

# INTERIOR HEALTH

## Wayfinding Signage Guideline

Revised: November 6, 2023



*PRINTED* copies of the Guideline may not be the most recent version.  
The **OFFICIAL** version is available on the [Interior Health website](#).

**Purpose:** This document is designed to provide a guideline to replace or update wayfinding signage in Interior Health facilities. The intent is to standardize signage across IH facilities, while also maintaining some flexibility to adapt to the needs of each distinct facility.

**Note:** This guideline is a supplement to the IH Brand Guidelines, which includes guidelines on exterior signs, logo usage and more. It is available on [InsideNet](#) or by request from [IHcommunications@interiorhealth.ca](mailto:IHcommunications@interiorhealth.ca).

## 1.0 GUIDELINE

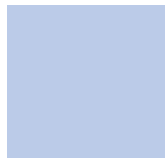
### 1.1 Signage Colours:



**IH Blue:**  
Pantone: 653 C  
CMYK: 100 / 62 / 0 / 10  
Hex#: 005AA2  
RGB: 47/ 79/ 136



**White:**  
Pantone: P179-1 C  
CMYK: 0 / 0 / 0 / 2  
Hex#: F8F8F9  
RGB: 248/ 248/ 249



**Optional 3<sup>rd</sup> Colour:**  
Pantone: 658 C  
CMYK: 19 / 13 / 0 / 9  
Hex#: BBCBE8  
RGB: 187/ 203/ 232

### 1.2 Signage Fonts:

**ABCDEFGHIJKLMNOPQRSTUVWXYZ  
YZabcdefghijklmnopqrstuvwxyz  
0123456789**

Montserrat SemiBold:  
Primary font, for use across all directional signage and some identification signage.

**ABCDEFGHIJKLMNOPQRSTUVWXYZ  
XYZabcdefghijklmnopqrstuvwxyz  
z0123456789**

Montserrat ExtraBold:  
Secondary font, for use in identification signage, titles and bolded areas.

ABCDEFGHIJKLMNOPQRSTUVWXYZ  
YZabcdefghijklmnopqrstuvwxyz  
0123456789

Montserrat Thin:  
Secondary font, for use in identification signage, including secondary information in directories.

### 1.3 Signage Types:

There are two main types of signage in this guideline. Identification signage tells people where they are while directional signage is guiding people where they need to go. Please refer to Appendix A, p.g. 1 for examples and sizes of wall-mounted, ceiling-mounted and blade signs.

*Guideline*

- 1.4 **Mounting Heights:**  
For standard mounting heights for a variety of different signs, please refer to Appendix A, p.g. 2.
- 1.5 **Main Entrance Door:**  
For installations on a glass door, include the most recent pride flag along with all lettering in white. Including the IH logo and Aboriginal symbol with no background colour. Ensure local Aboriginal engagement for Aboriginal language. Please note that Appendix A, p.g.3 has a grey background only for presentation purposes within this document.
- 1.6 **Existing Facility Washrooms:**  
IH is committed to creating inclusive spaces and experiences for the people and communities we serve. IH respects everyone's right to choose a facility that is appropriate for them. A space that welcomes identifying men, women, and/or non-binary persons. New facilities are intended to be designed with single occupant accessible use washrooms, which should reflect the toilet and accessible symbol as show in Appendix A, p.g. 3 "Washroom Signage/ Symbols". For more washroom and change room examples please refer to Appendix A, p.g. 3.
- 1.7 **Symbols:**  
Most of the wayfinding symbols used in this guideline have come from an ongoing project headed by the Society for Experiential Graphic Design (SEGD), an international education organization committed to accessibility across information systems for the built environment. As part of an initiative to clarify visual communications in health care facilities, SEGD has worked with health care professionals, universities, and interdisciplinary design teams to research, test and develop a unified set of standardized symbols. Please refer to Appendix B.
- 1.8 **Sign Inventory:**  
Refer to Appendix C for examples of verbiage on a 152 x 152mm. Text shall be as illustrated in Appendix C with font size being dependent on the sign selected.
- 1.9 **Diversity and Inclusion:**  
IH facilities are welcoming places to people of all cultures and backgrounds. Please refer to Appendix D, p.g.1 for examples of inclusive signage as approved by IH's Diversity and Inclusion team. Use Appendix D for size and layout of Inclusive Signage for Multi-occupant Bathrooms and Change Rooms.

## 2.0 REFERENCES

Healthcare Symbol Study & Graphic Standards. (2021). JRC Design. [JRC Design - Environmental Graphics - Portfolio - Healthcare](#).

## 3.0 ORIGINAL GUIDELINE [August 24, 2022]

**Developed by:** Communications Consultant Capital Planning: Kevin Parnell, Capital Planning & Projects Team: Jared Fehr, Rebecca Cimbaro, Initial Design and Research: Matt Macintosh Design, Initial Design and Research: Matt Macintosh Design.

**Reviewed by:** Capital Planning & Project Team: Scott McGeachy, Brian Miller, Leslie Gamble, Lila-Mae White, Michael Morton, Maria Baumgartner, Yolanda Broekhuizen, Jennifer Campbell, Stacy Deering, Mark Kasian, Chris Munro, Catherine Trudeau

**Endorsed by:** Scott McGeachy

## 4.0 REVISED GUIDELINE [November 6, 2023]

**Revised By:** Capital Planning & Projects Team: Jared Fehr, Rebecca Cimbaro

*Guideline*

**Reviewed by:** Capital Planning & Project Team: Lorne Sisley, Brian Miller, Communications Consultant  
Capital Planning: Ashley Stewart, Organization & People Development: Kiara Henning.

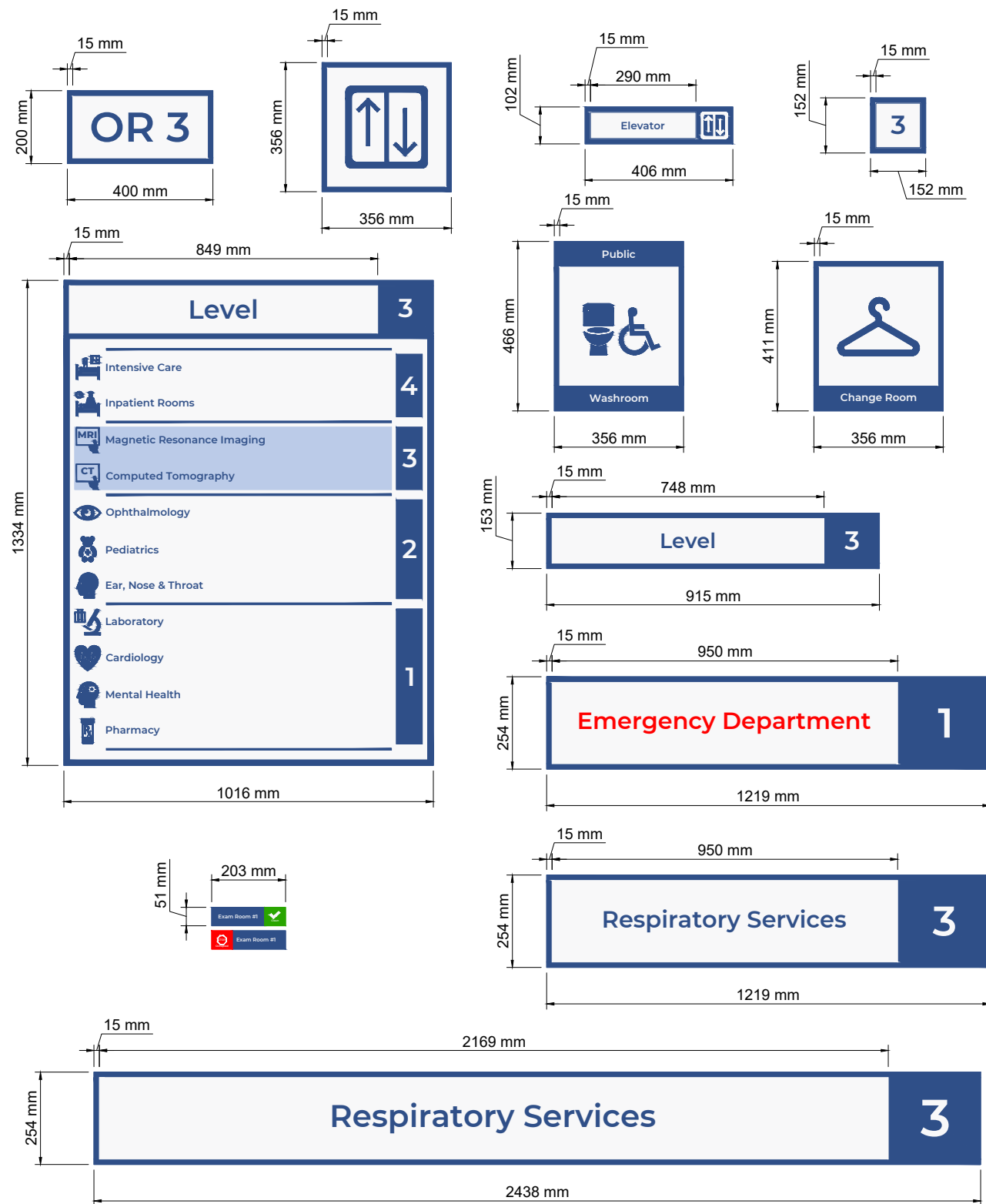
**Endorsed by:** Lorne Sisley

Please provide a list of keywords to aid in searching for this tool:

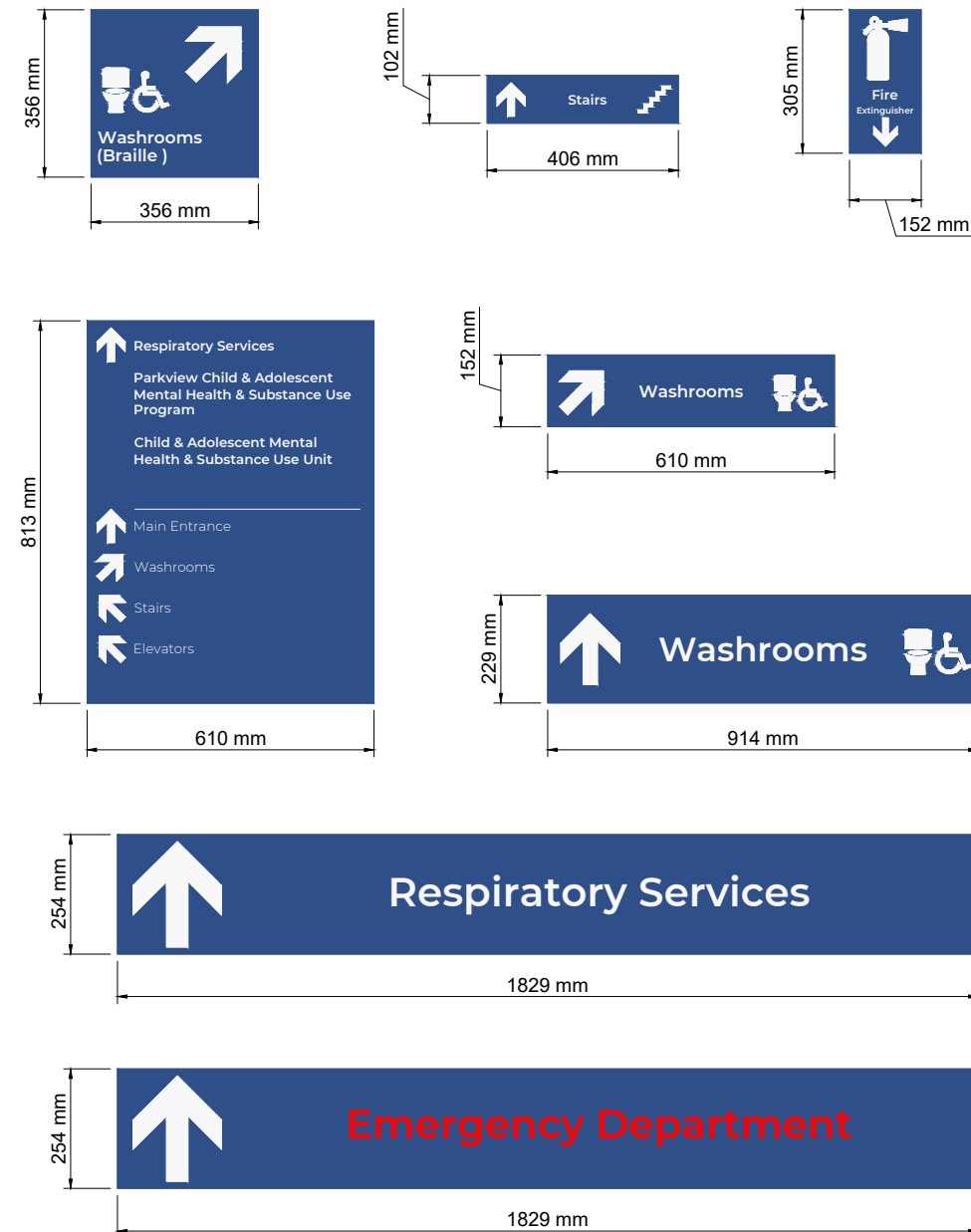
Wayfinding, Signage, Signage Colours, Signage Fonts, Signage Types, Diversity and Inclusion, Mounting Heights, Main Entrance Door, Symbols, Sign Inventory, Washrooms.

**Appendix A:** IH Wayfinding Signage\_2023.11.06.

## IDENTIFICATION SIGNAGE



## DIRECTIONAL SIGNAGE



**Interior Health**

**505 DOYLE AVENUE  
KELOWNA, B.C.  
V1Y 0C5  
TEL: 250-469-7070**

**DISCLAIMER:**

CONTRACTOR MUST VERIFY ALL DIMENSIONS ON SITE. IN CASE OF DISCREPANCIES OR ERRORS, THE DESIGNER MUST BE NOTIFIED AT ONCE.

**STAMP:**

**KEY PLAN & NORTH ARROW:**

**DRAWING ISSUED:**

**FOR REFERENCE ONLY**

REV.	DESCRIPTION	YY/MM/DD
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**SITE CODE & PROJECT NAME:**

**IH WAYFINDING SIGNAGE  
GUIDELINE**

**DRAWING TITLE:**

**APPENDIX A:  
IH WAYFINDING SIGNAGE - TYPES &  
SIZES**

**DRAWN BY:**

**RC**

**SCALE:**

**1:16**

**PROJECT NO.:**

**DATE: (DD.MM.YYYY)**

**06.11.2023**

**DRAWING NO.:**

**Page 1**



# Interior Health

505 DOYLE AVENUE  
 KELOWNA, B.C.  
 V1Y 0C5  
 TEL: 250-469-7070

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STAMP:

KEY PLAN & NORTH ARROW:

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SITE CODE & PROJECT NAME:

## IH WAYFINDING SIGNAGE GUIDELINE

DRAWING TITLE:

APPENDIX A:  
 IH WAYFINDING SIGNAGE - MOUNTING HEIGHTS

DRAWN BY:

RC

SCALE:

1:30

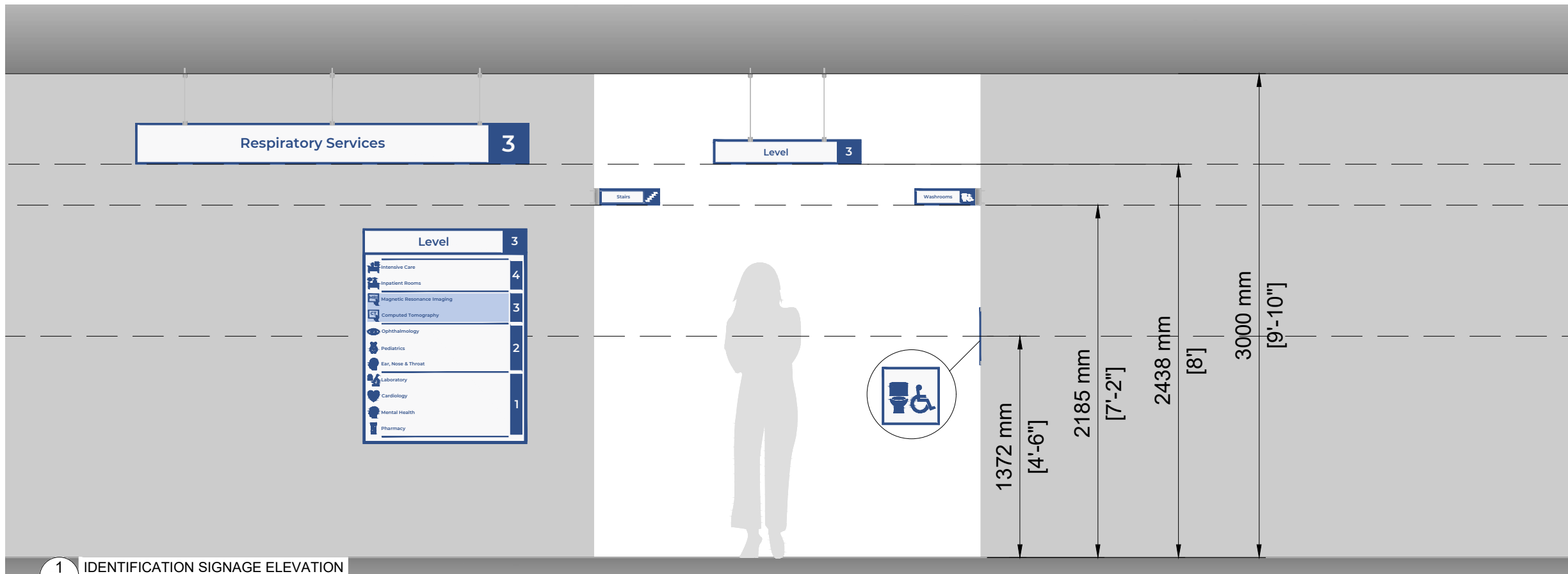
PROJECT NO.:

DATE: (DD.MM.YYYY)

06.11.2023

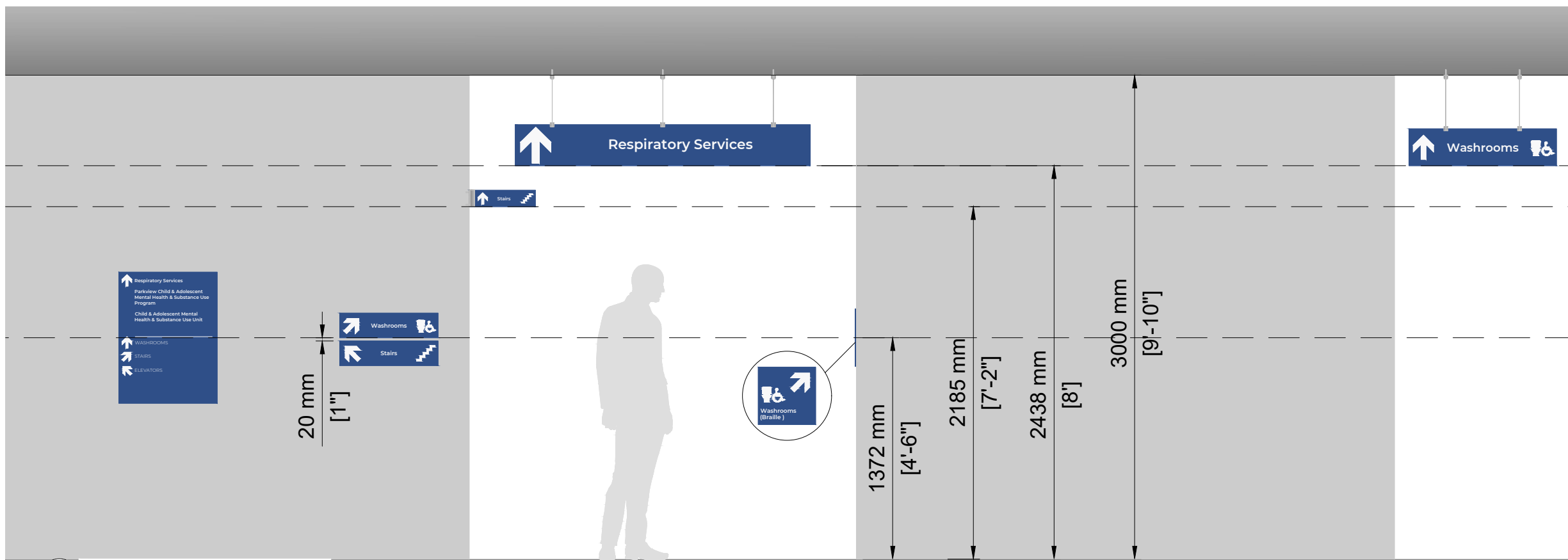
DRAWING NO.:

Page 2



1 IDENTIFICATION SIGNAGE ELEVATION

SK2 SCALE: 1:30



2 DIRECTIONAL SIGNAGE ELEVATION

SK2 SCALE: 1:30

# MAIN ENTRANCE SIGN

# WASHROOM SIGNAGE/ SYMBOLS



**Interior Health**

**505 DOYLE AVENUE  
KELOWNA, B.C.  
V1Y 0C5  
TEL: 250-469-7070**

DISCLAIMER:  
CONTRACTOR MUST VERIFY ALL DIMENSIONS ON SITE. IN  
CASE OF DISCREPANCIES OR ERRORS, THE DESIGNER  
MUST BE NOTIFIED AT ONCE.

STAMP: KEY PLAN & NORTH ARROW:

DRAWING ISSUED: FOR REFERENCE ONLY

REV.	DESCRIPTION	YY/MM/DD
1	Included existing facilities washroom signage/ symbols.	23/08/30
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SITE CODE & PROJECT NAME:  
**IH WAYFINDING SIGNAGE  
GUIDELINE**

DRAWING TITLE:  
**APPENDIX A:  
IH WAYFINDING SIGNAGE - MAIN  
ENTRANCE DOOR & WASHROOMS**

DRAWN BY: RC SCALE: NTS

PROJECT NO.: DATE: (DD.MM.YYYY)  
06.11.2023

DRAWING NO.:  
Page 3

865 mm

Street Address  
City, B.C. Postal Code



**Interior Health**

**Site Name**

Welcome  
Bienvenue  
(Aboriginal Greeting)

**Hours of Service**

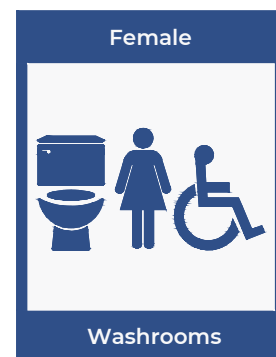
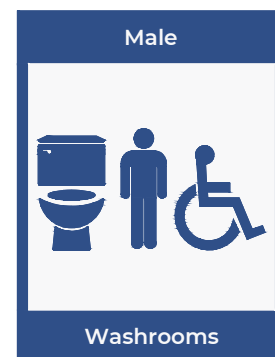
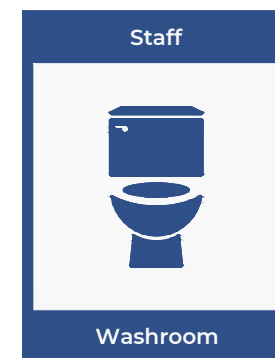
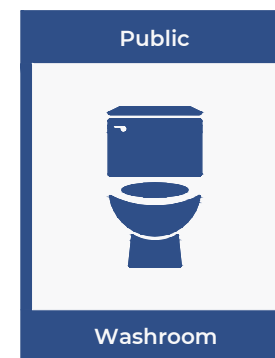
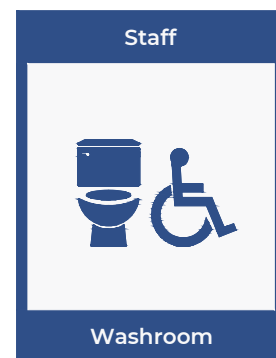
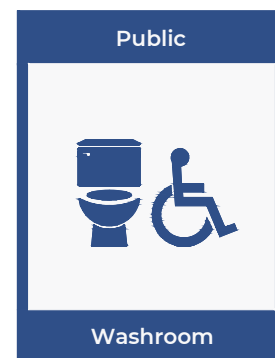
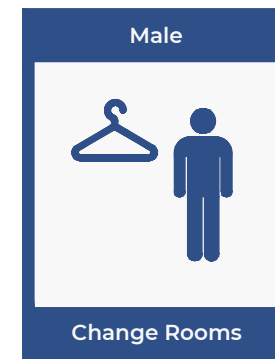
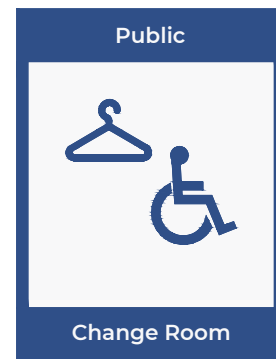
Monday - Friday  
9:00 am - 7:00 pm

Saturday and Sunday  
(including stat holidays)  
10:00 am - 7:00 pm



**Smoke and Fragrance  
Free Environment**

1849 mm



*Guideline*

**Appendix B:** IH Wayfinding Symbols\_2023.11.06.





# Interior Health

505 DOYLE AVENUE  
KELOWNA, B.C.  
V1Y 0C5  
TEL: 250-469-7070

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**STAMP:**

**KEY PLAN & NORTH ARROW:**

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FOR REFERENCE ONLY

REV.	DESCRIPTION	YY/MM/DD
1	Included baby change area.	23/08/30
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**SITE CODE & PROJECT NAME:**

## IH WAYFINDING SIGNAGE GUIDELINE

**DRAWING TITLE:**

### APPENDIX B: IH WAYFINDING SYMBOLS

**DRAWN BY:**

RC

**SCALE:**

N/A

**PROJECT NO.:**

DATE: (DD.MM.YYYY)

06.11.2023

**DRAWING NO.:**

Page 1



Health Services



Care Staff Area



Intensive Care



Inpatient



Outpatient



Pharmacy



Diabetes (Education)



Family Practice



Immunizations



Nutrition



Alternative/Complementary



Laboratory



Pathology



Oncology



Ophthalmology



Mental Health



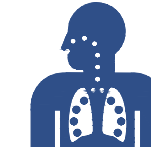
Neurology



Dermatology



Ear, Nose & Throat



Respiratory



Internal Medicine



Kidney



Cardiology



Woman's Health



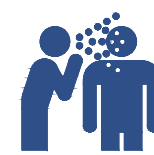
Labour & Delivery



Pediatrics



Genetics



Infection Diseases



Dental



Anesthesia



Surgery



Physical Therapy



Emergency



Ambulance



Registration



Waiting Area



Administration



Medical Records



Billing



Medical Library



Health Education



Interpreter Services



Social Services



Sacred Space



X-Ray



Mammography



Cath Lab



MRI/PET



Ultrasound



Imaging



Magnetic Resonance Imaging



Positron Emission Tomography



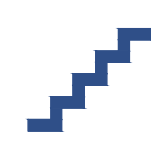
Computer Tomography



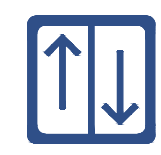
Computer Axial Tomography



Washroom



Stairs



Elevator



Direction Arrow



Gift Shop



Information



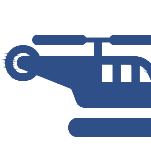
Telephone



Parking



Parking Not Allowed



Helicopter



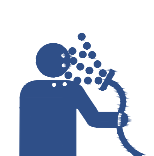
Fire Extinguisher



Drink



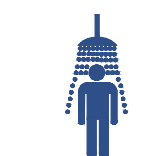
Food



Drench Hose



Eye Wash



Shower Station



LGBTQ2S+ Flag



Aboriginal Health



Hazardous



Baby Change Area

*Guideline*

**Appendix C:** IH Sign Inventory\_2023. 11.06.



# Interior Health

**505 DOYLE AVENUE  
KELOWNA, B.C.  
V1Y 0C5  
TEL: 250-469-7070**

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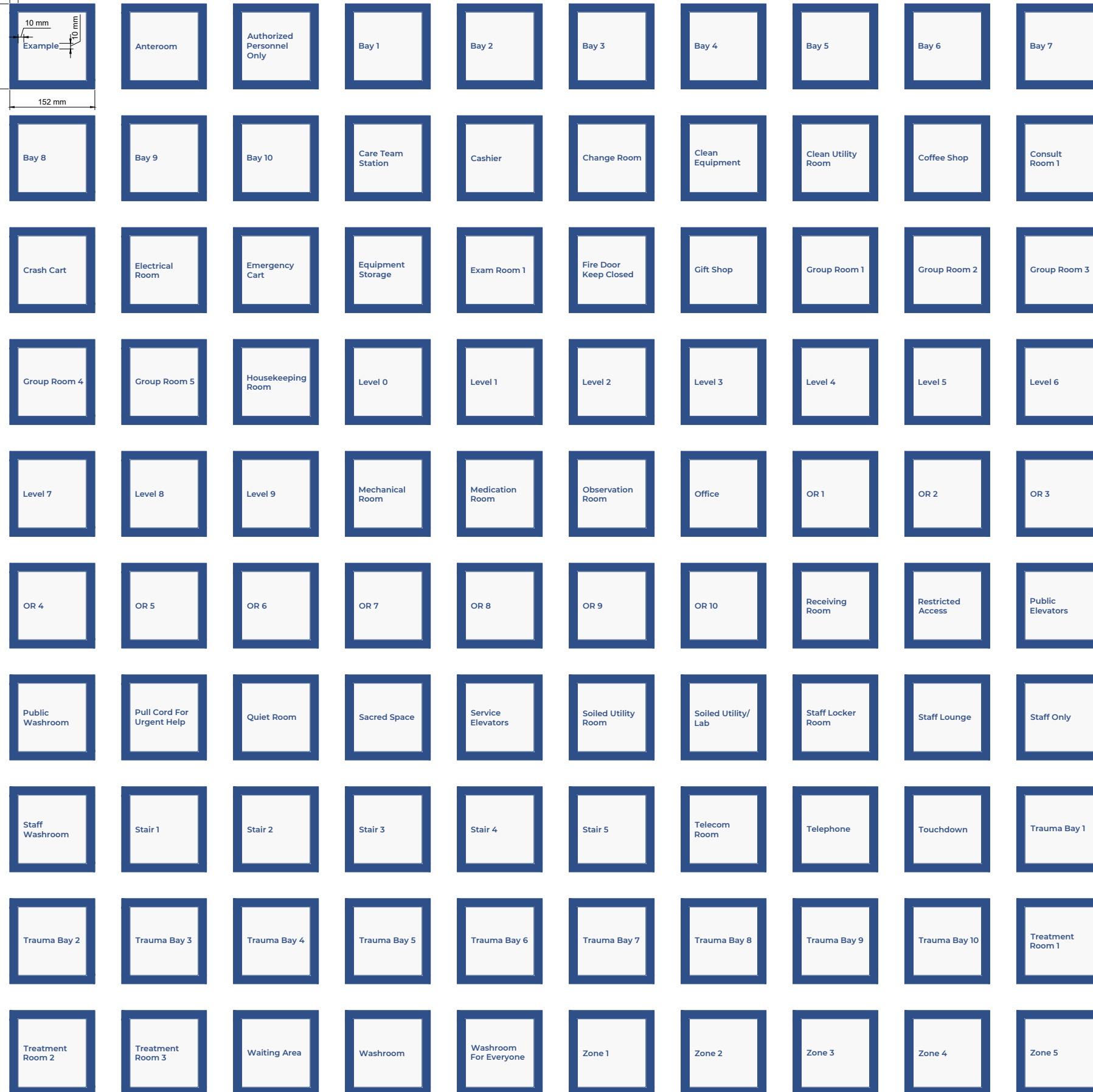
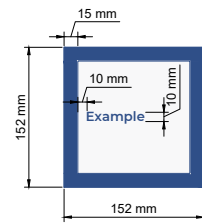
SITE CODE & PROJECT NAME:  
**IH WAYFINDING SIGNAGE  
GUIDELINE**

DRAWING TITLE:  
**APPENDIX C:  
IH SIGN INVENTORY**

DRAWN BY: **RC** SCALE: **NTS**

PROJECT NO.: \_\_\_\_\_ DATE: (DD.MM.YYYY)  
**06.11.2023**

DRAWING NO.: \_\_\_\_\_  
**Page 1**



*Guideline*

**Appendix D:** IH Diversity & Inclusive Signage/ Symbols\_2023. 11.06.




# Interior Health

505 DOYLE AVENUE  
KELOWNA, B.C.  
V1Y 0C5  
TEL: 250-469-7070

## DIVERSITY & INCLUSION SIGNAGE/ SYMBOLS

Washrooms




For Everyone

229 mm

**IDENTIFYING WOMEN SPACES**

Interior Health is committed to creating inclusive spaces and experiences for the people and communities we serve.

We respect everyone's right to choose a facility that is appropriate for them. This space welcomes identifying women and/or non-binary persons.



356 mm


Use inside multi-occupant female washrooms/ change rooms

229 mm

**IDENTIFYING MEN SPACES**

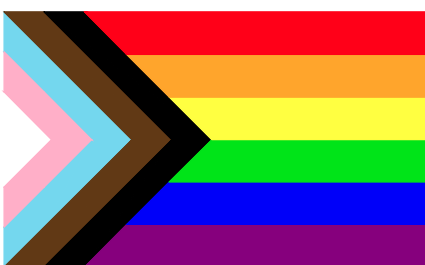
Interior Health is committed to creating inclusive spaces and experiences for the people and communities we serve.

We respect everyone's right to choose a facility that is appropriate for them. This space welcomes identifying men and/or non-binary persons.




356 mm

Use inside multi-occupant male washrooms/ change rooms



LGBTQ2S+ Flag



Aboriginal Health

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STAMP:

KEY PLAN & NORTH ARROW:

DRAWING ISSUED:

FOR REFERENCE ONLY

REV.	DESCRIPTION	YY/MM/DD
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SITE CODE & PROJECT NAME:

### IH WAYFINDING SIGNAGE GUIDELINE

DRAWING TITLE:

APPENDIX D:  
IH DIVERSITY & INCLUSION SIGNAGE/  
SYMBOLS

DRAWN BY:

RC

SCALE:

1:8

PROJECT NO.:

DATE: (DD.MM.YYYY)

02.11.2023

DRAWING NO.:

Page 1