



Government
of Canada

Gouvernement
du Canada

Temporary signs and markings

Guide for federal
workspaces

May 2020



INTRODUCTION

This guide outlines processes and requirements for planning, designing, producing, purchasing and installing temporary operational signs in federal facilities in response to COVID-19. Operational signs are intended to convey critical information, such as mandatory protocols, to support the safe movement of employees and the public within federal facilities.

While this guide is primarily designed for accommodations teams, consistent implementation requires the cooperation of custodian and tenant facility managers, as well as procurement and communications teams. This system has also been created to ensure that accessibility needs are addressed.

This signage system has been developed by the Treasury Board of Canada Secretariat (TBS) and aligns with the Federal Identity Program and industry standards. TBS will ensure that information and links are updated as needed.

Any questions related to items not covered in this guide should be directed to communications branches within departments.

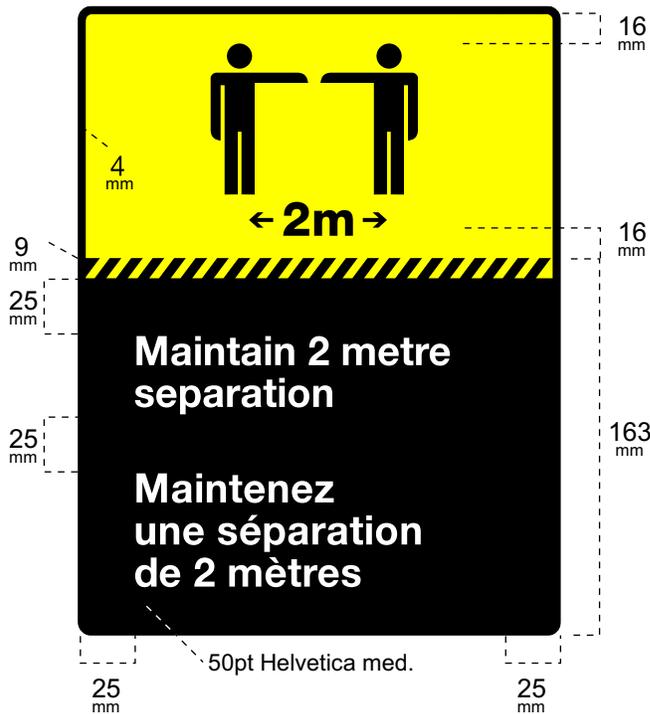


Figure 1: Sign template

SIGNS AND FLOOR MARKINGS

Templates for a temporary class of signs and floor markings have been developed to address the current public health environment. These signs and floor markings combine the standard colours used to indicate caution (yellow and black). They are designed to be compact and concise with a graphic symbol and bilingual message. The design also provides departments with the flexibility to make modifications based on operational needs, including printing in black and white. Electronic templates are available.

The official symbols of the Government of Canada are not added to signs, except for COVID-related notices posted in areas leading up to the entrance of a federal facility. **See figure 3**

Signs

These signs address site-specific needs by providing critical information or mandatory instructions for employees and the public. They provide clear and concise direction on the use of elevators, washrooms, kitchenettes, seating areas, etc. Each sign is intended to convey one simple message. **See figures 1 and 2**



Figure 2: Examples of how the sign template can be used

The temporary signs are intended to be printed on 8.5 x 11 in. paper using common office printers and affixed to a wall or displayed in a clear plastic document holder. They can also be printed on more durable materials for exterior installation or scaled to different sizes (e.g. sandwich board signs).

Floor markings

Floor markings are designed to direct employees through common areas in an effort to maintain physical distancing. They must be printed on a durable adhesive vinyl material that is suitable for both hard and carpeted surfaces in high traffic areas. Floor markings must be monitored and replaced if they are damaged or present a potential hazard.

There are two types of floor markings for federal workspaces (see figure 4):

1. Lines
 - illustrate physical distancing by creating pedestrian controls such as stop lines
 - use the standard caution tape pattern
 - measure 91.5 cm x 5 cm (36 in. x 2 in.)
2. Diamond-shaped decals
 - help control the movement of employees
 - contain a variety of symbols
 - measure 30.5 cm (12 in.)

CORE REQUIREMENTS

Symbols

Symbols help reinforce the message of a sign. They should appear on a yellow background, but a white background can be used where colour reproduction is not possible.

A toolkit has been developed to provide COVID-specific symbols that are based on ISO pictograms. The symbol that features an exclamation mark in a triangle is an option that can be used when no appropriate symbol exists or to indicate a general caution. If necessary, existing symbols can be modified, or additional symbols can be created.

Message

Text is presented in 50 pt. Helvetica typeface or any medium weight Helvetica font. White text is to appear on a black background. Clear, concise messaging is key. Consult your communications branch regarding approved terminology and translation. A lexicon of common terms is also being developed.

The message must appear in both official languages in an over and under format. The language appearing on top is French first in the province of Quebec and English first in all other provinces and territories.



Figure 3: Example of a notice with the official symbols

TOOLKIT

In order to ensure that signs and floor markings align with the Federal Identity Program, a toolkit with electronic artwork and templates has been developed and is available on:

[GCconnex](#)
[Google Drive](#)

Questions about the toolkit should be sent to the [Communications and Federal Identity Policy Centre](#).

ORDERING PRODUCTS

In addition to purchasing floor markings and sign hardware, departments can contract services through the [National Master Standing Offer](#) for Government of Canada signage for items such as weather resistant signs for exterior use. Departments also have the option to use other suppliers.

There are several factors that should be taken into account when ordering products, including availability of supplies, delivery delays, etc.

Any questions related to the National Master Standing Offer should be sent to the [Real Property Services Branch](#) at Public Services and Procurement Canada.

INSTALLATION

A floor plan is recommended when determining the location of temporary signs in order to limit the amount required. This approach reduces sign fatigue and improves overall awareness of the message.

Furthermore, facility managers must consider the needs of persons with disabilities when installing signs and floor markings. In addition to ensuring floor markings are intact and do not pose a potential trip hazard, care must be given so that signage hardware (e.g. sandwich board) does not obstruct.

COMMUNICATIONS PRODUCTS

Communications products are different from signs and floor markings in both appearance and function. They include items such as posters, factsheets, brochures and infographics used to inform employees and the public about important workplace information.

Communications products need to be developed accordance with the established [government-wide common look and feel](#). Further guidance can be provided by your communications branch.



Figure 4: Line floor decal

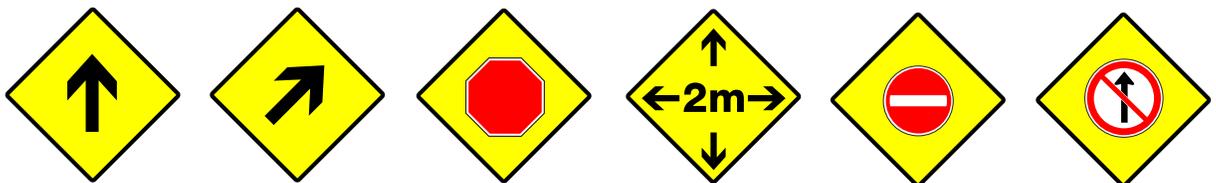


Figure 5: Diamond-shaped floor decals