



IMPROVING PATIENT-PROVIDER COMMUNICATION FOR LATINOS

REQUEST FOR APPLICATION

**Hablamos Juntos seeks health facilities
volunteers to test symbol-based signage**

September 17, 2004

A project funded by The Robert Wood Johnson Foundation

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REQUEST FOR APPLICATION

Hablamos Juntos seeks health facilities volunteers to test symbol-based signage

RFA Released: September 17, 2004
Deadline for Written Inquiries: October 25, 2004
Informational Conference Call: November 1, 2004
On Line Application Deadline: December 17, 2004

SECTION I: INTRODUCTION

"Hablamos Juntos" translates from Spanish to English as "We speak together." *Hablamos Juntos: Improving Patient-Provider Communication for Latinos* is a national program of The Robert Wood Johnson Foundation intended to eliminate language barriers to health care. One objective of Hablamos Juntos is to develop easy-to-understand ways for patients with limited English ability to navigate health care facilities. This Request for Application (RFA) seeks to identify health facilities to test a new symbols-based signage system developed for health facilities.

After a national search, Hablamos Juntos National Program Office commissioned JRC Design, in January 2003, to research whether signage using symbol or pictograms can be used to help those unable to read English to access health services. The work concluded that symbol based signage is a viable option to help patients and visitors navigate health facilities. With funding from the Pioneer Portfolio of The Robert Wood Johnson Foundation, Hablamos Juntos has partnered with the Society for Environmental and Graphic Design¹ (SEGD) and a team of graphic designers led by JRC Designs to create and test symbols for health care.

As a first step towards the development and use of a symbolic wayfinding system within health care in the United States, the goal of Signs That Work is to develop and test a set of symbols or pictograms and terminology that designers and health care administrators can use to create friendly facilities for those with limited English ability. The project will produce a set of tested symbols for common health signage terminology with guidelines and standards for using the new system in health facilities. Promotional materials to increase public understanding of the symbols will also be developed. Collectively these products are referred to as a "kit of parts." The new health symbology system (the "kit of parts") will be made available at no cost to the interested public through SEGD, Hablamos Juntos and The Robert Wood Johnson Foundation.

Through this Request for Application, Hablamos Juntos seeks to identify health facilities to volunteer to serve as a pilot site for this project. The symbols created by the Design Team will be tested in the pilot sites to determine the success of symbols as a wayfinding tool in the health care environment. Pilot site testing will also result in guidelines for successful symbols use as a practical solution in health care signage for multilingual and literacy challenged populations. In return, volunteer facilities will be recognized as one of four facilities participating in a national evaluation of symbols. In addition, through the pre and post audit design, pilot sites will gain a comprehensive signage audit and customized wayfinding solutions developed by leading national experts in symbols and wayfinding signage.

For more information on Hablamos Juntos, the Signs that Work project and on-line application, please see www.hablamosjuntos.org.

¹ SEGD is an international non-profit educational organization providing resources for design specialists in the field of environmental graphic design, architecture, and landscape, interior, and industrial design. Members are leading designers of directional and attraction sign systems, destination graphics, identity programs, exhibits, and themed environments.

SECTION II: PURPOSE OF RFA AND TIMELINE

A. PURPOSE

Four health facilities, meeting project criteria, are needed to support evaluation of a new symbols signage system. This RFA seeks inpatient or outpatient health facilities to volunteer to serve as pilot sites for this project. Pilot sites will help establish the usefulness of symbols as a wayfinding tool in health care facilities and contribute to the development of guidelines for successful application of symbols. Participation would be volunteer and at their own expense. No compensation is provided.

Pilot Site Evaluation Goals

Pilot site testing will use symbols as part of their signage program to help determine how successful symbols are as a tool for wayfinding. The symbols used in pilot site testing will first be tested for comprehensibility by surveying patients and visitors in health facilities in ten states. Symbols that are easily comprehended will be tested in pilot sites to examine: (a) whether symbols can help patients and visitors navigate within health facilities and (b) whether symbols are more helpful when they are used with:

- text and arrows
- cards explaining the symbols at the information desk
- map support.

In addition the pilot site evaluation will help develop the guidelines for the use of symbols:

- on wayfinding signs
- in conjunction with numbers, text and color on signs
- in conjunction with maps, instruction cards and graphics

B. TIMELINE

October 25, 2004	Deadline for Written Inquiries
November 1, 2004	Informational Conference Call
December 17, 2004	On Line Application Deadline
February 5, 2005	Pilot Sites Announced
March 15 , 2005	1-day Orientation in Chicago, IL
March -May 2005	Site Visits
May 27, 2005	Pilot Site Testing Completed

SECTION III: PILOT SITE CRITERIA AND REQUIREMENTS FOR FACILITIES SELECTED

A. PILOT SITE CRITERIA

Four pilot sites will be selected through this RFA. The facilities will vary in complexity, size and geographic location. All facilities will meet the minimum requirements described below, including the number of destinations to be tested. Inpatient and outpatient facilities with single or multiple floors submitting a completed Application with required attachments will be considered. Four facilities meeting the following three criteria will be selected.

Minimum size required

Facility selected must have at least ten different destinations and be able to support testing of 10-12 symbols. Most of these destinations should be on the same floor. Facilities selected in total must have 3-5 destinations in common.

Multi-Lingual Consumer Base Required

Facilities selected must serve patient populations that are limited English speaking from a minimum of four languages minorities.

Facility Diversity Required

Facilities in different parts of the country, with different population centers will be selected. The Evaluation Team will select four facilities: one facility each from large urban and small/rural regions and two facilities from midsize regions:

- Large Urban Region (1,000,000 or more population)
- Mid size Region (250,000 to 1,000,000 population)
- Small/Rural Region (less than 250,000 population)

B. PARTICIPATION REQUIREMENTS AND BENEFITS FOR FACILITIES SELECTED

Participation as a pilot site is voluntary and at the expense of the facility; no compensation or reimbursement of expenses is provided. Successful candidates will meet project criteria listed above and demonstrate commitment for the evaluation of a symbol based signage system for health facilities and provide the resources necessary to participate as a pilot site.

Requirements for Participation

Applicants should be willing to meet the following requirements and indicate in their application cover letter the ability and willingness to meet the following project requirements.

1. Leadership commitment and staff support to carry out the pilot testing design.
2. Designation of a project leader to coordinate all the testing activities outlined in this RFA. The Project leader should have experience with the existing facility and its development as well as knowledge of the facilities operations.
3. Attendance by the designated project leader at a one-day orientation meeting on March 15, 2005 in Chicago. Travel cost will be at the expense of the facility; travel expenses will not be reimbursed by the project.
4. Staff participation and support for a two-three day site visit to evaluate the effectiveness of the new symbols signage system. Staff support is needed for the Health Care Site Audit to design and plan for installation of the symbols-based signage system. Temporary symbols signage will be provided by JRC Designs at no cost to the facility. Exterior and Multi-Level signage will be tested, but most of the testing will occur on one floor on the interior of the facility to allow for a consistent testing pattern among all the facilities. Site visits will be scheduled March 30 to May 25, 2005.
5. Interpreters to enable limited English speaking visitors and patients to participate in a random on-site in-person survey. In facility with Institutional Review Boards (IRB), applicants will need to

determine whether IRB approval for the in-person survey is needed and be prepared to offer incentives for survey participation. Estimated cost of survey incentives is \$3,000.

6. Facilities maps and a short photographic and descriptive signage audit. Specific instructions for these are found in SECTION IV.

Benefits of Participation

Participation as a pilot site will require a bit of work on the part of any facility selected, but the benefits are enormous. Benefits include:

- **Recognition** - Only four facilities will be selected to participate in this national evaluation of health symbols as a new and innovative way to meet the signage needs of multilingual and literacy challenged populations. The products and learning from this project will be disseminated broadly among architects and environmental graphic designers as well as healthcare facilities leaders.
- **Wayfinding Audit** – The pre and post evaluation design proposed for the pilot sites will generate a comprehensive signage audit of the wayfinding system in place. Results will identify strengths and weakness and how well the signage meets the multilingual needs of the patient population served.
- **Wayfinding Solutions** – At the conclusion of the site visits, pilot sites will be left with a better understanding of wayfinding issues that need to be resolved and customized solutions developed by a nationally recognized team of graphic design and facilities experts.

C. PILOT SITE EVALUATION DESIGN

The pilot site testing process begins with a one-day orientation meeting. The evaluation design includes an audit before and after the symbol-based signage system is installed to analyze the effectiveness of the facility's signage system. Visitor participants may require an incentive to participate. In addition, exterior wayfinding and multi-level wayfinding will also be tested to some extent, though not as the main focus of this testing effort. A pre-test of the evaluation design will be conducted which may result in slight modifications to the proposed design described below.

SEGD will manage both the pre-design and post-design audits. Pennsylvania State University Visual Communication Resource Lab will prepare testing procedures, following the guidelines developed by SEG, the Technical Advisory Committee and document outcomes. Facility staff will participate in the evaluation, helping to plan and install a temporary symbol-based signage system. JRC Design will work with facilities to determine the best application of symbols signage and provide temporary signage at no cost to the facilities.

The post-design audit will be closely integrated with the pre-design audit to ensure that all the information will be utilized in the process. The attachments submitted with the RFA application and the information obtain during the orientation meeting in Chicago will help provide the basic information needed to for the pre-design test and help customize the overall testing process for each facility. Recommendations for how symbols can be included in web sites and other paper information will also be developed.

Pre-Design Audit

To begin, an inventory of existing signage and destinations in the facilities will be prepared and a plan for application of the new symbols signage will be developed in conjunction with designers and facilities managers. The Pre-Design analysis will consist of four parts:

- a. **Focus Group** of facilities staff (10-15 participants) and statistical survey to determine
 - Best way of finding locations in each health care facility
 - Best way of finding difficulties at each health care facility
 - Cultural backgrounds and language needs of facility visitors
 - Best way of finding needs at each facility

- b. **Pre-Design Opinion Survey** of pre-selected users (25-30 participants) to share insights and experience using the existing sign system.
- c. **Random Wayfinding Survey** including 25-30 visitors and patients recruited on site to participate in testing of signage for key destinations on the premises. The survey will target limited English speakers to provide a data benchmark.
- d. **Health Care Site Audit** based on the UK NHS Estates Site Audit Procedure and the SEGD institutional facilities audit procedure. This audit covers three areas:
 - Conceptual approach to on-site wayfinding
 - An inventory of signs and wayfinding routes in a select location of the hospital
 - Relative effectiveness of existing wayfinding in the healthcare facility

Temporary Symbols System Installed

Based on the results of the pre-design audit, the Technical Advisory Committee will develop a post occupancy survey for each pilot site. JRC Design will provide temporary signage and work with facilities staff to install the new signage in accordance with the post occupancy survey protocol developed for each site. Signs used for the study will be made of foam core and placed on existing signs masked with brown paper. The temporary signs will be placed with putty and tape that will not harm the facility. The signs will also be a modular kit of parts that can be flexibly utilized in the process. Requirements for the Pre and Post Design Audits are described below.

Post-Design Audit

Once the temporary symbols system has been installed, SEGD will conduct a post occupancy survey customized for each pilot site, incorporating design and implementation guidelines suggested by the Design Team. The Post-Design analysis will consist of three parts:

- a. **360 degree Focus Group** of designers, facilities manager, key facility staff and testing staff to discuss how symbols may be integrated into the facilities current signage, sign management and maintenance programs, and the potential success of the new wayfinding system
- b. **Post Design Opinion Survey** of pre-selected users (25-30 participants) to provide opinions of the new implemented sign system
- c. **Random Wayfinding Survey** using 20-25 randomly selected people who will find the locations outlined by the facilities managers and Technical Advisory Committee from the pre-design audit. Again the survey will target limited English speakers recruited on site.

D. DESTINATIONS TESTED

Symbols for the following destinations may be tested in the pilot site. In your application, please note which of these apply in your setting.

Ambulance Entrance
Billing Department
Cardiology
Care Staff Area
Chapel
Diabetes
Emergency
Family Practice Clinic
Immunizations
Infectious Diseases
Intensive Care
Internal Medicine
Interpreter Services
Laboratory

Mammography
Medical Records
OB Clinic
OB/GYN
Oncology
Outpatient
Pediatrics
Pharmacy
Physical Therapy
Radiology
Registration
Social Services
Surgery
Waiting Areas

SECTION IV: SUBMISSION PROCEDURE AND QUESTIONS

A. ON-LINE SUBMISSION, MAILING ADDRESS, AND DEADLINE

The Applicant must complete an **On-Line Application no later than Friday, December 17, 2004**. The Application will require uploading a Letter of Interest, facilities maps and photographs for a sign audit as described in this RFA. **To submit an application go to www.hablamosjuntos.org, Signs that Work, Pilot Sites. A hard copy of the cover letter with the On-Line Application receipt confirming successful completion of the On-Line Application must be mailed to the following address:**

Attention: Pilot Site Application Review Committee
Hablamos Juntos
Tomas Rivera Policy Institute
University of Southern California
School of Policy, Planning & Development
650 Childs Way, Lewis Hall, Room 102
Los Angeles, CA 90089-0626

Hablamos Juntos in its sole and absolute discretion may accept submissions after the deadline. **For questions about the on-line submission process please email info@hablamosjuntos.org.**

B. QUESTIONS REGARDING RFA

Inquiries concerning any aspect of this RFA should be submitted in writing, either by fax or electronic mail. Telephone inquiries will not be accepted. Respondents are encouraged to participate in a scheduled conference call on November 1, 2004.

Fax: To submit questions by fax indicate on fax cover Subject line **RE: QUESTION FROM RFA RESPONDENT.** Fax to 213.743-1553

Email: Submit questions via electronic mail with Subject line **RE: QUESTION FROM RFA RESPONDENT.** to: info@hablamosjuntos.org

All written questions received by October 25, 2004 will receive a reply.

C. INFORMATIONAL CONFERENCE CALL

Date: November 1, 2004

Time: 10 AM (PST)/1 PM (EST)

Dial In Information: Go to www.hablamosjuntos.org, Signs that Work, Pilot Sites.

SECTION V: SUBMISSION FORMAT AND CONTENTS

Your submission should consist of: a) completed application, b) Letter of Interest signed by the applicant facility's chief executive or board of trustee president, c) Facilities Map and d) Photographic And Descriptive Sign Audit . Optional brochures, promotional materials, or other supplemental material will be accepted. Pages shall be 8½ x 11 inches in size and portrait format, on white paper with black ink.

A. COVER LETTER/LETTER OF INTEREST

The Letter of Interest will represent the willingness a facility's leadership to commit staff resources in support of the audit at their own expense. Letters of Interest should be written on firm letterhead and signed by the chief executive or board of trustee president authorized to make binding decisions for the firm. The letter should declare:

- Leadership commitment to participate on a voluntary basis, without compensation, and willingness to sponsor travel expenses and up to \$3,000 for incentives to encourage participation in a user survey.
- Designation of a project leader and their availability to a one-day orientation meeting on March 15, 2005 in Chicago.
- Commitment of staff participation to support activities outlined in the RFA including a two-three day site visit.

B. ELECTRONIC APPLICATION

Applications responding to this RFA must be completed on-line. The content of the application is provided as an attachment to this RFA to assist in preparing the on line submission. It is not intended to be used for submission. The following information is requested.

1. **Community type** – Select on of the following: Large Urban Region (1,000,000 or more population); Midsize Region (250,000 to 1,000,000 population) or Small/Rural Region (less than 250,000 population).
2. **Facility Information** – List the name, location, type, size (in square feet) and the ten destinations found on the main floor of the facility proposed as a Pilot Site; the top four languages, other than English, spoken by patients seen in the facility and whether interpreter services can be provided for these languages.
3. **Primary Contact** – List the name and contact information for the person who will be the primary contact for the project and the percent of time available for the project. Ideally this person has the following attributes:
 - Located on the premise and will attend the Orientation meeting
 - Member of the facilities department, is involved with capital projects development, or is a marketing person focused on facilities renovation and development.
 - Has contact with facility staff involved in the focus group.
4. **Date Reservation Form** – Select three dates in order of priority for a team site visit.
5. **Facility Staff** – Confirm availability and provide contact information for the staff members available to support the audit process.
 - **Facilities Management Department** - 40 hours of combined support is needed. Several members are needed to participate in a two hour focus group and one staff is needed during the entire site visit to support the testing process.
 - **Interpreters** in the four language groups are needed for 5 hours each previous to testing and two full days during the testing process.
 - **Receptionist/Business Office** - A key member of the public contact staff is needed to participate in a two-hour focus group and to assist during two days of testing.
 - **Focus Groups** - Staff in specified roles are needed for a two-hour focus group. This includes Office manager in charge of reception desk staff; Facilities development manager/architect/planner; Nursing Executive/leader; Physician Executive/leader; Marketing/public relations staff and HR department staff.

C. ATTACHMENTS

Facility map

All applicants must submit two floor plans. If the facility is part of a campus, a site plan is also required. Submit a plan of the main floor of the healthcare facility that will be used in testing. Note facilities proposed for testing must meet a minimum size requirement². Submit the following:

- a floor plan of the main entry floor of the facility
- a floor plan of two additional primary floors if it is a multi-floor facility
- a site plan if the facility is part of a campus

Photographic And Descriptive Sign Audit

All applicants must submit at least one picture of the following and note their location on the facility plan submitted with the application:

- An exterior directional sign at your facility.
- An interior overhead directional sign at your facility.
- An interior door identification sign at your facility.
- An interior directory (Multi-destination listing) at your facility.
- An interior wall directional sign at your facility.
- A map sign at your facility.

If any one of these sign types does not exist in the facility include that in the listing.

SECTION VI: SELECTION CRITERIA AND SELECTION PROCESS

A review team comprised of Steering Committee and Technical Advisory Committee members will evaluate and rank the submissions according to the evaluation criteria in this Section. Based upon this evaluation and ranking a final selection will be made. Hablamos Juntos may or may not request an interview or additional information from Applicants in order to make a selection.

Hablamos Juntos requests that Applicants do not contact Hablamos Juntos staff regarding the evaluation of specific submissions during the RFA selection process. Applicants not selected will be notified by letter.

Evaluation Factors

The evaluation factors will be based on, but are not limited to, the criteria stated below.

1. Letter of Interest, complete application and attachments
2. Facility type and minimum size requirements
3. Community type
4. Patient or community demographics
5. Ability to respond to audit requirements

² See page 5 of RFA. **Minimum size required**

Facility selected must have at least ten different destinations and be able to support testing of 10-12 symbols. Most of these destinations should be on the same floor. Facilities selected in total must have 3-5 destinations in common.

SECTION VII: CONDITIONS OF RFA AND CONTRACTUAL INTENT

A. RFA PROVISIONS

Hablamos Juntos reserves the right to determine, in its sole and absolute discretion, whether any aspect of the submission satisfactorily meets the criteria established in this RFA, the right to seek clarification from any Applicant(s), the right to reject any or all submissions with or without cause, and the right to cancel and/or amend, in part or entirely, the RFA. The RFA does not commit Hablamos Juntos either to select a facility or to pay for any costs incurred in the preparation of a submission. Providing a response as provided herein shall neither obligate nor entitle an Applicant to be selected as a pilot site.

It is understood that participation is voluntary and that no compensation will be made for staff support required to meet the requirements of the audit.

It is the intention of Hablamos Juntos to select Applicant(s) which will support the goals of the audit process as defined by the Technical Advisory Committee.

B. REJECTION OF SUBMISSIONS

Hablamos Juntos, in its sole and absolute discretion, may reject any submission based on the format and submission requirements in Section V, or based on any other requirements in this document. Hablamos Juntos's rights in rejecting or retaining any and all submissions are broad and are at the sole discretion of Hablamos Juntos.

C. CANCELLATION OR AMENDMENT OF RFA

Hablamos Juntos reserves the right to cancel or amend this RFA at any time and will notify all known RFA recipients in writing.

D. EXTENSION OF TIME

In its sole and absolute discretion Hablamos Juntos reserves the right to extend the RFA due date. If an Applicant needs an extension of time to prepare the submission, a written or email request should be submitted no later than seven (7) days prior to the due date of this RFA. The request should be directed to the address noted in Section III (A). The Applicant will be notified of Hablamos Juntos's decision by letter or email.

E. APPLICANTS' COSTS

Hablamos Juntos shall not be responsible for any costs incurred by Applicants in connection with this RFA. Applicants shall bear all costs associated with submission preparation, submission, and attendance at presentation interviews, or any other activity associated with this RFA or otherwise.

Applications responding to this RFA must be completed on-line

SAMPLE APPLICATION

This sample application is provided to assist in preparation for on line submission. For more information on Hablamos Juntos, the Signs that Work project and on-line application, please see www.hablamosjuntos.org.

Applications responding to this RFA must be completed on-line
Community Type

Community Type (select one)

- Large Urban 1,000,000+ Suburban area of large city
 Mid size city 250,000-1,000,000 Suburban area of a small city

Facility Summary Form

Facility Information

Facility Name _____	Facility Size	
Address (if different) _____	City	_____

Facility Type

<input type="checkbox"/> Hospital	<input type="checkbox"/> Health Center/Clinic
<input type="checkbox"/> Other facility (describe) _____	<input type="checkbox"/> Outpatient facility

On a scale of 1 to 10 how effective is your signage system? 1 = "not good", 10 = "very good".

Circle one number on this scale 1.....2.....3.....4.....5.....6.....7.....8.....9.....10

Does your facility collect language preference data?

Yes	No
-----	----

Language Groups and Interpreter Availability

List the top four languages spoken by patients seen in this facility, other than English, and indicate whether you are able to provide interpreters in these languages.

	Yes	No
1	Yes	No
2	Yes	No
3	Yes	No
4	Yes	No

List the data source used to identify top languages spoken, beside English.

What do you considered your signage programs greatest weakness?

List 10 destinations on the main floor (Only ten destination from the list on page 7 of the RFA are needed)

- | | |
|----------|-----------|
| 1. _____ | 6. _____ |
| 2. _____ | 7. _____ |
| 3. _____ | 8. _____ |
| 4. _____ | 9. _____ |
| 5. _____ | 10. _____ |

List two most important floors beyond the primary floor, if available

- | | |
|----------|----------|
| 1. _____ | 2. _____ |
|----------|----------|

List the destinations in the two most important facilities if located on a campus

- | | |
|----------|----------|
| 1. _____ | 2. _____ |
|----------|----------|

Applications responding to this RFA must be completed on-line
Contact Information

Primary Contact Information		
List the staff person designated as a project leader for the Pilot Site		
First Name _____	Last Name _____	% Time Available for Project _____
Title _____		
Street _____		
City _____	State _____	Zip _____
Telephone _____	Fax _____	_____
Email _____		

Facility Staff Support

1. List facilities management staff that will support the testing process during the 2-3 day site visit.

Facilities Management Department		
Name	Title	Email

2. List receptionist/business office staff that will support the testing process during the 2-3 day site visit.

Receptionist/Business Office		
Name	Title	Email

3. Provide the name and email address of staff that can participate in the focus group and indicate the role they currently fill in your facility. More than one person may be listed for each staff role.

Focus Group Candidates		
Staff Role	Name	Email
1 Human Resources		
2 Marketing/public relations		
3 Physician Executive/leader		
4 Nursing Executive/leader		
5 Facilities development manager/architect/planner		
6 Manager in charge of reception desk staff		
7 Key receptionist/office assistant		
8 Facilities management staff		
9		
10		
11		
12		

Applications responding to this RFA must be completed on-line
Date Reservation Form

Site Visits
 Each site visit will consist of a two-three day survey to conduct both pre and post design audits which include the following areas:

- Health Care Site Audit – Conducted by SEGD and JRC
- Day 1 Morning – Focus Group of Facilities Staff
- Day 1 Afternoon – 20-25 person Random Test
- Day 2 All day – 25-30 person opinion survey

Select 3 dates in 2005 for a site visit. Number order of priority (1, 2, or 3)

Monday, April 4-6, 2005 Monday, April 18-20, 2005 Monday, May 2-4, 2005 Monday, May 16-18, 2005

Day-Long Orientation Meeting - March 15 , 2005, Chicago, IL

A day long orientation meeting is planned with all sites. List who will attend on behalf of this site.

First Name Last Name Middle Initial

Title

Telephone Fax

Email

Attachments

Facility Map

Submit a floor plan and site plan, if the facility is part of a campus and note the location of signs included in the Photographic Sign Audit.

	floor plan of the main entry floor of the facility
	floor plan of two additional primary floors if it is a multi-floor facility
	site plan, if the facility is part of a campus

Photographic Sign Audit

Submit at least one picture of the following and note their location on the facility plan submitted. If any one of these sign types does not exist in the facility note this in the listing.

	picture of an exterior directional sign at your facility
	picture of an interior overhead directional sign at your facility
	picture of an interior door identification sign at your facility
	picture of an interior directory (Multi-destination listing) at your facility
	picture of an interior wall directional sign at your facility
	picture of a map sign at your facility