

MEDICAL CENTER SIGNAGE

SOP 138-70

VA Northern Indiana
Health Care System

Service Line(s):
Engineering

Signatory Authority:
Chief of Engineering

Effective Date:
December 30, 2022

Responsible Owner:
Engineering

Recertification Date:
December 30, 2027

1. PURPOSE AND AUTHORITY

a. The purpose of the Medical Center Signage SOP is to establish instruction for the use, display and control for signs, notices, way-finding and directional signage throughout the VANIHCS Medical Center and Community Based Outpatient Clinics (CBOC) buildings and grounds. To promote a proactive management of visual spaces in which patients are cared for and improve therapeutic surroundings.

b. It is VANIHCS policy to provide directional graphics and official/authorized announcements with exterior and interior components, consistent with the needs and design of the facility, and as required by VA mandatory standards. Permanent signs must be coordinated and authorized by the Signage Committee prior to purchasing and installation. All temporary signs (flyers, posters, handouts etc.) must be approved by Office of Public Affairs and/or Signage Committee (see Attachment A) prior to being placed in authorized Informational Centers. No temporary signs/paper signs should be placed outside of authorized Informational Centers.

2. PROCEDURES

a. Permanent Interior and Exterior Signs.

(1) Requests for signs will be submitted via LEAF to the "[NIHCS Signage Committee](#)" with the requestor's Service Chief's approval. All necessary information must be included. Incomplete requests will not be reviewed by the Committee and/or Public Affairs Officer and will be returned to the service. All signs must conform to standard sizes (see Attachment A).

(2) Requests for all interior and exterior signs will be routed through Signage Committee for approval and then through Engineering Service or Facility Planning for purchase and installation. Bulletin boards for temporary postings in department areas can be submitted in the Engineering work order system.

(a) All requests for non-standard signage will be routed through the requestor's Service Chief for review and approval by Signage Committee. After review, if approved signage will be ordered and hung, if disapproved requester will be notified.

(3) Relocation or removal of obsolete signage can be requested through the Engineering work order system. Signage for newly constructed areas will be provided by the contractor through Engineering service or Facility Planning.

b. Temporary Interior and Exterior Project and Construction Signs:

(1) All temporary information signage shall comply with the VHA Tier 1 Graphic standards, created by National VA or local facility Visual Information Specialist. And approved by the Office of Public Affairs and/or Signage Committee prior to posting.

(2) As a general rule all temporary signs will be displayed for no more than 60 days. Longer display will be reviewed and approved with expiration date applied by Signage Committee and/or Public Affairs Officer.

(3) Temporary information signage shall be hung in the rotating information centers located in major public areas around the campuses as determined and installed by Engineering.

(4) Standard sizing will allow for quickly change of posters and flyers, limiting damage to the walls. Standard sizes are 8.5"x11", 18x24 and 24x36 (see Attachment A).

(5) Brochure holders and SWAG will be limited in public and clinical areas to promote a clean and healthy environment.

(6) Posters and flyers will be displayed for a maximum of 30 days and then will be swapped out with the next poster or flyer that has been approved by the Signage Committee.

c. Exterior Electronic Message Boards

(1) Requests for updates to the Electronic Message Boards will be submitted via LEAF to the "NIHCS Signage Committee" with the requestor's Service Chief's approval. All necessary information must be included. Incomplete requests will not be reviewed by the Committee and/or Public Affairs Officer and will be returned to the service (see Attachment A).

d. General Guidance.

(1) Signage and posted announcements will be in accordance with federal standards and installed in a standard manner as shown in the VA Signage Design Guide. Signage is intended to provide instruction, directional or general information for patients and visitors will be designed to minimize conflict or confusion and clutter. Overhead signs

will be minimized and will only be posted in high traffic major destinations. All rooms will be labeled with a room # sign assigned and installed by Engineering Service or landlord. Rooms will be identified by the function or staff's official title that is assigned to the room. Signage intended for staff will be minimized. Normal supervisory channels, staff meetings, and publications posted on staff bulletin boards in break areas will be utilized for the purpose of providing information to staff.

3. ASSIGNMENT OF RESPONSIBILITIES

a. Engineering and Facility Planning

(1) The development, maintenance and control of directional graphics and posted announcements of all interior and exterior signage systems throughout the medical center and all affiliated properties and leased spaces.

b. Service Chiefs and Supervisors

(1) For keeping their departments free of unauthorized posted signs, cardboard signs, decorations, personal messages, advertisements, and paper signs on walls, doors, corridors, elevator walls, and lobby areas, in order to provide a clutter free environment within the medical center.

(2) Educating staff on signage SOP and ensuring their areas are kept free of clutter.

c. Requestor

(1) In accordance with the Service Chief and supervisor is responsible for removing all outdated postings within 24 hours of their expiration.

d. Office of Public Affairs

(1) Will determine security, appropriateness, and longevity of signage.

e. Director's Office, Human Resources, Employee Association, Union, EEO, Library, and Canteen

(1) Will control their assigned bulletin boards and display cases.

f. Safety Office

(1) For all signage and graphics involving fire safety, and hazard identification.

g. VA Police Department

(1) All signage involving federal law enforcement and traffic control.

h. Employees

(1) Must observe and assist with the enforcement of regulations.

i. **Signage Committee**

(1) This committee will meet to review and approve or disapprove all signage requests to ensure the goals for signage have been met in accordance with the VA signage guidelines and maintaining the aesthetic integrity of the VA Medical Center, CBOCs, and any leased space affiliated with the medical center. The Committee review each request and will meet as needed. An approval majority is required for a request to be approved through the LEAF process. The Committee membership is as follows:

- i. Chief, Engineering Service Fort Wayne (Co-Chair)
- ii. Chief, Engineering Service Marion (Co-Chair)
- iii. Interior Designer, Fort Wayne, Engineering Service
- iv. Interior Designer, Marion, Engineering Service
- v. Public Affairs Officer, Director's Office
- vi. Public Affairs Representative, Director's Office
- vii. Administrative Service Chief
- viii. Clinical Service Chief
- ix. Facility Planning Lease COR

4. DEFINITIONS

None.

5. REFERENCES

- (a) Construction Standards, Handbook H-08-3, Standards 15-2 and 15-3
- (b) Current edition VA Signage System Standards Manual, M-002-2 current edition

6. REVIEW

This SOP is to be reviewed annually and recertified every five years and including when there are changes to be made according to a VHA Notice or Directive.

7. RECERTIFICATION

This SOP is scheduled for recertification on or before the last working day of December 2027. In the event of contradiction with national policy, the national policy supersedes and controls.

8. SIGNATORY AUTHORITY

X

Sarah Farlow
Chief of Engineering - Fort Wayne

X

Jacob Morriscal
Chief of Engineering - Marion

Anthony L Colón, FACHE
Interim Medical Center Director / Chief Executive Officer
VA Northern Indiana Healthcare System

NOTE: *The signature remains valid until rescinded by an appropriate administrative action.*

DISTRIBUTION: All Supervisors (138)

Attachment A:
Medical Center Signage Details

Information Boards

Locations:

- Main Entry (Figure 2)
- Waiting Rooms (Figure 1)
- Elevator Lobbies (Figure 1)

Size:

- 8.5"x11"

LEAF Approval Routing:

- Public Affairs Officer only

Expiration:

- Oldest flyer will be removed when new flyer is approved

Examples:

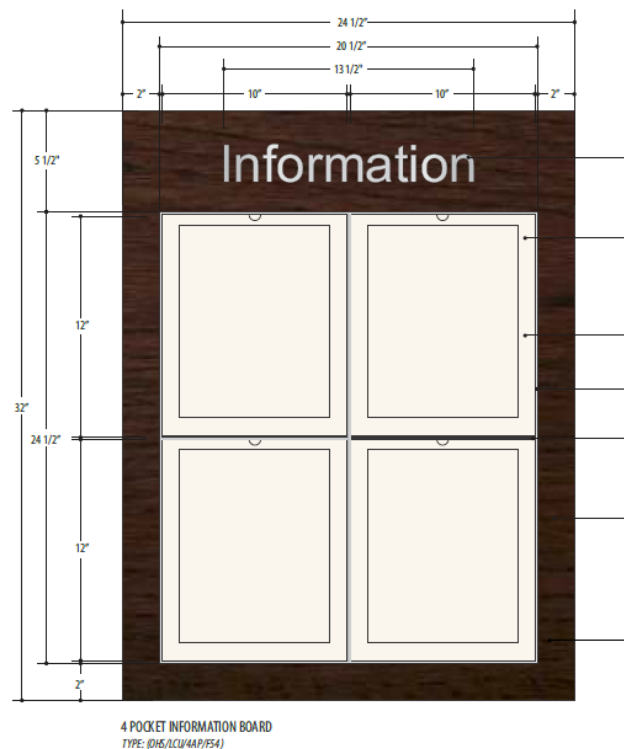


Figure 1 Small Information Board

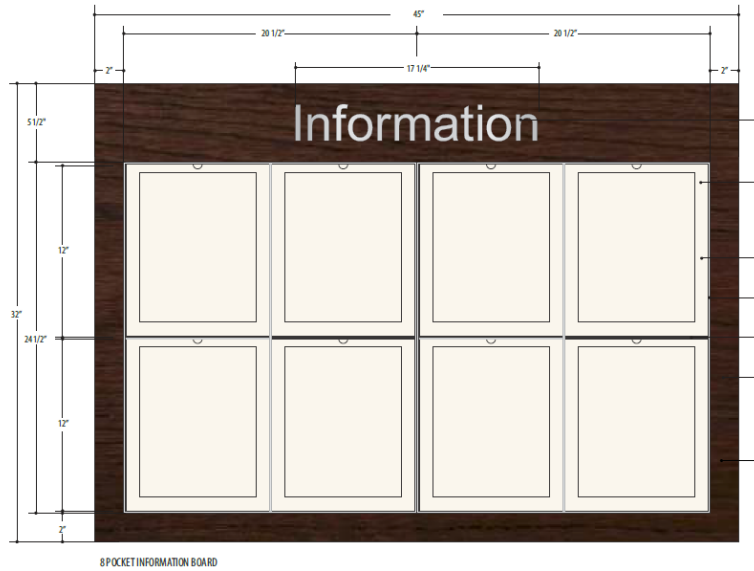


Figure 2 Large Information Board

Bulletin Boards

Locations:

- Break/Staff Areas (non-patient areas)

Size:

- Managed by Service

LEAF Approval Routing:

- None required, managed by Service

Posters

Locations:

- Hallways

Sizes:

- 18"x24"
- 24"x36"

LEAF Approval Routing:

- Signage Committee

Expiration:

- 60 Days

Example:



Figure 3 Poster

Temporary Signs:

Locations:

- Area proposed must be included in request

Sizes:

- 5"x6"
- 8.5"x11"
- 8.5"x14"
- 11"x17"

LEAF Approval Routing:

- Signage Committee

Expiration:

- 60 Days

Examples:



Exterior Signs

Locations:

- Determined by the Signage Committee

Sizes:

- Determined by the Signage Committee

LEAF Approval Routing:

- Signage Committee

Exterior Electronic Message Boards

Locations:

- Fort Wayne
 - Lake Avenue
 - Randallia Drive

Size:

- NA

Required Information:

- Message (text)
- Animations (include link)

LEAF Approval Routing:

- Public Affairs Officer only

**Department of
Veterans Affairs**

Memorandum

Date: March 8, 2023

From: Employee/Labor Relations, VA Northern Indiana Health Care System

Subj: Medical Center Signage SOP 138-70

To: Willie E. Haywood Jr.
President, 6th District AFGE/ NVAC 262

1. On January 12, 2023 National VA Council #53 formally requested a demand to bargain in response to the Medical Center Signage SOP 138-70. The National AFGE met with the agency representative and agreed to the SOP as attached.
2. The SOP is approved for distribution at VANIHCS.
3. Any questions or concerns regarding this Memorandum can be directed to Nina Tiney at phone 260-5431 ext 62208 cell 260-2495025.

Kenneth W. Hill
Senior Strategic Business Partner

Haywood, Willie
President, 6th District AFGE/ NVAC 262