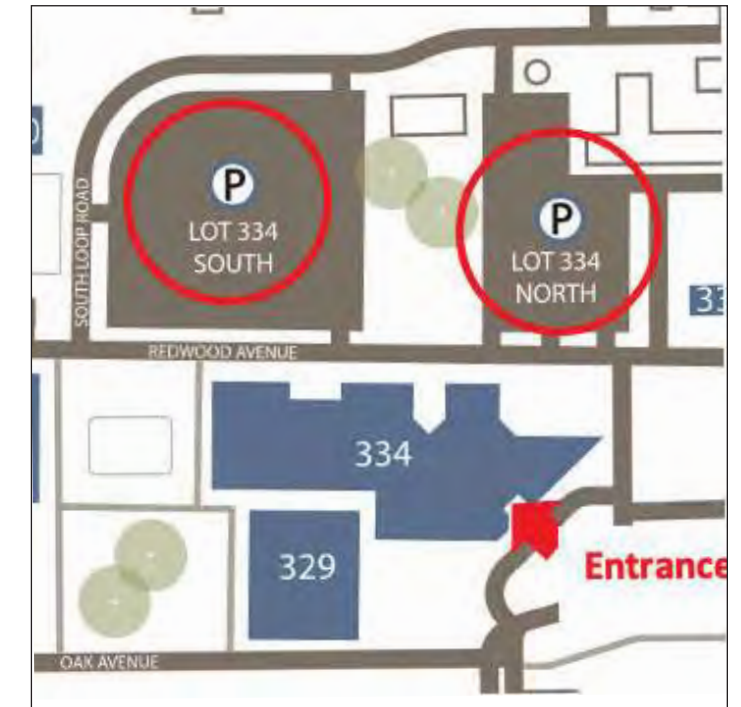


Figure 10.2.7-22. At MPD the parking for Building 334 is not visible from the building entrance and there is no directional signage for drivers.

- The campus map does not indicate that some adjacent buildings cannot be easily reached from the garages, e.g., Building 5 from PS2 and Building 4 from PS1.
- Some parking lots have faded pavement markings for accessible parking spaces making it difficult to know exactly where to park.

At MPD, the only parking lot for patients using clinical services at Building 334 is behind the building with no directional signage at the front entrance or on the campus roadway. (Figure 10.2.7-22).

Other parking lots on the MPD campus have adequate identification signage; some are faded and need replacing.

10.2.8 Wayfinding in Parking Lots

While free surface parking is plentiful at PAD and MPD, parking lot wayfinding is unclear:

- Rows and spaces are not labeled except at the newest section of parking in Lot 100N where flag signs on light poles identify parking aisles (Figure 10.2.8-23).
- Specialized/restricted parking areas are not clear. Signs and markings designating accessible spaces vary enormously. Some, especially surface markings, are faded and extremely unrecognizable (Figures 10.2.8-24 & 10.2.8-25)
- Routes to main destinations are not visible in parking lots and do not have directional signage to buildings. (Figure 10.2.8-26) Vehicular exits out of the two large parking lots (100N and 100S) at PAD are limited to two each and not well marked at the parking aisles that lead to them. (Figure 10.2.8-27)
- There is no information posted about getting the assistance of golf-cart transportation from parking lots to destinations.

Selected comments from the staff survey identified the following needs:²

Better signage is needed at parking lots as well as around the grounds.



Figure 10.2.8-23. Several aisles in parking lot at PAD have aisle signs to help people find their car.



Figure 10.2.8-24. Some accessible parking spaces at PAD and MPD are missing some code required features such as visible pavement markings.



Figure 10.2.8-25. Without a curb cut, there is not an accessible route from parking to entrance.



Figure 10.2.8-26. There is a path, but no directional signage between PAD Lot 100N and the main hospital.



Figure 10.2.8-27. An exit sign posted at an aisle that does not lead directly to an exit.

10.2.9 Wayfinding in Parking Garages

Finding a Parking Garage

- Patients need to know when the garages are better than outdoor parking lots for proximity to their destinations. There is no signage that lets drivers know whether a parking structure will be close to their destination.
- Patients need to know that the parking garages are free.

- The garages and their entrances are not well identified by signage on the Loop Road – at the garage and along the Loop Road with reinforcement signs (Figure 10.2.9-28).
- The LED signs at the main entrance drive and the Loop Road indicate how many spaces are vacant at each garage to assist drivers in selecting one that has space. They were not always working (sometimes the numbers of available parking spaces were blank) during the time of the analysis (Figure 10.2.9-29).



Figure 10.2.9-28. There is little, if any, directional signage to PS-1 along the PAD Loop Road. Drivers come across this identification sign, suddenly; it doesn't say "entrance", nor does it indicate that there are two entrances to PS-1.



Figure 10.2.9-29. Vegetation is high enough to partially block the sign showing the number of available parking spaces.

Parking Garage Identification

- Garages are not identified by name or number on the outside or the inside, so unfamiliar Veterans and families may not be able to tell which garage is which and which they parked in.
- The "Morse Code" art on two sides of PS1 is a potentially useful identifier and wayfinding landmark, but it does not appear to be used as such.
- There is no way to tell which parking structure one has parked in because the interior signs do not identify the garage by name or number.

Dedicated Parking Areas in Garages

- It is important to identify and direct drivers to accessible parking, as well as direct them to motorcycle and bicycle parking, as is done now. There is very limited directional signage in the garages indicating the location of dedicated parking.
- Markings at the accessible spaces in the garages are very faint and hard to see on the textured floor. The International Symbol of Accessibility (ISA) signs are different than elsewhere on campus and do not comply with ABAAS or CA 24.
- There are no striped walkways from accessible parking spaces to the elevators to indicate safe passage so pedestrians can be moving slowly in places where they are not visible to drivers.

Identification of Parking Garage Levels

- There is not always sufficient contrast between messages and backgrounds on parking garage level signage (Figure 10.2.9-30).



Figure 10.2.9-30. Markings at accessible spaces are difficult to see.

- Sign materials are reflective, detracting from legibility.
- In addition to knowing which garage you parked in, the second most important wayfinding element to unfamiliar Veterans and families is knowing the floor or level where they left their car. Parking levels 1-4 are identified with both numbers and colors, which is useful in principle. However, the color-coding is less effective than it could be for several reasons:
 - The color-coding system is not shown (previewed or reinforced) anywhere within the parking structures.

- Colors are not unique - or distinguishable enough between the two parking structures so if you do not remember the parking structure number but remember only the color, you may or may not be able to determine which structure.
- Colors are not distinct or different enough from each other to be memorable or nameable.
- Level numbers and colors are not reinforced on signage using the term "Level."
- The color orange is used to make elevator and stair areas stand out in PS1, but it is not clear that this is a different use of color-coding than using color to reinforce level identification.

- While elevator buttons could be used to reinforce the color-coding system for parking garage levels, they do not do so (Figures 10.2.9-31, 10.2.9-32 & 10.2.9-33)



Figure 10.2.9-31. This sign is not useful because it is not clear that the “1” designates the garage level. The numeral is color coded but lacks indication for drivers that a color coding system is in use.



Figure 10.2.9-32. All garage levels at the elevator bank use the color orange. It may be helpful finding the elevator and stairs but unfamiliar users will misuse the color to find their cars afterwards.



Figure 10.2.9-33. Color-coded elevator buttons could help unfamiliar users find their cars.

Parking Garage Directional Signage

- In PS1, two exits lead to the Loop Road, but they are not differentiated.
- Color coding is not always effective on directional signs due to reflectivity and lack of sufficient contrast between text and background (Figures 10.2.9-34 & 10.2.9-35).



Figure 10.2.9-34. This sign in PAD PS-2 lacks legibility because of insufficient contrast between yellow text and a white.

Key Decision Points: Wayfinding Information around Elevators

- The elevator bank in PS2 is not identified.
- The route to the elevator bank in PS2 is not clearly identified.
- There is no wayfinding information in view as people exit the elevators in PS1 and PS2 (Figure 10.2.9-35).



Figure 10.2.9-35. This large wall at the back of the elevator bank provides a place where wayfinding signage can go. It needs to be carefully thought out. The numeral “2” does not make it clear if it is Parking Structure 2 or Level 2. Both should be identified.

Key Decision Points: Wayfinding Information Around Stairs

- Stairs are hard to find.
- Directional signs need to include messages for stairs.
- The stairs are not labeled uniquely.
- It is not always clear where the stairs go, especially in PS1 where the stairs exit to the ramp to Building 101 from Floor 2 (Figure 10.2.9-36).



Figure 10.2.9-36. The stairs in this corner of PS1 don’t provide crucial wayfinding information. The stairway itself is unlabeled and there is no directional messaging telling users what they will find if they proceed up or down from this point.

Wayfinding Information at Garage Exits

- Exits are not legible from a distance, from within the garages.
- As people leave their cars in the parking structures, wayfinding information is often absent.
- There is little or no wayfinding information in view as pedestrians exit the garages (Figure 10.2.9-37).



Figure 10.2.9-37. There are no directional signs on the Loop Road at the garage exits.

- It is not easy to find Information about requesting golf-cart transportation from the garages to destinations.

10.2.10 Exterior You-Are-Here Maps

There are seven You Are Here (YAH) maps on the PAD campus. They are well distributed and generally in useful places for pedestrians. Existing YAH maps:

- Seem to be correctly oriented; only some of them have a numbered list of buildings.
- Some lack a key to building numbers and names.
- Are not all current or accurate. Most are undated.
- Do not indicate the location of building entrances.
- Do not effectively differentiate vehicular and pedestrian routes.
- Do not indicate the location of accessible parking spaces.
- Do not provide a scale or measure of distance for pedestrians to determine whether they can walk the distance to their destination.
- The YAH maps on walkways leaving the garages are too far from the decision points to be useful.

- The message, “To all buildings,” is not informative or helpful. (Figure 10.2.10-38)



Figure 10.2.10-38. Directional arrow “To All Buildings” is neither accurate or helpful.

Selected findings from the staff survey:²

Have you used the exterior You-Are Here maps at PAD?

Yes: 64.7%
No: 35.3%

Selected comments from the staff survey identified the following needs:¹

We need maps to hand out.

Might be best that the sign is free of stains/ dirt. If I was a visitor, that wouldn’t leave a good experience.

Some locations are not depicted on the map, like the education building for new employee orientation.

Tells you the building location, but not what’s in the building.

Would be more helpful with more details.

I would like to see maps located at the pedestrian exits of parking areas and entrances of buildings.

Provide printed or more comprehensive maps on each floor or have interactive maps available for smartphones that can also provide auditory guidance for the hearing impaired (similar to GPS for vehicles). Clearly defined list of services for particular floor/ section including room number.

For the checkout process, have the service provide a map to the employee who is processing out of VAPAHCS, with highlighted destinations.

More consistent maps online and out front

Larger maps

Ensure there are enough You-Are-Here maps. Maybe color code the buildings on the maps.

Better maps, with more details and more of them (by the buildings and key points in the parking lots. Also at all entrances.

More maps that are large print so the older generation can identify where they are going.

Offer paper brochure maps when people drive in if they need one.

10.2.11 Building Identification

Veterans and families may or may not be familiar with the VAPAHCS practice of identifying buildings with a stand-alone number rather than a street address number. Some staff noted that this way of identifying buildings is confusing to new patients, families, and staff and makes it hard to predict where a particular building is located in relation to other buildings. Staff also said that patients want to know a name or function in addition to a building number.

Existing building numbers are sometimes hard to see. They may be located high on the corners of buildings, where patients would not think to look for them. Sometimes there is insufficient contrast between the numbers and their backgrounds. Some are faded and not legible from a distance. In some older buildings, staff have created their own signs and mounted them in windows, so they can be seen at eye level. (Figures 10.2.11-39 & 10.2.11-40)

Selected comments from the staff survey identified the following needs:²

Rename buildings to represent what type of building it is or with easier-to-remember monikers.

Label the signs for buildings with what actual services are located in them - not just numbers and letters.

Big friendly signs that make it easier to know which buildings are which.



Figure 10.2.11-39. Ideally, as shown here, building numbers are visible from different vantage points to aid wayfinding for users.



Figure 10.2.11-40. The faded, illegible building number at the top of Building 7D at PAD prompted staff to post an identification sign in the windows.

- Make building numbers clear.
- More signage with large lettering inside and outside of buildings.
- Put large building numbers on multiple sides of the buildings...easy to see from a distance.

10.2.12 Finding Building Entrances

Some PAD building entrances are visible from a distance, but others are not. In some cases, the pathway leads to an entrance that is hidden or recessed from view. (Figure 10.2.12-41)

Some main building entrances, such as the one for Building 7, were closed during the pandemic and formerly minor entrances are acting as main entrances. At Building 7, the architecture makes the former main entrance stand out, but the current entrance is hard to find. Temporary signage is used to bridge this gap, but it is not always successful.

Where an entrance is temporarily closed or restricted, clear wayfinding instructions and directional signage are not always provided. (Figure 10.2.12-42)

VA’s technical guidance is to identify buildings on glass doors at entries. While identification information is present, several factors make the information illegible. The layout of the information (information design) puts VA identification information at the top, which while important, is not immediately relevant to wayfinding.



Figure 10.2.12-41. The recessed entrance to Building 105 at PAD is invisible to pedestrians and difficult to find.



Figure 10.2.12-42. At PAD Building 7 the main entrance was closed, but the sign has nothing to do with an alternative entrance.

The most important wayfinding information at a building entrance is the identification of the building number. This information is located in the middle of a long list, mostly in very small fonts, and is hard to read. In addition, the design of the door/sign itself is problematic. White vinyl letters do not contrast sufficiently with a clear glass background.

The glass is reflective, making all the information hard to read. (Figure 10.2.12-43)

If an entrance is reached by steps, such as Building 4, there is no information about an alternative accessible route. (Figure 10.2.12-44)



Figure 10.2.12-43. Building identification information on building doors at PAD is hard to read because of glare and text size.



Figure 10.2.12-44. This entry door at the bottom of steps is missing a directional sign identifying an alternative accessible entrance.

10.2.13 Exiting Buildings, Finding Your Way Between Buildings

Patients need pedestrian directional signage and exterior YAH maps at building exits to know which way to walk towards their next appointment or back to their cars, however, few buildings have these signs and maps in place.

There is typically no information in view about how to call for golf-cart transportation, something that can be helpful for Veterans with limited stamina or mobility disabilities. (Figures 10.2.13-45 & 10.2.13-46)



Figure 10.2.13-45. Leaving Building 101 at PAD there is no directional information and its especially needed to direct people to the garage.



Figure 10.2.13-46. Leaving the Main entrance of Building 100 at PAD, there is no directional signage to parking, garage, and other buildings such as Building 5.

Selected comments from the staff survey identified the following needs:

- Open the access from PS2 to Building 5.

10.2.14 Pedestrian Decision Points

Pedestrians need clear, dedicated pedestrian directional signage at exterior decision points to decide whether to proceed straight ahead, go right, go left, or reverse course.

Sometimes decision points are complex e.g., in an open space at the nexus of multiple pathways. There are many exterior decision points at PAD without needed signage. Six of these can be considered “major:”

- At the main entrance/exit of Building 105
- At the end of the ramp from PS1
- At the plaza in front of the canteen at Building 101 at the intersection of walkways near

- Building 54 between Building 100 and West Campus
- At the Pavilion between Building 102 and Building 7
- At the intersection of multiple walkways at the west end of Building 6. (Figures 10.2.14-47 & 10.2.14-48)



Figure 10.2.14-47. A major intersection at PAD near Building 6 has confusing directional signage not visible from all pathways.

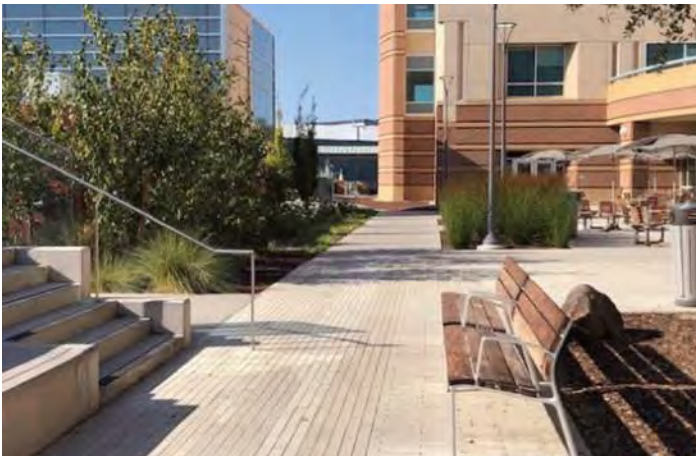


Figure 10.2.14-48. The courtyard between Buildings 101 and 530 at PAD is a well-used pedestrian route that lacks directional signage, especially to the PS1 garage and to the Cafe.

Selected comments from the staff survey identified the following needs:²

- Provide “street sign” signage at sidewalk intersections.
- The lack of a grid structure with respect to our building locations makes it difficult for people to stay on the right path. Perhaps more signs where sidewalks diverge indicating which buildings are located down that path.

10.2.15 Accessibility and Signage

Veterans with mobility limitations need accurate information, including signage, to be able to take the shortest unobstructed path to their destination. Those with stamina-related disabilities need to know how to access their destination with the least physical effort. People who move slowly need to know where it is safe to cross vehicular routes. Striping crosswalks is a form of message of safe passage.

Some accessibility challenges at PAD include:

- Safe routes are not always apparent to pedestrians who may need to cross roadways and parking lots to get to their destination.
- Some existing crosswalks are too faded to see; some are only two lines showing the pathway. These are not easily visible to drivers.

- Some pedestrian routes do not have a curb ramp at either end where they cross vehicular roadways. This makes Veterans who step up have to search for another, level, path. (Figures 10.2.15-49 & 10.2.15-50)



Figure 10.2.15-49. The primary route between Buildings 530 and 100/101 at PAD, includes a stairway with no signage about the location of an alternative accessible entrance.



Figure 10.2.15-50. Safe and accessible walkways through parking lots often lack curb cuts in the path of travel.

- Some pedestrian routes have a curb ramp at only one end, forcing people to backtrack if they cannot manage the step. There is a pedestrian route across Parking Lots 100N and 100S, between Building 7 to Building 520: however, it lacks curb ramps in some places.
- Buildings with inaccessible entrances do not have the required signs indicating the route and location of the nearest accessible entrance.
- Signage at automatic entry doors is confusing because it does not reflect what type of door operator is in use: 1) overhead motion sensor; 2) a button that must be pushed to activate the door opener, or 3) power-assisted that is activated when the door handle is used and lessens the effort to open the door. Each of these has a specific meaning to someone who needs to determine how they will open a door with specific physical limitations.
- In general, most of the exterior doors have signs that say, “CAUTION Automatic Door”. Some are difficult to see because of glare and sign clutter; a few doors that require operator action have this sign on the door even though the door opener is not automatic.
- Building 530 has an inaccessible primary route with no indication that the route is not accessible. The pedestrian route to and from the building on the hospital (east) side includes a flight of stairs without an elevator. Signage is lacking at the entrance about the availability of an accessible alternative route

that requires leaving the building and going all the way around on the north side to reach the same destination.

- Buildings 4, 6, T-6, and MB-4 each have an inaccessible entrance and lack the required signage at the inaccessible entrance indicating the location of and route to an accessible entrance.

Temporary signs have been used in a few locations, but the inaccessibility is not temporary. (Figure 10.2.15-51)

At MPD, the primary rear entrance to the lobby of Building 334 lacks a curb ramp on the route between parking and the primary rear entrance. (Figure 10.2.15-52)



Figure 10.2.15-52. The route from parking to the closest, visible entrance of Building 334 at MPD does not have a direct, accessible route, nor any signage.

10.2.16 Exterior Landmarks

For exterior (and interior) landmarks to be helpful for wayfinding, they need to be unique, describable, memorable, and stable. The idea is that users notice landmarks when moving in one direction and remember having seen them on their way back. Seeing a landmark again gives reassurance that one is on the right route.

While there are some unique, memorable exterior wayfinding landmarks on the PAD campus, not all of them are describable or recognized as useful additions to the wayfinding system by staff who could refer to them in direction-giving (Figure 10.2.16-53).

For instance, the large sculptures on the west side of campus near Buildings 500 and 520 are named by the artists, but the names are not widely known or used.



Figure 10.2.15-51. A sandwich sign can be easily moved. Directions to alternative accessible entrances and routes.



Figure 10.2.16-53. These sculptures near the entrances to Buildings 500 and 500 at PAD could be useful in giving directions if the names were descriptive and memorable.

In the absence of widely-known names, staff and patients may dub them with nicknames (Figures 10.2.16-54 & 10.2.16-55).

Other features on campus that could be considered exterior wayfinding landmarks include the open, hexagonal, brick “pavilion” along the covered walkway, the covered walkway itself, the luminescent Morse code panels on PS1, the Rose Garden, and the courtyard between Buildings 100, 101, and 530 (Figure 10.2.16-56, 10.2.16-57 & 10.2.16-58).

Selected comments from the Key Stakeholder interviews:³

I think [landmarks are] something that’s missing. I think that would be one piece that would be helpful, not only for Veterans but for staff members trying to describe an area of the hospital. One landmark is the eagle out front. I hear people say meet by the eagle, go by the eagle. That’s because it’s a center point that almost everybody can find, but we need more of those and we need them to be more explicit.



Figure 10.2.16-54. The Morse Code panels on garage PS1 at PAD are subtle and may be seen as abstract decoration without more explanation.



Figure 10.2.16-55. The Rose Garden at the southwest corner of Building 100 at PAD is almost invisible in spite of its value as a landmark.



Figure 10.2.16-56. This sculpture near Building 520 at PAD seems to have several nicknames which makes it less useful as a landmark for giving directions.



Figure 10.2.16-57. The covered walkway and intersecting “Pavilion” at PAD are a primary route between buildings but lacking a name they are seldom used for giving directions.

10.2.17 Mandatory Policy Signs

While not part of the wayfinding system, it is important to recognize that some existing exterior signage may distract users from attending to wayfinding messages. For instance, there are currently many policy signs at the site entrance that are not legible from a moving vehicle, since they contain a great deal of text in a small font size. VA only requires two policy signs at the campus entrance—a large no-weapons sign and a notice of parking enforcement. There is also mandatory policy signs at building entrances (Figure 10.2.17-58).



Figure 10.2.17-58. Mandatory policy signs at roadways are difficult to read from a vehicle due to small text size and colors.

In the more recently built buildings, the restrictions have been simplified to icons and placed on glass entry doors. As described previously, these tend not to be legible due to the reflectivity of the glass and the lack of contrast between the white, vinyl icons and the glass material. Not all the icons are likely to be understandable to all users. The sheer number of icons on many entry doors may lead to “information overload” and result in them not communicating as intended.

Policy signs such as NO SMOKING are best viewed and understood by people when they are posted in a location where the policy might be ignored and where they are not lost in sign clutter. (Figure 10.2.17-59)



Figure 10.2.17-59. Use of icons for mandatory policies are more legible than long statutory text if they are recognizable to building users.

10.2.18 Temporary Exterior Wayfinding Signs

Construction-related changes, COVID-related functions, entrance location moves, and other temporary wayfinding changes are managed with temporary exterior signage. Unfortunately, the sheer volume of construction-related wayfinding changes is overwhelming for staff and patients alike.

Some building entrances like Building 5 have changed (from one side of the building to the other) which leads to confusion on the part of Veterans who were used to the previous entrances. (Figure 10.2.18-60)



Figure 10.2.18-60. During construction in Building 100 at PAD, sandwich signs are used to re-route pedestrians. The layout of arrows and text are confusing for first time visitors.

Temporary signs are typically used when there is not sufficient time to procure permanent signs, or when they will only be in effect for a short time. They are usually used when there is a new policy or when a detour is needed during construction. These signs are an important part of a wayfinding system, but are not now working as effectively as they could be:

- There is a great deal of temporary signage at PAD, including sandwich boards and laminated printed signs. It can lead to sign clutter. (Figure 10.2.18-61)
- There is so much temporary signage that users may stop paying attention to it.
- Temporary signs appear to be more permanent than intended.
- Temporary signs in the form of “sandwich boards” are not stable and prone to movement. Some of these sandwich boards lose effectiveness when they tip over or are moved by accident. (Figure 10.2.18-61)



Figure 10.2.18-61. Using sandwich boards as temporary signage risks that they fall over, as in photo, or they are moved inadvertently.

10.2.19 Exterior Sign Management & Maintenance

There are many examples of exterior signage that is no longer functional as a result of a lack of maintenance and planned replacement:

- Many exterior signs have poor legibility because they are faded or dirty. (Figure 10.2.19-62)
- Some faded signs date back 10-20 years.
- Signs that have letters peeling off and building numbers covered up with paint when the building no longer exists may give visitors a poor impression of VAPAHCS.



Figure 10.2.19-62. The primary directional sign at the entrance to PAD is difficult to read from a vehicle. It is faded, in shadow, and has poor contrast.

Section 10.2.20 Endnotes

- 1. Exterior Wayfinding Analysis and Parking Garage Analysis, August & September 2021.
- 2. Staff and Volunteer Online Wayfinding Survey, November 2021.
- 3. Key Stakeholder Wayfinding Interviews

10.3 Interior Wayfinding Challenges

- 10.3.1 Information Desks, Human Wayfinding Assistance
- 10.3.2 Directories
- 10.3.3 Interior Identification (ID) Signs
- 10.3.4 Interior Directional Signs
- 10.3.5 Key Interior Decision Points
- 10.3.6 Maps
- 10.3.7 Interior Wayfinding Landmarks
- 10.3.8 Wayfinding & Architecture
- 10.3.9 Wayfinding & Interior Design
- 10.3.10 Wayfinding-related Lighting
- 10.3.11 Temporary Wayfinding Signs
- 10.3.12 Non-wayfinding Information in Places where Wayfinding Information is Needed, Information Overload
- 10.3.13 Wayfinding Management & Maintenance
- 10.3.14 Section 10.3 Endnotes

10.3.1 Information Desks, Human Wayfinding Assistance¹⁻³

When knowledgeable and well-trained volunteers staff an information desk, they can provide important wayfinding assistance to Veterans and families. Some patients are better able to find their destinations when they hear directions related to the specifics of their appointment (building, floor, room) than by relying on signs. Additionally, the staff at information desks can connect patients with an escort when that best serves their needs. Some buildings have information desks, but they do not have identification signs, are not staffed, or do not provide simple wayfinding information in the form of handouts, such as interior maps or scripted directions. Other buildings do not have information desks at all, such as Building 334 at MPD. (Figure 10.3.1-1)



Figure 10.3.1-1. The information desk at B100 (PAD) is located directly in view of people entering, which is a plus. Negative features are that is not identified and often not staffed.

10.3.2 Directories

Building directories let patients and families know what is located within a given building and where it can be found. For Veterans who may not remember the floor location of their appointment, or who just want to be sure they know where it is, directories provide a useful service. One common problem with the design of directories is that the text is too small to read easily (especially by older Veterans and those with low vision) and that the materials (often glass or high-sheen metal) are reflective, making it difficult to separate the needed information from the reflections.

Building directories in Building 334 at MPD are ineffective. They are out-of-date, highly reflective, and do not list destinations in logical (alphabetical) order. Sometimes, ceremonial objects are placed in front of the directories, blocking visual and physical access. Building directories in Building 101 at PAD, are also problematic for the same reasons. They are sometimes combined with Emergency Egress Maps, which are being used, incorrectly, as Interior You-Are-Here maps. However, combining building directories with Interior You-are-Here maps makes sense as long as all the information on both is accurate and up-to-date. (Figure 10.3.2-2 & 10.3.2-3)



Figure 10.3.2-2. The building directory at B334 (MPD) is out-of-date. It is located where an information desk should go and is often blocked from view by ceremonial decorations, as shown here.



Figure 10.3.2-3. The building directory at B334 (MPD) is reflective, which makes it hard to read. Destinations are listed in an order that isn't easily discerned. The building map attached with the directory is out of date and is missing detailed information.

Selected comments from the staff survey identified the following needs:

Provide a clearly defined list of services for a particular floor/section including room number.

10.3.3 Interior Identification (ID) Signs

Identification signs let unfamiliar users know which services and areas they are passing, and when they reach their destination. To be legible, ID signs need to be large enough to notice, with text that contrasts sufficiently with its background, and that can be read from a distance by most users.

Some interior ID signs at PAD and MPD are effective, and others are not. Some shortcomings include:

- Not being mounted perpendicular to the flow of foot traffic, e.g., projecting into corridors or in line of sight.
- Projecting ID signs are too small and too dark to be legible.
- Department or destination entrances seem hidden when recessed or located off a main corridor.
- If a clinic or other service is open only intermittently, its days and hours of operation are not posted.
- Some department ID signage is not legible from a distance, as a result of sign size, font size, and contrast between messages and backgrounds.
- Reflective materials reduce ID sign legibility.
- ID signs on glass are not almost never legible due to reflectivity, and the text appears reversed when viewed from the opposite direction.

- Some major identification signs appear to be made of glass or high-sheen acrylic. These are reflective and thus not as legible as they need to be.
- Directional signs sometimes lead unfamiliar patients and families to certain destinations but do not inform them when they have arrived. Identification signs placed in visible locations can serve this purpose.
- Some wording is inconsistent. For example: “Outpatient Surgery Services,” and “Surgical Services” identify the same destination, but can be interpreted differently (Figures 10.3.3-4, 10.3.3-5 & 10.3.3-6).



Figure 10.3.3-4. The Dermatology entrance in PAD B100 is not legible. Since this is a major department, one would expect a more formal (and legible) identification sign, like that for Radiology. This door looks like a “staff only” entrance.



Figure 10.3.3-5. In PAD B100, the entrance to the Dermatology Clinic is identified only by an unofficial looking paper sign.



Figure 10.3.3-6. (PAD B100) Floor numbering identification would be simpler and more clear without “st,” “nd,” “rd,” and “th.” For instance, “Floor 1” rather than “1st Floor.”

Identification of Emergency Department entrance in Building 100, PAD

Ambulatory patients and families enter the PAD Emergency Department by entering the main entrance of Building 100. As they enter the building, an information desk) is in view (and may be unstaffed), but not the entrance to the ED.

- The interior entrance to the ED is not sufficiently visible. If patients do not know where to look, they likely would not see it.
- The curvilinear corridor in Building 100 makes it more difficult to see the entrance to the ED.
- The signage is too small, placed parallel, rather than perpendicular to the path of traffic, and the entrance is in shadow without sufficient illumination (Figure 10.3.3-7).



Figure 10.3.3-7. (PAD B100) Identification signage for the ED is not noticeable, despite the fact that it is red and all caps. Emergency patients and visitors easily miss this sign if they do not know what to look for.

Identification of Restrooms

Restrooms are one of the first destinations patients and visitors look for. (The other is elevators.)

They need to be easy to find and recognize. Some of the shortcomings of restroom identification at PAD and MPD include:

- A wide array and inconsistent use of nomenclature and graphics on restrooms.
- Some restrooms are identified by projecting signs (as they should be) and some are not.
- Some restrooms doors are recessed in an alcove hidden from view and in need of blade (projecting) signs in the corridor.
- In some newer buildings at PAD and MPD, VAPAHCS complies with CA Title 24 requirements for triangles and circles for accessible restroom signage. Restrooms in older buildings often have combinations of old and new signage, with accessibility elements from different regulations and previous decades.
- The use of the ISA at a restroom door indicates that all the elements of the restroom are in compliance with current ABAAS and relevant VA guides.
- It is important that the ISA sign be used only when a restroom is in full compliance so that users with disabilities do not find themselves unable to use some restroom elements.
- When not all restrooms in a building are fully accessible, a sign at the door should indicate

the location of and directions to an accessible restroom. The same is true when a restroom is closed for repairs. (Figures 10.3.3-8 & 10.3.3-9)



Figure 10.3.3-8. (PAD B100) The projecting ID sign for this ADA restroom does not show that it is accessible.



Figure 10.3.3-9. (PAD B100) This is an accessible restroom, but only the ID sign on the door shows that. The wall ID sign does not. There are too many signs regarding automatic door signage: three signs on the door, along with the push plate on the side. (It is unclear if these are all required by code.)

Identification of Elevators

Elevators are the primary means of vertical circulation for Veterans and families and they need to be easy to find. Some wayfinding-related shortcomings of elevators at PAD and MPD include:

- Some elevators have projecting ID signs, but many do not and as a result, it is easy to walk right by them without seeing them.
- Some elevators are recessed in alcoves and are not visible from the corridor.
- Elevator and elevator banks are mostly not uniquely labeled, so it is difficult to find a particular elevator or elevator bank if there is more than one in a given building.
- Few elevators are identified with flush-mounted identification signs. Some users wonder if it is an elevator they are allowed to use, since other health facilities often separate elevator use for staff, patients, the public, etc.
- Only a few elevators have nearby elevator directories (showing the floors where the elevators go and the departments and services that can be reached on these floors).
- Elevator directories are almost nonexistent inside elevator cabs. When people forget which floor they are heading for, these can be useful “redundant cues.” (Figures 10.3.3-10 & 10.3.3-11)

Identification of Stairs

- Stairs are seldom uniquely labeled, so it is difficult for unfamiliar users to tell if they are using the correct one (Figure 10.3.3-12).



Figure 10.3.3-10. (PAD B100) These elevators are not identified by name or number. There is no indication of the intended users. There is no elevator directory, which would be useful.



Figure 10.3.3-11. The elevators are not identified (public? Staff?) so there is no way to tell the intended users. There is no elevator directory, so it's not possible to know what floors and destinations it accesses.

Identification of Floor Numbers

- Floors are labeled in inconsistent ways: 1st floor, Floor 1, 1, etc.

Selected comments from the staff survey:

I'd like to see a big floor number when the elevator opens.



Figure 10.3.3-12. (PAD B100) The signage for these stairs labeled as “Get Fit” causes confusion: are they only for exercise or for the user to go from floor to floor? The “Get Fit” logo is not legible enough as it uses a font with thin strokes. The sign itself is lit ineffectively.

10.3.4 Interior Directional Signs

Directional signs let people know where to go (straight ahead, left, or right) when they reach an intersection. Intersections are also known as “decision points.” Sometimes decision points are simple and sometimes they are complex, at the nexus of multiple pathways. Directional signs may also be needed along extended corridors, where there is no other wayfinding information in sight, or when an environment feature (such as a doorway or change in flooring) indicates that patients are entering a different area.

Some shortcomings at PAD and MPD related to interior directional signs include:

- Many interior decision points do not contain directional signs.

- There is a variety of directional sign designs at PAD and MPD, with varying degrees of effectiveness.
- Some directional sign messages are out of date.
- Some directional sign messages are not informative, such as “All other buildings.”
- Many directional signs are inconsistent in layout and colors (and resulting contrast).
- Some directional signs are in a poor state of repair.
- Some directional signs use color coding, but it is not always clear what the colors refer to.
- Very few directional signs take advantage of the opportunity to show users where they are: by identifying the building number/name and the floor number in the sign header.
- Current VAPAHCS sign standards lead to directional signs that are more legible but the design does not include building name and floor identification or easy modification when additional messages may be needed (Figures 10.3.4-13, 10.3.4-14 & 10.3.4-15).

10.3.5 Key Interior Decision Points

There are several places in health facilities where Veterans, families, and staff need to stop and “get their bearings.” We call these “Key Decision Points,” and they occur at building main entrances and exits, at elevators (as users face elevators and as they exit them), and at stairs

(as users approach stairs and as they exit them). Here are some of the challenges at existing Key Decision Points:

At Building Main Entrances

- Sometimes essential wayfinding elements are available, but typically, they are missing or outdated, of poor quality, in a poor location, or not useful (such as posting an Emergency Egress map rather than an interior YAH map).
- An Interior YAH map and the associated building directory are often combined in one sign, but they need to be separate elements so they can be updated independently.
- Glass/reflectivity is a problem on building directories and some Emergency Egress maps.
- Some temporary main entrances (as in Building 7), do not contain essential wayfinding information.



Figure 10.3.4-13. (PAD B101) There is no information about what is located down this hallway: no identification information on the soffit and no projecting signs. (Unfamiliar staff, as well as patients and families, need to know where they are going.)



Figure 10.3.4-14. (PAD B100) The color of this directional sign on Floor 2 of Building 100 matches the color on the wall, which makes the sign less legible than it needs to be.



Figure 10.3.4-15. (PAD B100) This directional sign is too high. It should probably be divided into two, side-by-side directional signs. Sign messages are legible enough but we don't know about their accuracy. The sign would be more useful with location information in a header: building number, floor number.

- The information on directories is not always organized consistently or usefully.

The information on elevator directories should be organized by floor, with the top floor at the top of the directory and alphabetically within each floor grouping. Building directories should be organized alphabetically by department or service.

At Building Main Exits

- Many buildings do not have directional signage to exits or identification signs at exits.
- Wayfinding information is rarely in view after users exit a building.

At Elevators

- As users face elevators and need to decide where to go (up or down).
- Elevator call buttons are sometimes obvious and sometimes not obvious.
- Elevator directories are rarely present.

As Users Exit Elevators

- When they exit an elevator, Veterans and families need wayfinding information in view, but there may be no surfaces or structural elements where that information—such as a floor number, interior YAH map, and a directional sign - can be located. Sometimes wayfinding information is missing altogether.

- In some buildings at PAD artwork is placed across from the elevator doors within view of exiting passengers, but it covers the area where wayfinding information should go.
- Sometimes the same landmark artwork is used on every floor, which negates its usefulness in distinguishing which floor the Veteran is on.

As Users Approach Stairs

- Stairs are not always labeled clearly or uniquely.
- Some stairs are identified by projecting signs, but these aren’t always legible.
- Some stairs are called “Fitness” stairs, but these are not uniquely labeled. It is not clear if these stairs have special features or if they are to be used by particular users.

As Users Exit Stairs

- No wayfinding information is typically in view when people exit stairways.
- The text on emergency-exit-related signage in stairwells may not always be comprehensible to users; however, it is required by NFPA in some building stairwells. (See Design Manual IN-01.11)

10.3.6 Maps

Maps give the “big picture” of destinations and the corridors that connect them. For Veterans who have been trained in map-reading, maps are a particularly helpful wayfinding tool. Several

types of maps are used at PAD and MPD, but not all are effective.

Emergency Egress/Evacuation Maps

- Emergency Egress (EE) maps are important and usually required by code. They show users (who can read maps) how to evacuate during a fire or other emergency.

The emergency egress maps at PAD show routes using stairs, but do not provide evacuation information, including “areas of refuge”, for people who cannot use stairs.

- EE maps are not the same as interior YAH maps. YAH maps are needed outside elevators and at various decision points throughout this and other buildings to help people understand where they are and how to proceed to their destinations, elevators, restrooms, etc.
- At present, the EE maps seem to be used in place of interior YAH maps, but they are neither useful nor intended to be used for basic orientation (Figures 10.3.6-16, 10.3.6-17, 10.3.6-18 & 10.3.6-19).

Interior You-Are-Here Maps (called “Visitor Orientation Maps” in the VA Signage Design Manual)

- Interior YAH maps are an important wayfinding design element, but there are almost none present at PAD or at MPD. Numerous guidelines, starting with the correct orientation of the map, can make these useful.



Figure 10.3.6-16. A “Fire Exit Plan” or Emergency Egress Map is wall-mounted by the elevators on the first floor of PAD Building 100. The Building is not identified on the map. The map is correctly oriented, shows evacuation routes, icons for fire alarms, and fire extinguishers (with a Key). The You-Are-Here symbol (a triangle) is ambiguous since it points in three directions. There is ineffective contrast between the red colors used. Areas of refuge are not identified. Departments and landmarks are not identified. There is no way to tell if it is outdated. This map is more suitable for staff rather than Veterans and families. Patients would not be familiar with the “areas” indicated.



Figure 10.3.6-17. (PAD B100) It is difficult to tell the purpose of this map, located in a staff area. It looks like the Emergency Egress maps. It is oriented correctly, but it is reflective and only shows areas of the building, not departments or places (like restrooms or elevators). The directory shows room numbers. The map and directory do not coordinate.



Figure 10.3.6-18. (MPD B334) A bulletin board contains an emergency egress map in a reflective, plastic sleeve. It is an architectural floorplan, annotated by hand. It is doubtful that anyone would ever see or be able to use this map.



Figure 10.3.6-19. (MPD B334) (Same photo as Fig. 18, in context) The emergency egress map is tacked to a corner of a bulletin board, where it is likely never seen or used.

- Ninety-six percent (96%) of the staff who responded to the online wayfinding survey said they were in favor of interior YAH maps at PAD:

Selected findings from the staff survey:

Do you think interior You-Are-Here maps would be helpful at PAD?

Yes: 96.5%
No: 3.5.%

Handout Maps

Some Key Stakeholders recommended providing handout maps for Veterans and families.

Exterior Maps Posted on the Interior

Exterior (campus) maps are used inside on occasion, sometimes at entrances, where interior YAH maps are especially needed, but these do not serve the same purpose. They are not always oriented correctly, are out of date, and are not effectively designed. (Figure 10.3.6-20)



Figure 10.3.6-20. (PAD B7) An interior waiting area is not an appropriate location for an exterior You-Are-Here map or for an Emergency Egress map.

10.3.7 Interior Wayfinding Landmarks

There are some unique, memorable, describable wayfinding landmarks at PAD and MPD, such as the large pyramid at MPD. Sometimes, artwork that could have served as wayfinding landmarks is repeated in the same location on different floors (as in Building 500), lending confusion rather than wayfinding assistance.

Additional interior wayfinding landmarks could be located in some stairwells. (Figures 10.3.7-21, 10.3.7-22, 10.3.7-23 & 10.3.7-24)



Figure 10.3.7-21. (PAD B100) The courtyard is a noticeable, memorable wayfinding landmark.



Figure 10.3.7-22. (PAD B100) This artwork is not useful as a landmark since it cannot be easily described.

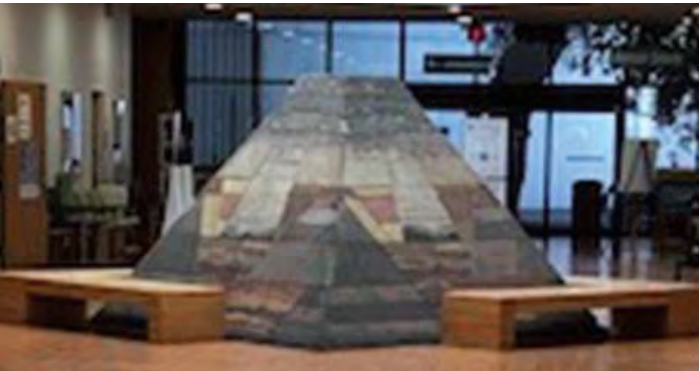


Figure 10.3.7-23. (MPD B334) The pyramid is an effective landmark. It is unique, impossible to miss, and easy to describe.



Figure 10.3.7-24. (PAD B101) Stairwells provide opportunities for interesting artwork that can serve as wayfinding landmarks. Currently no stairwells at PAD seem to be used this way.

10.3.8 Wayfinding and Architecture

Architectural design can make wayfinding much easier if a building’s circulation and layout consider how people will perceive the spaces as they move around the building’s circulation system and find destinations. Good design can also ensure surfaces and locations for signage and maps.

Architectural features that can be good locations for signage and maps

- Sometimes, architectural features, such as soffits, provide good locations for wayfinding signage.
- At other times, good signage locations are available, but these have not been used.

Circulation, locations of departments, elevators, restrooms, etc.

- The circular layout in Building 100 (PAD) can be confusing.
- In Building 100 (PAD), the main elevator is located behind the information desk and out of sight as unfamiliar Veterans and families enter the building.
- Some elevators and restrooms and other destinations at PAD and MPD are “hidden” in alcoves or short corridors off the main corridor.

The numerous, similar looking corridors in Building 7 and many intersections with

insufficient directional signage make the circulation seem maze-like for patients and staff. There are numerous informal signs that highlight points of confusion. (Figure 10.3.8-25)



Figure 10.3.8-25. (MPD B334) The first corridor off the long hallway is not labeled by a ceiling-hung or projecting sign to indicate the functions found there.

10.3.9 Wayfinding and Interior Design

Some important destinations would stand out better with more attention to the interior design features of color, materials, lighting, etc. which would differentiate them from the corridor and create a recognizable “sense of place.”

10.3.10 Wayfinding-related Lighting

To be seen, wayfinding elements, including signs and maps, need to have effective lighting. Lighting is especially important for older Veterans and family members and those with low vision.

- Some destination signs are not legible since they are located in the dark.
- Lighting plus very shiny floors can lead to distracting, disturbing glare. (Figure 10.3.10-26)



Figure 10.3.10-26. (PAD B100) This identification sign for Nuclear Medicine is ineligible due to back-lighting (a window) and the absence of dedicated lighting for the projecting sign.

10.3.11 Temporary Wayfinding Signs

Frequent changes in locations and circulation paths mean that wayfinding will also change. When these changes are anticipated to be short-lived or when permanent signage isn’t available quickly, temporary wayfinding signage can fill

the need for accurate directional information and guidance. Some temporary signage is created by VAPAHCS and some, usually in the form of paper signs, is put up by staff.

While temporary signage needs to be accurate and useful, while contributing to the professional image of VAPAHCS, not all existing temporary signage at MPD and PAD does so:

- Temporary signs come in Inconsistent formats throughout PAD. Some appear to have originated from an official source, but these are sometimes overwritten with markers. Other temporary signs are of the do-it-yourself/ad hoc variety. This results in a less-than-professional appearance and may lead users to question the accuracy of the temporary signs.
- When temporary signs are laminated, the resulting reflectivity detracts from legibility, especially for people with vision limitations.
- Some temporary signs are on movable stands, which can be intentionally or unintentionally moved out of place. This likely makes them ineffective since there is no way of knowing if they are correctly positioned. (Figures 10.3.11-27, 10.3.11-28 & 10.3.11-29)



Figure 10.3.11-27. (MPD B334) This paper sign for PT was likely posted in the absence of official directional signs.



Figure 10.3.11-28. This is a temporary wayfinding sign containing information about department moves. It appears to be using a temporary wayfinding standard but it was later embellished (with a stuck-on paper heart and a duct-taped message) and appears to be messy. The syntax is incorrect: it should be, “Cardiology, ECHO, Pacemaker, and ECG Lab have moved.” The directions “C4-120” are not clear or useful to unfamiliar Veterans and family members. The duct tape contains handwritten directions, but it is ineligible.



Figure 10.3.11-29. (PAD B7) A paper directional sign is an indicator that the wayfinding maintenance system is not working.

10.3.12 Non-wayfinding Information in Places Where Wayfinding Information is Needed, Information Overload, and Visual Clutter

Non-wayfinding information at PAD takes up space that could be used for wayfinding information or left blank. This renders the information, much of which is important, unreadable and the communication fails. It also gives the area a less-than-professional appearance.

- Posted information does not seem to be managed.
- There is a lot of visual clutter from informal signs that may be filling an important information gap, but haven't been coordinated to best support wayfinding and may be overwhelming to visitors. (Figures 10.3.12-30 & 10.3.12-31)

Selected comments from the staff survey:

“We have so many signs since COVID up. Streamlining them would help. When old ones are not relevant taking them down.”



Figure 10.3.12-30. (PAD B100) Paper sign overload leads to confusion rather than communication clarity. Some of these signs use decorative fonts, which are not legible.



Figure 10.3.12-31. (PAD B100) This doorway to the Endoscopy Center is cluttered with so many signs that viewers are likely overwhelmed and unable to sort out the relevant information. The ID sign gets lost among the clutter.

10.3.13 Wayfinding Management & Maintenance

- Many wayfinding elements appear out of date and are not well maintained. This detracts from the professional look of the system.
- Interior wayfinding design elements need to be monitored (periodically checked for accuracy and updated as needed) by the Wayfinding Program Manager as part of the Wayfinding Management Program. (Figures 10.3.13-32 & 10.3.13-33)

10.3.14 Section 10.3 Endnotes:

1. Sources: Interior Wayfinding Analyses, Staff & Volunteer Online Wayfinding Survey, Key Stakeholder Wayfinding Interviews.
2. <https://www.access-board.gov/aba/>
3. VA Barrier-Free Design Standard, A Supplement to the Architectural Barriers Act Accessibility Standards (ABAAS) 2022.



Figure 10.3.13-32. (PAD, B100) This directory hasn't been maintained.



Figure 10.3.13-33. (PAD B100) A piece of the sign has fallen off or been removed and has not been replaced. This detracts from the professional look of the sign system.

10.4 Design and Operational Wayfinding Challenges

- 10.4.1 Pre-Visit Information
- 10.4.2 Staff and Volunteer Orientation & Wayfinding Training
- 10.4.3 Current Staff Disorientation
- 10.4.4 Staff Observations about Wayfinding by Veterans and Families
- 10.4.5 Staff Escorting and Direction-Giving
- 10.4.6 Wayfinding-related Accessibility & Inclusive Design
- 10.4.7 Wayfinding System Management & Maintenance

10.4.1 Pre-Visit Information

- Veterans may not have any information about where they are supposed to go or the information they have may not be accurate or useful.
- Appointment postcards have incomplete information, including the absence of location details.
- Staff making appointments and giving directions by phone may not have scripted directions, an interior map, or be familiar with how to get to the destination themselves.
- They refer to directions on the VA website, but these are only online directions to the site and don't include interior directions.
- There is no staff orientation to the physical facilities where they are directing patients.

Selected comments from the staff survey identifying wayfinding needs:

“Have information for each building/office as to recommended parking locations for that place as well as clear directions from the entrance to that place and from parking areas to that place (if needed).”

“Ensuring that the correct location is listed for the Veteran’s appointment in appointment reminders/or when staff communicate through telephone, myhealtheVet, messages, etc. It doesn’t help when their appointment reminder just says “Palo Alto.” That’s not fair to the Veteran to figure it out when she/

he comes to campus. Also, there is Building 23 which is for Driver Evaluation that hasn’t existed since 1997. Cardiology has moved from the 4th floor to MB1 and it still lists it on the 4th floor.”

“Label things much more clearly than by building and room numbers. Then ensure that automatically mailed appointment postcards provide CURRENT and detailed information about where to go. Veterans may get a room number and the name of a service area that they do not recognize as what they need, like “go to OSS” when they don’t know what OSS is AND they are not having surgery. And then the route was disrupted by the floors project.”

“Highlighting (put in bold, underline, etc.) the building number and name of the service or clinic on any email/mail communications about appointments might help.”

10.4.2 Staff and Volunteer Orientation and Wayfinding Training

- Staff and volunteers are asked for directions, but may not have the accurate information or the time to help.
- Volunteers at the main information desk in Building 100 are trained by shadowing other volunteers. Some also learn their way on their own. Some develop written guides to help them give directions.
- Volunteers complain about not being

informed about wayfinding-related changes.

- There is little or no physical plant orientation for staff.
- Staff respondents reported that it was difficult for them to learn their way around PAD when they first started work. For some, it took more than a year and others say they are “still learning.”

Selected findings from the staff survey:

When you first started at PAD, how easy was it to find your way then?

Easy: 9.5%
Somewhat easy: 31.7%
Not easy: 58.7%

About how long did it take for you to really know your way around PAD?

<1 month: 8.7%
1 - 6 mos: 33.3%
6 mos - 1 yr: 18.2%
1-2 yrs: 14.3%
2+ yrs: 8%
“Still learning”: 17.5%

Selected comments from the staff survey:

“The place was “huge” and there were not enough maps or written directions to guide anyone.”

“I am still new here. Within each individual building, getting around isn’t too difficult but knowing which building things are in and what

the closest parking is for them and how to most efficiently go from one building to the next is daunting. There can be a lot of wasted steps.”

“There is no way to know what buildings are where unless you get to the building and see the number on it. But if you’re on the wrong side of campus, you won’t have a clue where your building is unless you brought a map.”

“Building 7 took me months to understand the flow of the hallways. In the main hospital, I found it difficult to find my way from the police station to Building 101 (Canteen, retail store, etc.) The signage in the main hospital has been poor and inaccurate. Also, we use to have maps for patients in the main hospital which were helpful in finding our way to various places. So many clinics have moved and there is poor signage and no maps to indicate the location of new clinics.”

“It all looks the same.”

“Not enough signage. Need signage at every turn/intersection. List all offices in that hallway with a directional arrow. The signage is not at eye level. Signage not in clear, contrasting colors -- need black lettering on white background. Need more campus maps and building maps displayed with a “You-Are-Here” marker.”

“No clear order to the building numbers, too few maps available on campus.”

“It is not easy to find some departments especially when they are located in areas other than Building 100. And it is eye-opening to learn that a lot of employees do

not know where different services are located or how to get there.”

Staff wayfinding orientation

Here’s a folder and if the staff member opens it up and they pull it out and they go, “Oh, there’s a map here.” That’s the whole process.

How do we navigate a veteran there if we’ve never been there ourselves? I’ve heard of staff who have not walked the campus. They don’t go to other ends of the campus. They park and that’s it.

Wayfinding-related changes

Probably the biggest complaint I get from the volunteers is they don’t know when a clinic is moved. They don’t know if something has closed. There is no mechanism that we have internally for improving wayfinding on the spot.

I’d like to see something that shows when things change locations. A master, something where you can go and find, “Where is this thing located today?”

Wayfinding information for volunteers

They make their own little binders that have everything in it on where they need to go. They kind of have their own resource guide and the resource guide stays up there so all new phone numbers, stuff like that.

Department moves

We try our best to make sure the veteran’s informed and then we find out that we didn’t inform him very well. So now he’s coming next week and we moved it and we’ve been telling him, but they forget. I don’t know if we can get around that, but there are ways we can advertise. We can make sure all the signs are up to date, make sure all the systems are. Then he gets an appointment postcard that’s probably still directing him to the old dialysis unit because that system wasn’t updated. He says, I know I need to go there, but then the sign is directing him somewhere else. We just need to do a better job.

Selected findings from the staff survey:

Do you think it would be a good idea to have a brief wayfinding training for staff and volunteers when they first start work?

Yes: 77.6%
No: 22.4%

Selected comments from the staff survey:

“Absolutely! This would be very helpful and save a lot of time down the road. Additionally, in NEO it would be great to set the standard that any staff member should prioritize wayfinding and walking Veterans to their destination. This was a policy at another large facility, and it was wonderful. It improved the

patient experience and set a standard for ALL employees.”

“Anyone working at this campus should receive thorough training on office locations and how to navigate around the buildings.”

“Perhaps a virtual tour of VAPAHCS like they do when showing houses. This could be developed for all campus. It can also be used for the app if there was one.”

“Once the volunteers and staff are familiar with each building and what clinics or areas Veterans go to, they can be better equipped to give directions or escort the veteran around campus.”

“It would be very helpful to a new employee or volunteer to have a tour along with a map. To know where to go. Because when I was first hired, I was lost. No direction, just ‘Go here.’”

“Exposure attempts to establish a baseline knowledge base vs the current model of relying on one to figure it out on their own.”

“Yes, yes, yes! I felt so lost my first time on campus, my second time on campus, and so on. I think that a tour/training also helps set the expectation for staff to help others find their way around campus.”

10.4.3 Current Staff Disorientation

Slightly over half of the staff respondents report frequently or sometimes having trouble finding their way around PAD at present. They are

more likely to report disorientation among their fellow staff and volunteers than to recognize it in themselves.

Selected findings from the staff survey:

Q9. How often do you have trouble finding your way around PAD now?

Frequently: 5.6%
Sometimes: 45.2%
Rarely: 39.5%
Never: 9.68

Q11. How often do you see other staff or volunteers having trouble finding their way around PAD?

Frequently: 35.3%
Sometimes: 39.3%
Rarely: 23%
Never: 2.5%

Selected comments from the staff survey:

The layout of our campus changes, offices are relocated but unless you print a new map showing where everything is, you can easily get lost.

The relocation of services, signs have fallen and are on the floor (Building 4 especially). No clear signs.

I always hear and see people walking around confused about where to go.

Due to COVID, operations have changed a little and where certain things are. Not getting memo updates/bulletins that X clinic is now over in Z building for the time being.

Signage in building 7 is horrible. Code teams even get lost in that maze.

There is currently a lot of construction going on...things change literally overnight sometimes.

There is no notification when services have moved locations.

Communicate with the information desk when there are new changes, new alternative routes so that they can let Veterans know.

The Volunteer Desk at the main entrance of the hospital should also have the most updated maps.

Chronic issue with elevators not functioning in Building 100 so alternative pathways need to be available.

No one ever knows where they're going in Building 7. Daily, people need assistance to locate their destination, especially PM&R clinic or 7H.

10.4.4 Staff Observations about Wayfinding by Veterans and Families

Staff report significant disorientation on the part of PAD Veterans and families.

Selected findings from the staff survey:

Q12. How often do you see Veterans and families having trouble finding their way around PAD?

Frequently: 66.4%
Sometimes: 25.6%
Rarely: 8%
Never: 0%

Selected comments from the staff survey:

Every day a Veteran or family member asks how to find the building they need.

I'm also a Veteran who uses VA healthcare at Palo Alto. The appointment postcards that we are mailed have a map of the surrounding highways to get to Palo Alto. This isn't really helpful with navigation apps like Google or Apple Maps. What would be more helpful is if these appointment postcards detailed how to get to the building/floor/appointment room once you reach and are parked at the Palo Alto campus.

I know my building but I don't know the locations of other buildings relative to my building and I don't know the interiors of the other buildings. I can figure it out but Veterans and their families are ill, stressed, and under time pressure. The frustration triggers anger and PTSD so they are already upset when they arrive for their appointments.

The automated message to pick up keys directs us to Building 6 on the 3rd floor when

the actual location is in Building 5. The person who makes and distributes the keys has been unable to correct this.

10.4.5 Staff Escorting and Direction-Giving

Almost all of the respondents (98%) give directions to or escort Veterans and families, but only 14% have these tasks as official job duties.

Giving directions to and escorting patients are ways staff compensate for an ineffective wayfinding system. These translate into “opportunity costs”, that is, paid time not doing their official job duties.

Selected findings from the staff survey:

Direction-giving (times per week)
0 times: 23%
1 - 3 times: 47%
4 - 7 times: 30%

Direction-giving (minutes per week)
0 minutes: 24%
1 - 10 minutes: 45%
11 – 60 minutes: 31%

Escorting (times per week)
0 times: 30.5%
1 - 3 times: 54.2%
4 – 8 times: 15.3%

Escorting (minutes per week)
0 minutes: 31%

1 – 10 minutes: 38%
11 – 90 minutes: 31%

Estimated opportunity costs attributable to patient disorientation at PAD:

~ \$3.87 million/year

Selected comments from the staff survey:

I help a patient, staff member, or contract people 3-4 days a week.

People constantly ask for directions.

I work in Building 6 and we frequently have visitors and Veterans looking for services or a service that has moved. Oftentimes, we walk or provide specific directions to the visitor or veteran to get them to their destination.

It is a full-time job to assist Veterans and families in finding their way around PAD. It's not clear to them which services are in which building, how to get to those other buildings, etc.

I am approached weekly, if not daily, by lost Veterans. Often trying to figure out where the closest restroom is located.

I got asked for directions daily.

Every day I find people in the hallway confused on where to go and try to help them but even I don't always know where things are.

I often see Veterans & their family members having a hard time finding their way around

PAD. Often, I approach them and ask if I can help them find their destination.

I help about 2-5 different visitors a day find an appointment or family member. The signage is very confusing, especially with the construction.

Volunteers walking the halls with signage/t-shirt/hat that identifies them as someone that can help, something like, “Lost? Ask me. I can help.” When I previously worked at Kaiser every staff member was trained to identify a lost member and walk them to the clinic/area they were looking for without concern for reprimand if you were late to your work station.

Have designated personnel posted in welcome stations around the grounds so people can find what they need.

(Staffed) Info Desk at each campus. I can’t tell you how many times I’ve encountered Veterans here for an Audiology appt, meeting someone in Nation’s Finest, or to find Caregiver Support or HUD/VASH and there is NOTHING to guide them other than prior knowledge or “word of mouth.”

Welcome Desk/volunteer escorts would help.

A phone number that is specifically for assisting those who are lost.

10.4.6 Wayfinding-related Accessibility & Inclusive Design

Staff reported observations about Veterans having wayfinding difficulties due to disabilities:

Selected findings from the staff survey:

- Percentage of respondents observing Veterans having trouble with wayfinding due to disabilities:*
- Mobility disabilities: 53%*
- Vision disabilities: 25.2%*
- Hearing disabilities: 10%*

Selected comments from the staff survey:

Mobility disabilities

- Many Veterans use walkers/canes/wheelchairs. Just getting to any building may be difficult, but getting to the wrong building can be very stressful and exhausting.*
- Veterans park in the front/main lots, but have appointments in buildings that aren’t adjacent to this. They rely on walkers and their gait is slow and labored. I’m not really sure if the shuttle thing on campus perhaps isn’t frequent enough for these vets or they don’t know about it. I’ve seen this during rain also, and it is so dangerous and can result in “slip and fall” incidents on campus.*

- Walkers not going over the bumpy pads at the crosswalks, having to go across campus in a manual wheelchair or having to walk far when sick, shuttle hours don’t match surgery schedules for early appointments.*
- When Veterans come in with their scooters or use wheelchairs, they get frustrated when the main elevator is out of service.*
- The ramp outside Building 101 is not ADA-accessible and patients may need help getting up the ramp. Also, the ramp from Building 6 to side entrance of main hospital is very difficult for individuals in manual wheelchairs.*
- I have seen Veterans very discouraged by walking long distances due to their pain/lack of endurance. Getting all the way down a hall and then finding it does not go through (in this case because of construction) is a big hardship for some Veterans.*
- Not all building entrances are disability-friendly.*
- I have seen Veterans with walkers and canes trying to navigate the stairs since the elevators are broken. I have also seen them use the stairs when they got lost due to complicated directions for COVID vaccine clinic. It was terribly embarrassing as an employee to have to see them struggle and not be able to have a better way for them.*

Vision disabilities

- Poor signage. Fonts are too small, not easy to scan for. The signs blend in with environment and are different colors. Recommend bright-colored signs that are the same color.*
- They frequently say that there was no signage. When I checked myself, the signage was above eye level and the signs weren’t in contrasting colors.*
- I work in Ophthalmology so legally blind or vision problems can be difficult for patients to effectively read signage. Add construction changes and it becomes difficult. We also have Optometry and Ophthalmology in two different locations.*
- Sometimes I find it difficult to discern what I am looking for on a sign due to the letters all being the same font and size. I know it sounds strange but when you are on medications or have just had a devastating diagnosis, trying to read a sign that is small with lettering the same can be tough.*
- Maps are incorrect, inaccessible, too small, and confusing. Signage is very confusing. Maps and signage often have poor contrast and small print; high contrast and larger print is very helpful. Good tactile maps are also very helpful. San Francisco Lighthouse has really good tactile maps. I often have to explain how the room numbering system works.*

Hearing disabilities

- Difficulty hearing directions.
- Too much noise at the information desk for them to hear what is said to them.
- Front desk personnel do not always speak clearly or make assumptions that the patient knows the hospital layout.
- The elevator alert is not very audible, especially when it is a busy time.

Selected comments from the staff survey:

- Have interactive maps available for smartphones that can also provide auditory guidance for the hearing impaired (similar to GPS for vehicles).
- Posting staff that can direct individuals through buildings or offer indoor navigation options that are accessible for individuals with visual impairments. Currently, individuals with visual impairments can easily become lost or disoriented in open floor plans and other areas that lack tactile or auditory navigational options through open spaces.

10.5 Operational Design Wayfinding Challenges

- 10.5.1 Appointment postcards
- 10.5.2 Wayfinding-related Information on the VAPAHCS Website
- 10.5.3 On-Campus Wayfinding Technology

10.5.1 Appointment Postcards

The patient appointment postcard is not as useful as it needs to be. Information is abbreviated and not always understandable.

Mailed appointment postcards are one of several communication channels through which Veterans currently receive appointment reminders. The appointment postcard contains information about the appointment location, appointment time, narrative descriptions of what to expect, and

generic driving directions to the facility location. In addition to appointment postcards, Veterans may receive appointment reminders through automated phone calls, VEText SMS (text) messages, MyHealtheVet notifications, and/or mailed clinic letters.

VAPAHCS staff, volunteers, and Key Stakeholders frequently cited mailed appointment postcards as a pain point for Veterans navigating to appointments. In the Staff and Volunteer Wayfinding survey, respondents reported that appointment postcards are often out-of-date or do not contain enough detail to adequately help patients find appointments.

Other appointment postcard problems expressed by VA staff include:

- Too few details — Appointment postcards are sometimes missing key information about the building number, floor number, and room number or waiting room area where an appointment is located.
- Confusing location references — Cards refer to locations in ways that can be confusing to unfamiliar patients and visitors. A card may refer to the name of the Healthcare System (e.g., VA Palo Alto) before it refers to the specific location name (e.g., Livermore), which may lead patients to misunderstandings about where the appointment will be held. Cards may use abbreviations that can be unfamiliar to patients (e.g., MPD).
- Inconsistent location names — Clinic location names on appointment postcards do not always align with clinic names presented on other Veteran-facing materials such as building signage and text message reminders.
- Lack of Parking Information — No information about parking is presented on the card.

individual appointment postcards before they are printed.

The overall template for the content to be printed on the appointment postcard is determined and managed by VA nationally. The template does afford VAPAHCS the ability to easily update key information specific to its facility and locations at the local level. VAPAHCS is not able to easily change the structure and formatting of the information on the appointment postcards, the maps, facility directions, and contact information printed on the card, or the enterprise announcements (e.g., Veterans Crisis Line information) on the postcard.

At VAPAHCS, the Group Practice Management (GPM) team and the Clinic Profile team work together to manage appointment postcard updates and changes using a web application called “Appointment Postcard Crosswalk v5.0.” Limited appointment information, including the patient friendly clinic name and/or the technical clinic name, is automatically pulled from VistA into the Appointment Postcard Crosswalk. Any other appointment information, such as physical location, building number, or room number, must be manually updated for each individual clinic within the Appointment Postcard Crosswalk.

Within the Appointment Postcard Crosswalk, clinics are assigned one of approximately 20 templates which populate the body text (grey outline) of the appointment postcard. There is typically at least one template per VAPAHCS location. Some clinics, such as gastroenterology, have their own template with specific instructions for visitors. Templates allow free-text input but have character limits.

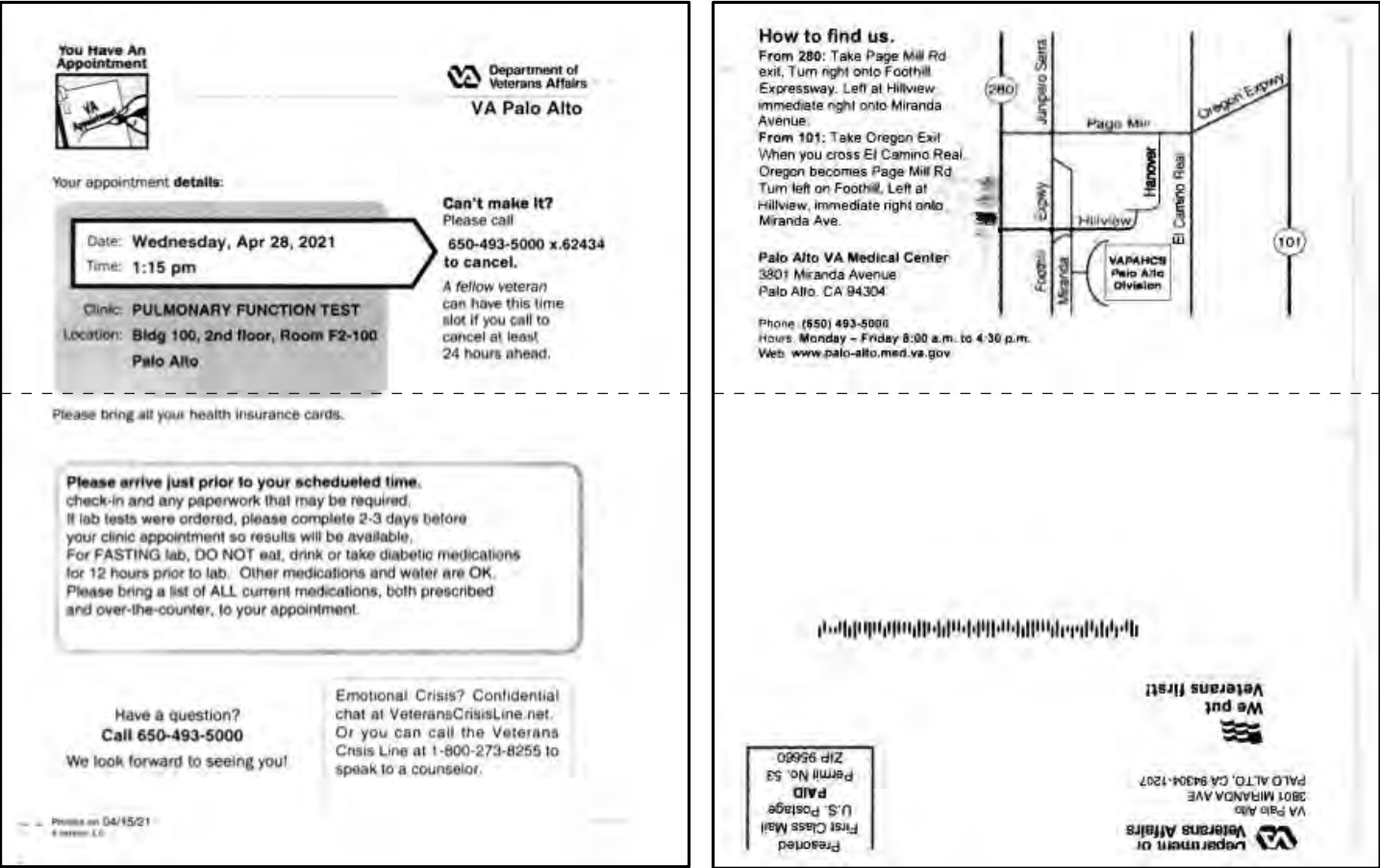


Figure 10.5.1-1. Example front and back of current VAPAHCS Appointment postcard.

10.5.2 Wayfinding-related Information on the VAPAHCS Website

Veterans cannot find detailed wayfinding information about VAPAHCS campuses on the VA.gov website.

All VA.gov webpages, including the VAPAHCS official VA webpage, have recently undergone a major stylistic and framework overhaul in compliance with the VA.gov Design System guidelines. The new webpage was designed with input from Veteran focus groups and standardized many features of the webpages for all VA sites. Individual VA sites have the ability to customize certain aspects of content and pages under their ownership, but must utilize national standard formatting as well as information pulled from nationally controlled databases. This creates potential limitations on what website elements can be modified or reorganized. After conducting interviews with the current VAPAHCS Webmaster and the Office of Public Affairs a few examples of these limitations were identified:

- Hospital Name / Location and Contact Information — The hospital name as well as the “Location and contact information” are pulled from a nationally owned database and cannot currently be altered without a potentially lengthy request process.
- Page Information Architecture — The layout of VAPAHCS’ webpage is dictated by the content management system template provided by the VA at a national level.

This limits the options VAPAHCS has to rearrange or add website elements. Examples of this include potentially adding a wayfinding button next to the “Make an appointment” button, changing the font size of the campus description to allow more content to be visible above the fold, and rearranging the order of the side bar menu.

Patients utilizing Palo Alto’s website at <https://www.va.gov/palo-alto-health-care/> may have difficulties locating the wayfinding information necessary to plan and inform an upcoming visit. During our assessment of the website, we noted the following challenges related to wayfinding information on the current website:

- Written directions to campus are missing or difficult to find — Google Maps directions to the Medical Center, Livermore, and Menlo Park campuses are linked on the main landing page of the VAPAHCS website. Written, narrative directions to PAD (ex: From the North) are missing. Written directions are available for the MPD and LVD campuses but are difficult to locate and accessible only if a visitor clicks on the link for a campus map.
- Campus maps are not easily downloaded — Campus maps for the PAD, MPD, and LVD campuses are available but are not easy for visitors to download or print. The maps do not contain detailed information about building entrances, exits or parking options.
- Directions to appointments are missing or difficult to find — While the VAPAHCS

website does have information about destinations, services, and amenities provided at the various campuses, location information for these services is not provided. Contact information is provided for some services but is not consistently provided.

- Directions to parking lacking detail — Information is provided about parking costs and wheelchair accessibility for PAD, MPD, and LVD locations. However, this information is not detailed enough to inform which parking lot or structure patients or visitors should choose for their appointments.
- Parking maps lacking detail — Parking lots are shown on campus maps but lack sufficient detail.
- Updated directions due to temporary changes (COVID, construction, etc.) lacking detail — A Coronavirus banner at the top of the VAPAHCS webpage has some information about preparing for a visit but does not contain concrete information about what changes visitors can expect, what entrances and exits are open, and what screening procedures and visitor restrictions are in place.
- On the VAPAHCS website, using third party information to communicate “live” or “real-time” wayfinding information is heavily restricted.

Users of the VAPAHCS website need to feel confident that the information found there is accurate and current. As soon as a user encounters information that is either wrong or

outdated, their trust of the website is broken and they will be unlikely to return to that resource for information.

Interviews conducted with the VAPAHCS Web Master and Office of Public Affairs revealed that there are multiple challenges and potential barriers to providing these types of “live” notifications due to restrictions in what third-party resources they can integrate with or link to. These restrictions are managed nationally and apply to any webpage contained on the VA.gov website.

10.5.3 On-Campus Wayfinding Technology

There are no existing wayfinding apps for the VAPAHCS campuses.

Visitors to the VAPAHCS campuses can use generic mobile applications for navigation such as Google Maps, Apple Maps, or Waze, but no VA-specific or indoor digital navigation tools exist for the VAPAHCS campus.

Commercial and VA healthcare facilities have implemented digital navigation tools like mobile applications and interactive wayfinding kiosks in an effort to provide a state-of-the-art, visitor-centered experience for patients and campus guests. While not every Veteran visiting the VAPAHCS campus would desire to utilize a wayfinding kiosk and/or mobile app for directions, digital wayfinding assets are important tools for some visitors and staff who wish to use them.

Selected findings from the staff survey:

How likely are you to use a smartphone to find your way around the buildings and grounds at PAD?

- Very likely: 47%*
- Somewhat likely: 25%%*
- Not likely: 27.5%*

It is important for VAPAHCS to be able to “meet patients where they are” by providing direction information in the way that is most preferred by the patient. Without digital wayfinding technologies, VAPAHCS visitors

who feel uncomfortable asking for directions from a staff member or volunteer are left without a key tool for navigating to their destination.

The VA has stringent guidelines and approval processes for the implementation of new technologies. The impact of technologies on patient privacy, confidentiality, and information security must be evaluated and appropriate controls must be implemented and documented. Depending on the technology and the types of data that the technology will interact with, there are various VA approvals that must be acquired before a new technology can be launched. These processes can be time and resource-intensive and must be considered as an aspect of feasibility when evaluating any new technology.

Selected comments from the staff survey:

“I really like the idea of using a navigation app for patients who are tech-savvy, but there should still be signage for those who do not have a phone, etc.”

“Have an app that shows the construction changes and what dates those are effective with key updates like where vaccine clinics are with times so that if we are stopped by a family, we can better guide them.”

“Proven effective/successful wayfinding with smartphones would be very helpful for Veteran patients and their families, friends,

and those helping them.”

“I think it would be very innovative if the VA had an electronic map app, perhaps part of My HealtheVet, something like Google Maps but it would be specific to VAPA. It would identify your location and next appt then give you walking directions to your appointment.”

10.6 Nomenclature

10.6.1 VAPAHCS Destinations

10.6.2 Palo Alto Division Destinations

10.6.3 Menlo Park Division Destinations

10.6.4 Livermore Division Destinations

10.6.1 VAPAHCS Destinations

VAPAHCS Destinations
Addiction Treatment Services (ATS)
Admissions and Eligibility
AFGE
Union Offices
Ambulatory Care Service
Clinic A
Clinic B
Ambulatory Infusion Center
Anesthesiology & Perioperative Care Services
Audiology and Speech Pathology Service
Auditorium - Edwards Stallings
Auditorium - Jason Nietupski
Behavioral Medicine Clinic
Benefits Counselor
Blood Draw and Infusion Center
Business Administration Service (BAS)
Cardiovascular Laboratory Service
Cardiac Cath Lab
Cardiac Stress Test
ECHO
EKG
Pacemaker
Center of Development & Civic Engagement
Chapel
Chaplain Suite
Child Development Center
Whistle Stop
Community Living Center(CLC)
Palliative Care and Short Stay
Compensated Work Therapy Program (CWT)
Compensation and Pension (C&P)
Credit Union/ATM
Meriwest
Dental Service
Dermatology
Dialysis Center
Domiciliary Service
Driver Rehabilitation
Ears, Nose and Throat (ENT)
Education Center
Learning Center
Simulation Center

VAPAHCS Destinations
Emergency Department
Employee Occupational Health
Engineering Service
Environmental Management Service (EMS)
Equal Employment Opportunity (EEO)
Executive Suites
Extended Care and Palliative Medicine
Fiscal Service
Fisher House I
Fisher House II
Gait Lab Research
Gastroenterology/GI Service (GI)
Endoscopy
Geriatric Research, Education, and Clinical Center (GRECC)
Health Administration Service (HAS)
Health Information Management
Hospice Care
Human Resources Management
Information Security Office (ISO)
Intensive Care Unit (ICU)
Lactation Room
Main Reception
Managerial Cost Accounting Program (MCAP)
Medical Library
Medical Service Administration
Mental Health Service- Inpatient
Mental Health Service-Outpatient
Mental Illness, Research, Education, and Clinical Center (MIRECC)
My HealtheVet
National Center for Posttraumatic Stress Disorder (NCPTSD)
NCO 21 Network Contracting Office
Nephrology
North Parking Garage
Nuclear Medicine Service
Interventional Radiology (IR)
Nuclear Radiology
Radiology Service
Nursing Service
Nutrition and Food Service (NFS)
Occupational Health Program (OHP)
Occupational Therapy
Office of Business Analytics (OBA)

VAPAHCS Destinations
Office of Facility Planning & Development (OFPD)
OFPD Major Projects
OFPD Planning
OFPD Procurement
OFPD Project Development
Office of Information and Technology (OIT)
Office of Quality, Safety, and Value (QSV)
Oncology
Ophthalmology
Optometry
OR
Orthopedic Surgery
Outpatient Surgical Services
Pacific Stroke Association
PAD Veterans Institute for Research (PAVIR)
Pathology and Laboratory Medicine Service
Patient Advocate
Patient Unit 2A Medical - Surgical Oncology
Patient Unit 2C
Patient Unit 2F Intermediate Intensive Care Unit IICU
Patient Unit 3A
Patient Unit 3C
Patient Unit 3F Medical Surgical Intensive Care Unit (MSICU)
Patient Unit 4A
Patient Unit 4C
Pharmacy Service
Physical Medicine and Rehabilitation Service (PMRS)
Physical Therapy
Podiatry Orthopedics Clinic
Police Service
Polytrauma Rehabilitation Center (PRC)
Privacy Office
Program Evaluation and Resource Center (PERC)
Prosthetic and Sensory Aids Service (PSAS)
Public Affairs Office (PAO)
Public Affairs Printing & Distribution Center
Pulmonary Medicine Service (PM)
Recreation and Creative Arts Therapy Service
Recreation Therapy Office Suite
Regional Amputee Center
Release of Information (ROI)
Research and Development

VAPAHCS Destinations
Respiratory Therapy
Rose Garden
Safety & Emergency Management
Social Work Service
South Parking Garage
Spinal Cord Injury/Disorders Center (SCI/D)
Sterile Processing Service (SPS)
Supply Chain Services (SCS)
Surgical Service Suite
Telehealth Program
Telephone Care Program TCP
TeleQuit Smoking Cessation Program
Traumatic Brain Injury Rehabilitation Program (TBI)
U.S. Post Office
Veterans Canteen Service (VCS)
Canteen
Patriot Brew-Starbucks
Patriot Cuts - Barbershop
Patriot Store
Patriot Vending
War Related Illness and Injury Study Center (WRIISC)
Warehouse
Western Blind Rehabilitation Center (WBRC)
Women's Health Service

10.6.2 Palo Alto Division Destinations

PAD Destination Buildings	
Building Number	Building Name
4	Research & Administration
5	Primary Care Clinics
6	Research & Administration
7	Spinal Cord Injury Center
8	Fisher House I
9	Defenders Lodge
10	Fisher House II
40	Boiler Plant
50	Warehouse
100	Hospital
101	Administration
102	Diagnostic Imaging & Administration
105	Learning Center
500	Rehabilitation Center
501	North Parking Garage
520	Mental Health Center
530	Wellness Center
701	South Parking Garage
710	Basic Science Research Center
MB-1	Outpatient Clinics 1
MB-2	Outpatient Clinics 2
MB-3	Research & Administration
MB-4	Research
T6	Research
T6B	Child Development Center
T7D	Administration

PAD Other Buildings	
Building Number	Building Name
41	Electronic Shop
42	Move Team Storage
43	Carpentry Shop
	Electrical & HVAC Shops
	Plumbing & Welding Shops
	Lock Shop
44	Paint Shop
45	Storage
53	Reclamation Center
103	Generator Building
104	Generator Building
601	Storage
602	Storage
603	Generator Building
615	Chiller Building
T50	Administration
T601	Resident Engineers

10.6.3 Menlo Park Division Destinations

MPD Destination Buildings	
Building Number	Building Name
114	Boiler Plant
321	Outpatient Mental Health Center
322	Chapel
324	Research & Administration
329	Residential Dining Hall
331	Community Living Center
332	BAART Public Affairs Printing & Distribution Center
334	Outpatient Clinics & Administration
347	Domiciliary
348 (Future)	Community Living Center Police Service
349	Administration
350	Residential Rehabilitation
351	Residential Rehabilitation
352	Residential Rehabilitation
360	Community Living Center
370	Engineering Service
371	Warehouse
372	Engineering Service
400	Welcome Center
410	Field House
T365	Administration

MPD Other Buildings	
Building Number	Building Name
8	Historic Building
9	Historic Building
116-123	Historic Quarters
221	Storage
222	Historic Quarters
301	The Haven
303	Old Engineering Building
305	Historic Quarters
306	Historic Quarters
353	Generator Building
405 (Future)	Police Service

10.6.4 Livermore Division Destinations

LVD Destination Buildings	
Building Number	Building Name
7	Boiler Plant
62	Outpatient Clinics
64	Outpatient Services & Administration
65	Engineering Service & Warehouse
74	Police Service
88	Administration
90	Community Living Center
T34	Administration

LVD Other Buildings	
Building Number	Building Name
6	Historic Building
26	Historic Building
30	Historic Quarters
50	Storage
52	Historic Quarters
63	The Haven
69	Old Engineering Building
73	Historic Quarters
79	Historic Quarters
T10	Generator Building
T12	Police Service
T16	Electrical and HVAC Shops
	Engineering Service: Transportation
	Safety & Emergency Management
	Service

10.7 Wayfinding Technology Solution Overview

VAPAHCS Integrated Wayfinding Planning and Implementation



VAPAHCS Integrated Wayfinding Planning and Implementation

Wayfinding Technology IPR

Agenda

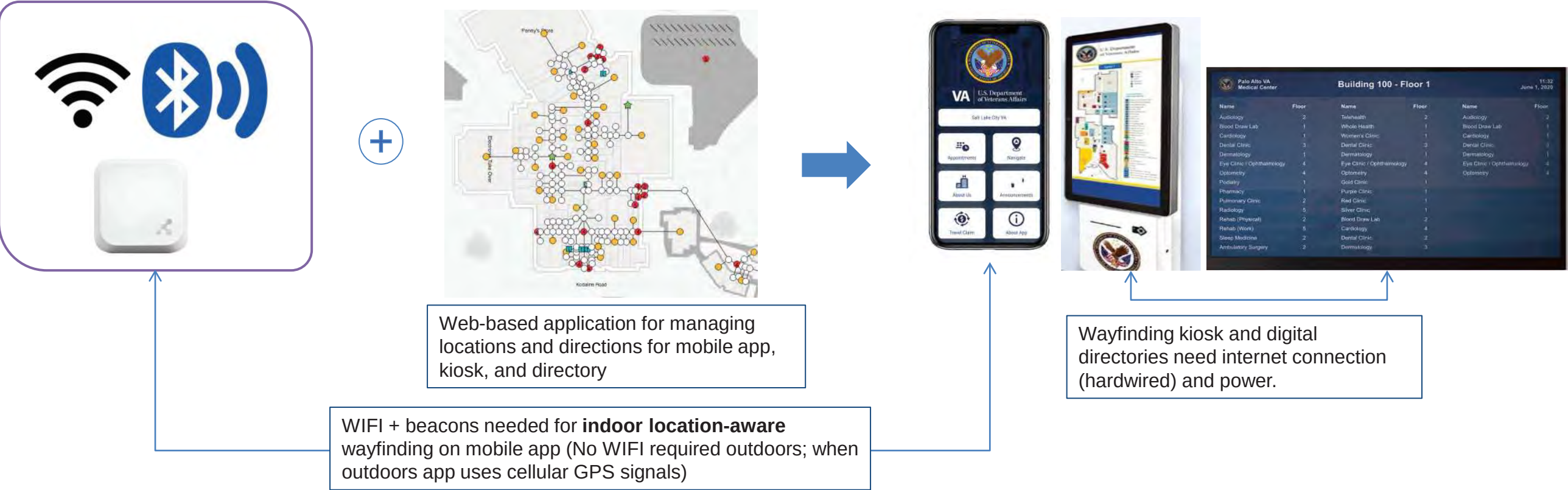
- Wayfinding technology solution overview
- Wayfinding technology implementation
- Management and maintenance
- Procurement – VISN 7 and Salem VAMC examples
- Q&A

Wayfinding Technology Solution Overview

1. Infrastructure: Indoor
WIFI + beacons

2. Content Management System
(CMS) + Digitized Maps

3. Mobile app, wayfinding kiosk,
digital directories



Components Installed at the Other VAs

Component	Salem VAMC	Orlando VAMC	Las Vegas VAMC	VISN 7 (Atlanta, Augusta, Birmingham, Charleston, Dublin, Montgomery, Tuskegee, and Tuscaloosa)
WIFI	Mist (owned by Juniper)			VA's own Guest WIFI
Beacons	Mist access points			Kontakt.io beacons
Content Management System (CMS)	Inpixon			
Mobile App	Medrics			
Wayfinding Kiosk Hardware	Olea			

- Kontakt.io beacons:*
- Works with VA's existing Guest WIFI and no cabling required.
 - Beacons are placed on the walls every 30 ft.
 - Batteries need to be replaced every 3 years. (No battery requirement for Mist beacons)

- Juniper Mist vs. VA's Own Guest WIFI*
1. Mist provides a separate WIFI network dedicated for wayfinding in addition to Guest WIFI, managed from the same "dashboard".
 2. The Mist network can also be used to track assets, people, and resources (rooms, restricted access areas). These capabilities are enabled by the same Inpixon CMS (Separate "map layers" within the CMS)
 3. Requires cabling and more expensive to install Mist than to use existing Guest WIFI.
 4. Salem, Orlando, and Las Vegas VAMCs chose Mist because they didn't already have Guest WIFI and wanted both Guest WIFI and wayfinding.

Wayfinding Mobile App User Experience and Benefits

- Get turn-by-turn and location-aware directions to appointments.
- Know where you are, where you are parked, how to get to your destination, and get back.
- VA appointment postcard integration – Veterans can use the app to scan appointment postcard and get directions from home to the appointment.
- Available on both iOS and Android
- Include accessibility features such as voice over text, visual impairment voice assistance, and accessible route option
- English and Spanish

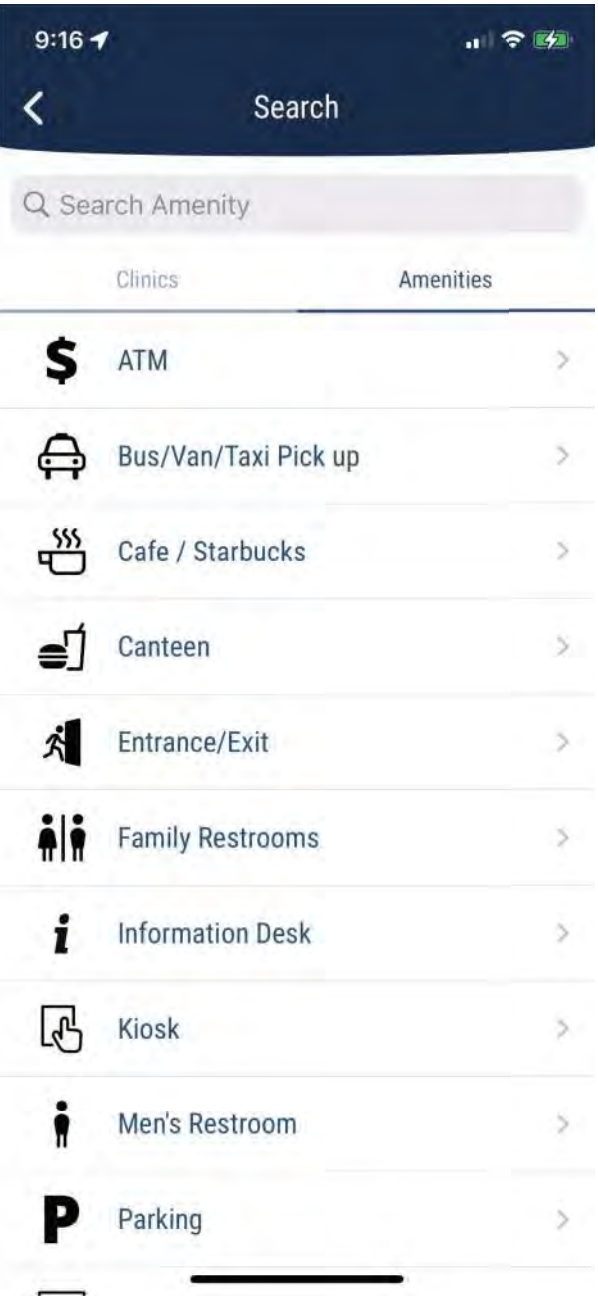
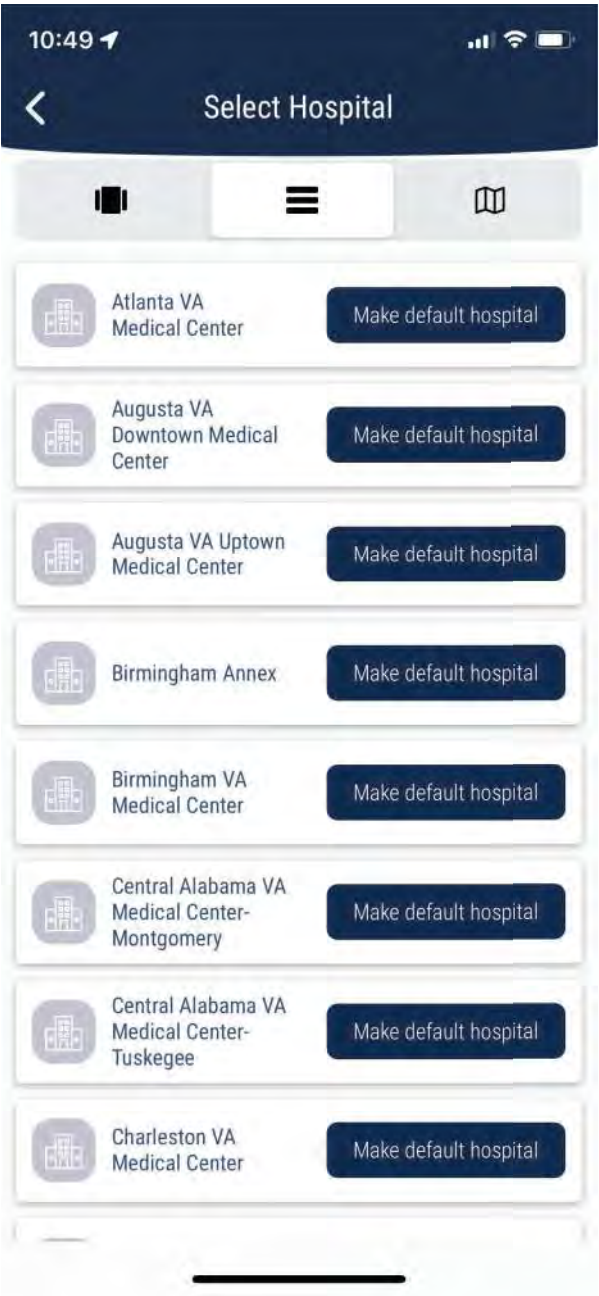
Additional app benefits

- Submit bene-travel request from the app (via hyperlink to BTSSS).
- Check into appointments using the VA Patient Check-in Tool (PCI) from the quick link in the app.



Benefits of Having One VA Wayfinding App

- One look and feel for all VA facilities.
 - Standard icons for amenities (waiting areas, bathrooms, elevators, stairs, etc.)
 - Individual VAMCs can use the VA icon and nomenclature library or customize. Example: The Patriot Café vs. Starbucks vs. Coffee (English and Spanish included in the nomenclature library)
- Veterans choose the VAMC upon opening the app, i.e., do not need to download separate wayfinding apps for each VAMC.
- The app auto-updates as new features and new facilities get added.



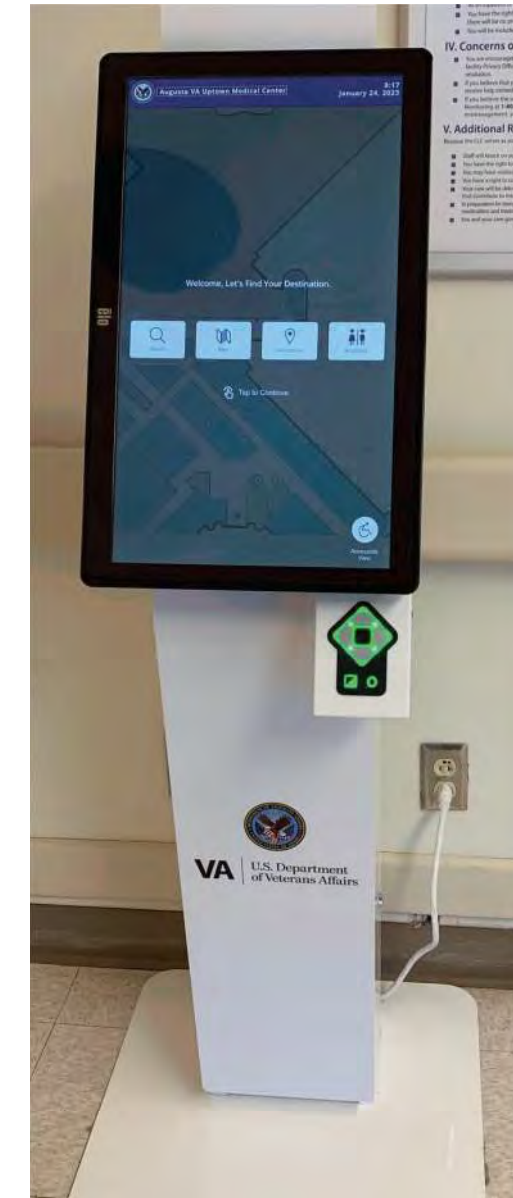
Competitive Differentiation – Wayfinding Mobile App

Medrics, Gozio, and Everbridge are the most implemented location-aware mobile app solutions in healthcare. Among the three, only Medrics have been implemented in the VA.

Differentiator		Medrics	Gozio	Everbridge (Formerly Connexient)
1	Location-aware, real-time auto re-route and off-route warning	Yes	No	Partial (has off-route warning but no auto re-route)
2	Predictive location during floor transitions and elevator use	Yes	No	No
3	Offline capability with map caching	Yes	No	No
4	WIFI and beacon requirements	Works with Mist or VA Guest WIFI + Kontakt.io beacons)	Need WIFI and must use Gozio beacons	Need WIFI and Visioglobe beacons
5	Customized user interface according to the VA Design Guide (color, nomenclature, icons, etc.)	Yes (w/Inpixon) and already approved by VA	No	No
6	Past performance in VA	Yes	No	No
7	Current use in VA	Yes	No	No
8	Integration with other VA applications	VA BTSSS, Patient Check-in Tool (PCI)	No	No
9	VA security compliance	Approved for wayfinding use; Fedramp in-progress for access to patient data, patient records, and for integration with Cerner and VistA (estimated approval date Q2 2023)	No	No

Wayfinding Kiosk User Experience and Benefits

- Get directions from the kiosk to destinations.
- Veterans can “take the directions with them” by scanning a QR code or by getting a printout.
- Kiosks are available when staff isn’t around.
- Options to include customized content such as announcements, descriptions of services, etc.
- Wall-mounted and freestanding form factors available.
- Accessibility and 508 compliant (visually impaired, wheelchair accessible).
- English and Spanish
- Need hardwired internet and power connections.



Olea wall-mounted wayfinding kiosk (Left), freestanding (Right)

Wayfinding Technology Implementation

	Digitize Maps and Location Data (4 weeks)	Infrastructure Install (4 – 8 weeks)	Deployment (4 – 8 weeks)	Testing/ Soft-Launch (2 -4 weeks)	Go-Live (1 week)
Needs from VA	• The latest CAD files for all buildings to be digitized. • The latest site plan • Current visitor maps, floor maps to help vendor identify destinations and pathways	• For Kontakt.io beacons, no cabling needed. • For Mist, "rip and replace" existing network, requires cabling	• Receive hardware shipment, tag equipment • Approve kiosk placement locations • Open network/power ports	• Help verify map and directions / Conduct user acceptance & QA testing • Designate administrative users for the CMS • Receive CMS, app, and kiosk training • Assist in monitoring soft launch: report issues	• Implement Go-Live Plan
VA Stakeholder(s) Involved	• OFPD - Interior Design • OFPD – Planning • PAO	• OFPD – Project Development • Engineering - Facilities • Engineering - Biomed • OIT	• OFPD – Project Development • Engineering – Facilities • Engineering – Biomed • OIT • Information Security Office (ISO) • OFPD – Interior Design • OFPD – Planning • PAO • Supply Chain Service	• OFPD – Interior Design • PAO • Veterans & Families Advisory Council • Voluntary Service - Volunteers	• PAO • Member Services (Admission & Eligibility) • QSV: Education – New Employee Orientation • Voluntary Service – Volunteers • Patient Advocate
Vendor Tasks	• Digitize maps from CAD files • Collect and program destinations and amenities, search terms • Plot locations and pathways	• Install beacons and associated cabling and network infrastructure	• Deploy kiosks and mobile app; activate beacons • Vendor QA of kiosks and mobile app • Release mobile app to iOS and Google Play stores	• Conduct "train-the-trainer" • Resolve identified issues	• Transition to support team • Collect and report key performance indicators

Implementation Recommendations

1. Determine which buildings to map and to beacon before obtaining quotes:

- Not all buildings need beacons inside. Within a building, not all areas need to be beacons.
- All patient accessible buildings should have “blue dot” navigation. For PAD, buildings 100, 101, 500, 520, 5, and 7. For MPD, building 334.
- Non-patient buildings may not need interiors mapped. The buildings can be visible on the map and the app can navigate to the front entrance (beacon in front entrance only).

2. Require vendors to do an onsite assessment prior to submitting quotes: especially important for vendors to understand campus, building, and floor layouts, unique characteristics (elevation, non-conventional structures), and the existing WIFI coverage.

3. Prepare the latest CAD files for all buildings and floors to be mapped. Site plans, visitor maps and floor maps are also helpful if available.

4. Designate someone who knows the campus well (where destinations are, nomenclature, and how to get around) to assist with map verification and app route testing (OFPD – Interior Design, PAO, Veterans & Families Advisory Council, Voluntary Service - Volunteers)

5. For wayfinding kiosk and digital directory placement, involve OFPD (Interior Design) and Engineering (Facilities) to ensure that the hardware placements are compliant with VA rules and regulations.

Management and Maintenance

- Hardware components (beacons, kiosks, and displays):
 - Manufacturer standard warranty with technical support provided by the vendor.
 - Beacons – battery replacement by vendor every x years
 - Kiosks/displays – repair/replacement warranties
 - Technical support is typically contacted via phone, email, or submission of a ticket through an online portal. Service Level Agreement (SLA) would be set in the contract. For example, Vendor should repair kiosk hardware within 2 business days of issue being reported, etc.
- Location and pathways data in CMS :
 - Ongoing management of the maps and directions through the vendor’s content management system (CMS). (*OFPD – Interior Design and Planning*)
 - Communication with other VA services throughout the medical center. (*PAO*)
 - Ensuring consistency and integration between wayfinding mobile application and other aspects of VAPAHCS wayfinding program. (*OFPD – Interior Design*)
 - Some sites may choose to off-load management of the CMS to a vendor, through a managed services contract with an SLA. However, it is recommended that the site POC should have knowledge of and capabilities to make minor updates and take care of management tasks as needed.

Procurement – VISN 7 Example (No Mist)

- VISN-wide procurement on the SEWP contract vehicle, open competition, firm fixed price, SDVOSB set-aside
- \$4.5 million for one year period of performance for 9 sites (averages ~\$500,000 per site). Implementation cost driven by the total square footage of mapped and beacons areas.
 - No separate WIFI installation, used VISN 7’s existing guest WIFI
 - Cost included beacons and kiosk hardware (57) purchase, cabling services, beacon installation, and mobile app and kiosk implementation
 - Separate maintenance contract after implementation (inclusive of CMS software and hardware and based on total square footage)

VISN 7 Site Name	# of Bldgs Mapped and Beacons	Approximate Beacons Square Footage
Atlanta	1	~968,000
Augusta Downtown	1	~642,000
Augusta Uptown	1	~708,000
Birmingham	2	~900,000
Charleston	1	~515,000
Dublin	13	~288,000
Montgomery	3	~304,000
Tuskegee	8	~489,000
Tuscaloosa	6	~366,000

Contractor	Role and Responsibility
Thundercat Technology (Prime, SDVOSB)	Overall contract and project management
Kontakt.io (Sub)	Beacon manufacturer
Olea (Sub)	Wayfinding kiosk manufacturer
Granite (Sub)	Internet cabling installation for hardware
Mayhew (Sub, SDVOSB)	Beacon installation services, kiosk installation services
Inpixon (Sub)	Content management system developer
Medrics (Sub)	Mobile app developer
Minuteman (Sub, SDVOSB)	• CMS, mobile app, and kiosk implementation services; solution configuration, testing, and training. • Support post implementation (Tier 1)

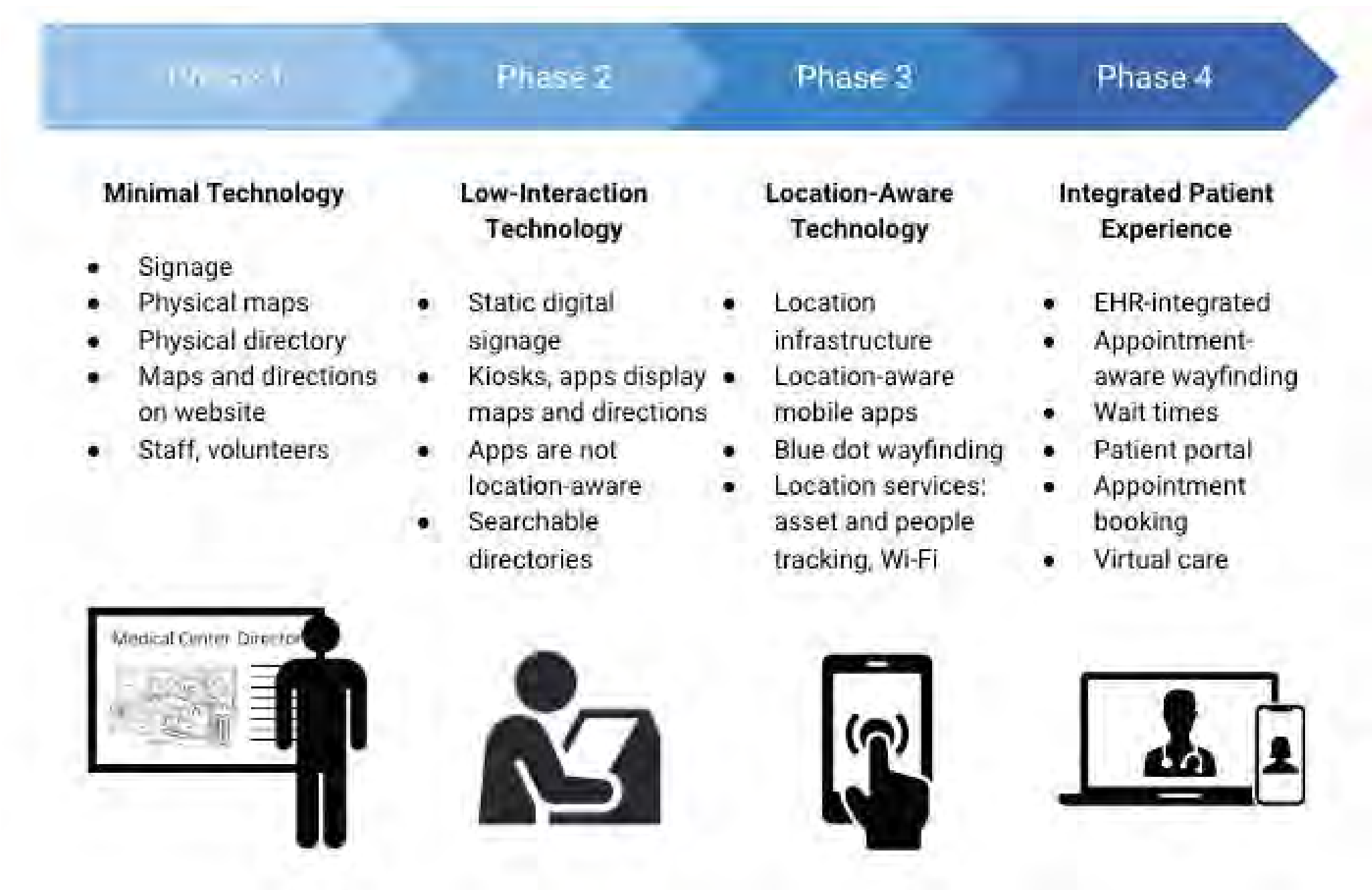
Procurement – Salem VAMC Example (With Mist)

- SEWP contract vehicle, open competition, firm fixed price, SDVOSB set-aside
- \$1.7 million for 14-months period of performance for Salem VA Medical Center.
 - 5 buildings and ~500,000 sqft mapped
 - Mist WIFI infrastructure: Guest WIFI and wayfinding
 - Cost included WIFI infrastructure and kiosk hardware purchase (3 kiosks), cabling services, WIFI installation, mobile app and kiosk implementation
 - Separate maintenance contract after implementation (inclusive of CMS software, hardware, and WIFI)

Contractor	Role and Responsibility
Thundercat Technology (Prime, SDVOSB)	Overall contract and project management
Mist (Owned by Juniper)	WIFI infrastructure for Guest WIFI and wayfinding
Olea (Sub)	Wayfinding kiosk manufacturer
Granite (Sub)	WIFI installation, Internet cabling installation for hardware
Mayhew (Sub, SDVOSB)	Kiosk installation services
Inpixon (Sub)	Content management system developer
Medrics (Sub)	Mobile app developer
Minuteman (Sub, SDVOSB)	• CMS, mobile app, and kiosk implementation services; solution configuration, testing, and training. • Support post implementation (Tier 1)

Appendix

Wayfinding Technology Adoption Maturity Model



Wayfinding Industry Landscape by Technology Category



Note: A subset of vendors (Connexient, Gozio, PatientWorks,Vecna, and Medrics) provide services to address the patient journey beyond wayfinding including directory, appointment scheduling, wait times, patient intake, EHR, virtual care, and payments.

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