



Hospital Signage Project Top Line Report

A report prepared for:

Vancouver Island Health Authority

September 2007

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SECTION 1: BACKGROUND/METHODOLOGY

In July 2007, the Vancouver Island Health Authority in partnership with Worksafe BC, hired Malatest & Associates Ltd. to conduct an on-site survey of hospital users regarding hospital information signs. These signs were developed to assist staff in directing persons at the hospital as well as informing them of appropriate conduct to follow. The main goal of these signs is to communicate to all persons (patients, families, visitors, members of the public) that violence is not acceptable in a hospital setting.

Three sites were included in the study: Victoria General Hospital, St. Joseph's General Hospital in Comox and Cowichan District Hospital in Duncan. A total of 1,110 surveys were conducted during the survey administration period.

It must be emphasized that the findings of this study represent a snapshot of the perceptions of those persons who completed the study. Opinion could vary given people's individual temperaments, previous experiences in hospital settings, number of times in a hospital environment and/or actual time spent reviewing the signage.

Surveying was conducted in the main lobby/entrance way at each site to capture the views of people as they left the hospital. In total, 620 respondents of the 1,110 people surveyed indicated that they had noticed the signage and provided further comment. Detailed below is the number of completions obtained at each site.

Table 1
Survey Completions by Site

Site	Surveying Period	Total Completions Obtained	Total Noticed Signage	Percentage who Noticed Signage
Victoria General Hospital	July 31/August 1	401	251	62.6%
St. Joseph's General Hospital	August 21/22	403	172	42.7%
Cowichan District Hospital	August 28/29	306	197	64.4%
Total		1,110	620	55.9%

SECTION 2: KEY OBSERVATIONS

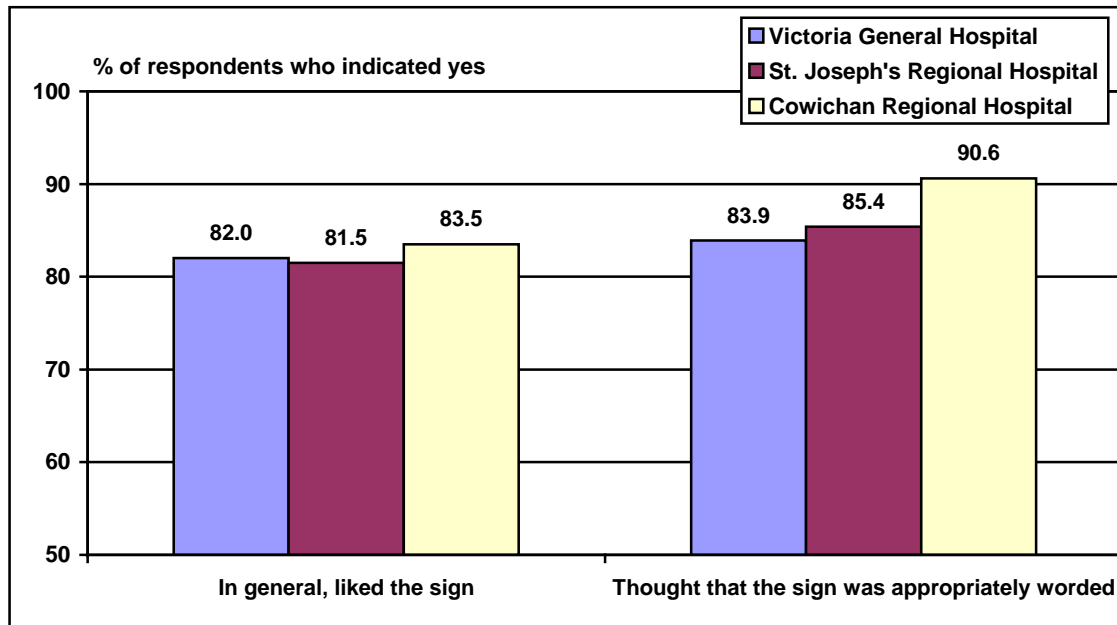
The following observations are based on the 620 surveys completed with persons who noticed the signage. Please note that question completion totals may not always equal 620 due to people deciding not answer a specific question.

The majority (93.1%) of respondents indicated that the visit in which they completed the survey was not the first time that they had been in the hospital. A similarly high percentage (93.7%) also noted that they were able to find their way around the hospital easily; only 4.3% of respondents indicated that they experienced difficulty while on site.

2.1 Perception of Signage

Respondents were asked if, in general, did they like the signage. More than four out of five respondents (83.5%) indicated that they did like the signage in general. Similarly 86.4% of respondents indicated that they thought that the message was appropriately worded.

Chart 2.1
Perception of Signage
by Key Characteristics



2.2 Initial Reaction to Signage

Respondents were asked as to their initial reaction when viewing the signage. Many people noted that they were surprised and/or shocked that such signage was necessary or thought that the hospital must have a lot of difficulties in this area; while others indicated that they thought that such signage was useful and informative. A common response provided was

that the signage was good. A sample of comments is below; a full listing of comments is provided in **Appendix B**.

I'm surprised they had to have it.

Oh my God! People are rude to these people? They must get quite a bit of abuse if the sign is necessary.

Seems like a perfectly reasonable reminder.

I had wondered if they had incidents that warranted the need for it.

Positive. It's a good thing. I'm glad to see it in print.

2.3 Effectiveness of Signage

To further probe respondent's perception of how the signage, a series of questions on how effective the sign was in relaying certain key items was asked. More than three-quarters of respondents (77.8%) indicated that the sign was effective in relaying the message, though only 28.6% indicating that it would be effective in reducing violence in a hospital setting. Only nominal differences in opinion seemed to exist between the site or the respondents purpose for being at the hospital.

Table 2.1
Effectiveness of Signage
by Key Characteristics

	Somewhat/ Very Ineffective	Neither	Effective/ Very Effective	DK/NR
a. in catching the reader's attention?	14.2%	18.9%	65.3%	1.6%
Site				
Victoria General Hospital	21.7%	21.3%	55.8%	1.2%
St. Joseph's Regional Hospital	12.4%	16.5%	68.2%	3.0%
Cowichan District Hospital	6.1%	18.0%	74.8%	1.0%
Reason at Hospital				
Treatment/Services	14.7%	20.5%	61.9%	2.8%
Visitor	13.1%	21.7%	63.3%	1.8%
Staff/Volunteer	15.6%	15.2%	68.7%	0.5%
Other	6.3%	12.5%	81.3%	0.0%
Gender				
Male	10.9%	24.7%	63.2%	1.1%
Female	15.4%	16.2%	66.5%	1.9%
Age				
18-24 years	12.0%	28.0%	60.0%	0.0%
25-34 years	10.9%	25.5%	63.6%	0.0%
35-44 years	14.7%	18.1%	67.3%	0.0%
45-64 years	14.7%	18.6%	65.3%	1.4%
65+ years	13.8%	16.9%	64.7%	4.6%

	Somewhat/ Very Ineffective	Neither	Effective/ Very Effective	DK/NR
b. in relaying the message it contains?	7.5%	11.7%	77.8%	2.9%
Site				
Victoria General Hospital	7.6%	14.9%	74.5%	1.8%
St. Joseph's Regional Hospital	9.4%	12.4%	75.3%	3.0%
Cowichan District Hospital	5.7%	7.2%	84.0%	3.1%
Reason at Hospital				
Treatment/Services	6.3%	11.9%	77.9%	4.0%
Visitor	7.2%	10.9%	78.8%	3.2%
Staff/Volunteer	9.1%	12.6%	76.2%	2.0%
Other	6.3%	12.5%	81.3%	0.0%
Gender				
Male	6.0%	11.5%	80.3%	2.1%
Female	8.2%	11.5%	77.0%	3.3%
Age				
18-24 years	0.0%	8.0%	84.0%	8.0%
25-34 years	9.1%	16.4%	70.9%	3.6%
35-44 years	8.6%	11.2%	80.2%	0.0%
45-64 years	8.3%	11.1%	78.8%	1.8%
65+ years	5.4%	12.3%	76.1%	6.2%
c. based on its size?	13.9%	14.9%	68.1%	3.1%
Site				
Victoria General Hospital	23.1%	18.2%	56.3%	2.4%
St. Joseph's Regional Hospital	8.3%	14.7%	74.1%	3.0%
Cowichan District Hospital	7.2%	10.8%	77.8%	4.1%
Reason at Hospital				
Treatment/Services	17.0%	17.6%	61.4%	4.0%
Visitor	13.2%	17.3%	66.3%	3.2%
Staff/Volunteer	11.6%	10.6%	75.7%	2.0%
Other	20.0%	6.7%	66.6%	6.7%
Gender				
Male	18.2%	17.1%	61.3%	3.3%
Female	11.6%	14.1%	71.4%	3.1%
Age				
18-24 years	8.0%	24.0%	64.0%	4.0%
25-34 years	11.1%	16.7%	70.4%	1.9%
35-44 years	19.0%	10.3%	70.7%	0.0%
45-64 years	14.4%	15.4%	67.0%	3.3%
65+ years	10.1%	15.5%	69.0%	5.5%
d. based on its location?	13.2%	16.3%	67.1%	3.5%
Site				
Victoria General Hospital	16.4%	13.7%	67.0%	2.8%
St. Joseph's Regional Hospital	14.7%	16.5%	65.9%	3.0%
Cowichan District Hospital	7.8%	19.6%	68.0%	4.6%

	Somewhat/ Very Ineffective	Neither	Effective/ Very Effective	DK/NR
Reason at Hospital				
Treatment/Services	14.2%	22.2%	60.8%	2.8%
Visitor	13.1%	10.4%	71.1%	5.5%
Staff/Volunteer	13.2%	18.2%	66.6%	2.0%
Other	6.3%	12.5%	81.3%	0.0%
Gender				
Male	13.7%	17.0%	64.3%	4.9%
Female	12.9%	15.9%	68.3%	2.8%
Age				
18-24 years	8.0%	36.0%	56.0%	0.0%
25-34 years	14.6%	16.4%	69.1%	0.0%
35-44 years	11.2%	21.6%	65.5%	1.8%
45-64 years	14.4%	15.4%	67.4%	2.9%
65+ years	13.1%	10.8%	68.5%	7.7%
e. potentially reducing violence in a hospital setting?	29.8%	20.1%	28.6%	21.4%
Site				
Victoria General Hospital	26.5%	21.3%	32.5%	19.7%
St. Joseph's Regional Hospital	34.6%	18.5%	26.8%	20.2%
Cowichan District Hospital	29.9%	20.1%	25.3%	24.7%
Reason at Hospital				
Treatment/Services	29.1%	19.4%	30.3%	21.1%
Visitor	24.9%	17.6%	30.3%	27.2%
Staff/Volunteer	35.6%	25.4%	24.4%	14.7%
Other	31.3%	0.0%	37.5%	31.3%
Gender				
Male	24.3%	19.3%	34.3%	22.1%
Female	31.7%	20.7%	26.3%	21.4%
Age				
18-24 years	20.0%	32.0%	40.0%	8.0%
25-34 years	21.8%	29.1%	32.7%	16.4%
35-44 years	30.2%	20.7%	38.8%	10.3%
45-64 years	35.6%	20.5%	23.0%	20.9%
65+ years	22.3%	13.8%	27.7%	36.1%

2.4 **Potential Changes to Signage Recommended**

To identify what changes people thought would make the signs even more useful, respondents were queried as to what they would change. Common items mentioned to improve the signage included: larger text size, produce a larger sign, more or brighter colours and reducing the actual text content. Further details regarding recommendations are provided in **Appendix B**. Detailed below are some of the comments provided.

Make it bigger and brighter highlighting the most important words.

Add graphics and a possible colour change so it's more catchy. Also adding something to the effect of 'Staff are here to help you'.

Hang it more professionally. I found the placement made it seem to make it look like it was an afterthought. The size and placement made it seem as though it was a low priority.

I would make them larger, less wording and use smaller words - do as a Grade 6 level for wording and grammar.

Other suggestions included providing the sign in languages other than English, ensuring that the sign is adhered better to the wall and adding who to contact for more information.

2.5 Other Comments Provided

Respondents were given the opportunity to provide any other feedback regarding the signage. While many took this as an open opportunity to discuss other items, some respondents indicated that they didn't think that the sign would be useful, as those it is directed at would likely never read it; others indicated that the monies spent developing/researching the sign could be spent better elsewhere. Another common thread indicated was that respect needs to be reciprocal. An abstract of comments is provided below, with full comments detailed in **Appendix B**.

It's more effective if staff are courteous and helpful to patients rather than having a sign.

Put dollars into staffing- NOT signage.

I don't think it's necessary. Personal people should not have to request respect - You earn it by your demeanour, dress and repose yourself.

Signage does not change human behaviour

People that are that aggressive won't read the sign.

SECTION 3: CONCLUSIONS AND RECOMMENDATIONS

Based on the feedback received from respondents, the informational signs are necessary and useful, but may not be effective enough in achieving their ultimate goal, which is to reduce violence in a hospital setting. Factors minimizing its effect include relying on persons to actually notice and read the signage; size and placement of signs; follow-through/recourse if someone does not display appropriate behaviour and, the basic understanding by the reader of the underlying purpose of the sign.

As workplace safety is a serious concern in any work environment, measures must be taken to inform people of the proper protocol to follow in any given setting. At the same time, human interaction is inevitable, and parties on both sides of communications must adhere to the same policies.

Through of review of the feedback received, the following recommendations have been derived:

1. continue posting signs
2. increase the number/locations it is posted at each site
3. increase font size of the text
4. add more colour to signs to make them stand out on wall better
5. ensure text is worded at a sufficient reading level to ensure understanding by a larger percentage of viewers
6. include information as to 'next steps' should someone not exhibit appropriate behaviour
7. adhere sign to wall more professionally
8. offer sign in other languages (e.g., French, Punjabi, Cantonese, etc.) to enable those who do not speak English to comprehend message

SECTION 4: DEMOGRAPHIC INFORMATION OF RESPONDENTS

Site	Victoria General Hospital	St. Joseph's General Hospital	Cowichan District Hospital	Total
Total Completions	401	403	306	1,110
Reason at Hospital				
Treatment/Services	113	201	83	397
Visitor	174	121	140	435
Staff/Volunteer	100	67	74	241
Other	13	14	8	35
Gender				
Male	148	146	95	389
Female	251	253	209	713
Age				
18-24 years	18	8	13	39
25-34 years	52	24	28	104
35-44 years	90	50	42	182
45-64 years	168	164	127	459
65+ years	65	149	93	307

Note: totals may not equal total completions due to no response



APPENDIX A: SURVEY INSTRUMENT



VANCOUVER ISLAND HEALTH AUTHORITY SIGNAGE PROJECT

Hello, my name is _____ and I'm from Malatest & Associate, a professional research firm. We are working in conjunction with the Vancouver Island Health Authority (VIHA) in conducting a survey regarding information signage posted at this hospital. We were wondering if we could ask you a few quick questions. This survey is voluntary and your responses are completely confidential. Your answers will be mixed with those of other patients, staff and visitors, **and the answers you give will never be identified as yours.**

We'd appreciate your time and support. The data collected in this survey will be used by VIHA to assist in the implementation of signage in facilities across the island.

The survey will take about 2 to 3 minutes to complete. Are you willing to complete the survey with me? Are you at least 18 years old (must be of age of majority to complete survey)?

If you would like more information about this study, feel free to contact:

Vancouver Island Health Authority (VIHA)	Victoria General Hospital (Victoria) July 31/Aug 1	St. Joseph's (Comox) Aug 21/22	Cowichan District Hospital (Duncan) Aug 28/29	Malatest & Associates
Tracy Larsen, Safety Team Leader Phone: (250) 755-7691 local 3085 (Nanaimo) OR Darren Buckler Manager Prevention Services Phone: (250) 889-5596	Judi Murakami Wellness and Safety Department Phone:	Nada Jovic Wellness and Safety Department Phone: 339-1447	Anita Jezowski Wellness and Safety Department Phone: 755-7691 local 3064	Tara Judge Sr. Data Analyst Malatest & Associates Phone: 384-2770 1-800-665-5848

1. Are you here for treatment, as a visitor or a member of staff?

- Treatment (patient)
- Visitor
- Staff (any level/type within hospital)
- Other (please detail) _____

2. Is this your first time in this hospital?

- Yes
- No
- Can't recall/don't remember

3. Were you able to find your way around the hospital easily?

- Yes
- No
- Unsure

4. Did you notice the sign about:

a. Treating hospital staff with courtesy and respect (**VGH / St. Joseph's**)

- Yes (go to Q5)
- No If respondent has time, show sign(s), if not, end survey
- Unsure

b. The consequences of unacceptable behavior towards staff (**CDH**)

- Yes (go to Q5)
- No If respondent has time, show sign(s), if not, end survey
- Unsure

5. What was your initial reaction to the sign?

6. In general, do you like the sign?

- Yes
- No
- Unsure

7. Using a scale from 1 to 5, where 1 is very ineffective and 5 is very effective, how effective would you say the sign is?

	Very Ineffective	Somewhat Ineffective	Neither	Effective	Very Effective	DK	NR
a. in catching the reader's attention?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. in relaying the message it contains?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. based on its size?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. based on its location?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. potentially reducing violence in a hospital setting?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

8. Do you think that the message on the sign is appropriately worded?

- Yes
- No
- Unsure

9. Is there anything that you would change on the signage?

10. For demographic purposes only, what age range do you fall into?

- 18-24
- 25-34
- 35-44
- 45-64
- 65+
- No Response

11. Any other thoughts/comments regarding the signage (record if any additional thoughts/comments provided)?

*That completes the survey! Thank you very much for taking the time to participate.
We appreciate your help!*

12. Gender (do not ask)?

- Male
- Female



APPENDIX B: RESPONDENT COMMENTS

Q5. What was your initial reaction to the sign?

Victoria - Victoria General Hospital

Could be more so; problematic people won't get it; should state and be zero tolerance.

Visitor 45-64 Female

Of course.

Staff/Volunteer 45-64 Male

Would never stop and read it.

Visitor 45-64 Female

Didn't bother me.

Treatment 45-64 Female

Pleased.

Staff/Volunteer 18-24 Female

Depends on how they treat us.

Treatment 65+ Female

Good idea.

Visitor 45-64 Female

Stopped to read it out of curiosity.

Visitor 18-24 Female

Positive.

Visitor 45-64 Female

I like it.

Staff/Volunteer 45-64 Female

Agree, but respect needs to be mutual.

Visitor 18-24 Female

Good, awesome.

Visitor 35-44 Male

How dumb can anyone be to be disrespectful to staff?

Treatment 65+ Male

Wordy.

Staff/Volunteer 25-34 Female

Wondered if something had happened.

Visitor 45-64 Female

They should be treated with respect, bathrooms are terrible.

Visitor 45-64 Female

Shouldn't need signs for that.

Visitor 45-64 Female

Surprised.

Staff/Volunteer 25-34 Female

Good.

Treatment 65+ Female

Q5. What was your initial reaction to the sign?

Victoria - Victoria General Hospital

Good to have.

Visitor 45-64 Female

Good idea.

Visitor 35-44 Female

Thanks heavens.

Staff/Volunteer 45-64 Female

Good.

Staff/Volunteer 25-34 Female

It's a stupid sign.

Staff/Volunteer 45-64 Female

Too long.

Staff/Volunteer 35-44 Male

Reassuring that there is support for staff.

Staff/Volunteer 18-24 Female

Finally.

Staff/Volunteer 45-64 Female

I don't see a problem.

Staff/Volunteer 45-64 Male

Appreciate it.

Visitor 25-34 Male

Good.

Visitor 45-64 Female

I agree.

Treatment 25-34 Female

Well respected, I honour it.

Treatment 35-44 Male

Makes sense.

Treatment 35-44 Male

It's great.

Treatment 45-64 Male

Good message to have out there.

Staff/Volunteer 35-44 Male

Good.

Visitor 35-44 Female

Too small.

Visitor 65+ Male

It's common courtesy.

Treatment 35-44 Female

Q5. What was your initial reaction to the sign?

Victoria - Victoria General Hospital

Wonderful!

Other 45-64 Female

Very nice.

Visitor 35-44 Female

Necessary.

Staff/Volunteer 45-64 Female

Not big enough.

Visitor 45-64 Female

A request for consideration - it's reasonable.

Other 65+ Male

Good.

Staff/Volunteer 45-64 Female

Awesome, people shouldn't be judgemental towards coloured people.

Staff/Volunteer 35-44 Female

Not flashy enough.

Staff/Volunteer 45-64 Male

Good.

Treatment 45-64 Female

It's small.

Treatment 45-64 Male

Some people are abusive.

Staff/Volunteer 45-64 Female

Informational.

Visitor 35-44 Female

Good idea.

Treatment 65+ Male

Waste of money.

Staff/Volunteer 45-64 Female

Hard to read.

Visitor 25-34 Female

Shouldn't be necessary.

Treatment 45-64 Female

Good sign; public should be aware of info.

Staff/Volunteer 45-64 Female

Gives you all the help that you need.

Visitor 45-64 Female

Odd last sentence.

Treatment 35-44 Male

Q5. What was your initial reaction to the sign?

Victoria - Victoria General Hospital

Good idea.

Other 25-34 Male

It thought it was great. It's important to put it in the forefront of people's awareness. I felt like I was being backed up.

Staff/Volunteer 45-64 Female

Too small and is obstructed.

Other 45-64 Male

It has it's place.

Other 45-64 Male

It must be an issue and it's a good idea to bring it to the public's attention.

Staff/Volunteer 45-64 Female

Cool.

Staff/Volunteer 18-24 Male

It's great!

Staff/Volunteer 35-44 Female

It should be there.

Visitor 45-64 Female

I agree with it.

Visitor 45-64 Male

Too bad it's going to that.

Treatment 45-64 Female

Good sign, very necessary.

Treatment 45-64 Male

I thought it needed a bolder header to catch people's attention.

Staff/Volunteer 45-64 Female

Good.

Treatment 35-44 Female

That's new.

Staff/Volunteer 25-34 Female

I think that it's great! They need that.

Visitor 35-44 Male

I didn't think it was obvious enough.

Staff/Volunteer 45-64 Female

Thought it was appropriate.

Visitor 45-64 Female

It's about time.

Staff/Volunteer 18-24 Female

I thought there had been complaints from staff.

Visitor 45-64 Female

Q5. What was your initial reaction to the sign?

Victoria - Victoria General Hospital

Fair enough given the stress that some people may be having. It's a good reminder not to lose your head.

Visitor 35-44 Male

I liked it as it was to the point.

Staff/Volunteer 35-44 Male

Overkill.

Staff/Volunteer 45-64 Female

A bit surprised

Treatment 25-34 Female

Man, these people get yelled at? Is it about parking?

Treatment 25-34 Male

As long as it's both ways.

Visitor 25-34 Male

I'm wondering why it was necessary.

Visitor 45-64 Female

Thank God it's finally here.

Staff/Volunteer 45-64 Female

I can't believe they need the sign.

Treatment 45-64 Female

Sad that it's necessary.

Treatment 35-44 Female

You should treat the staff with respect.

Treatment 45-64 Male

Good.

Visitor 35-44 Male

The first time I saw it I had a nurse being very rude to me and my pregnant daughter and I think we should have respect too.

Visitor 35-44 Female

Assumed there was previous incident, caused me to be concerned and aware and reflect on the difficulty of the staffs' jobs.

Visitor 45-64 Female

I'm in 100% agreement.

Visitor 65+ Male

Good thing.

Visitor 45-64 Male

It was excellent.

Treatment 45-64 Female

Courteous.

Staff/Volunteer 25-34 Female

Good.

Staff/Volunteer 25-34 Female

Q5. What was your initial reaction to the sign?

Victoria - Victoria General Hospital

Just noted it was there.

Treatment 35-44 Female

Could have been larger and in a better location.

Visitor 65+ Male

Very nice.

Staff/Volunteer 45-64 Female

Very good.

Staff/Volunteer 35-44 Female

A sad statement on society that we need it.

Visitor 45-64 Female

Feel bad for the staff that some people treat the staff so badly. I wonder if anyone notices it?

Visitor 45-64 Female

Very mild.

Staff/Volunteer 45-64 Female

In favour of it.

Treatment 65+ Female

How effective would a sign be?

Staff/Volunteer 35-44 Female

Read and forgot about it.

Visitor 35-44 Female

People get yelled at.

Staff/Volunteer 35-44 Female

There are no violent people here.

Treatment 45-64 Female

It's good! I'm glad.

Staff/Volunteer 35-44 Female

What trouble would people give them.

Visitor 18-24 Female

I think that it's great!

Visitor 45-64 Female

It's appropriate and makes me wonder if staff have been abused.

Visitor 65+ Female

Great!

Treatment 45-64 Male

Thank God these gals are being protected from some guy that goes off of his head.

Visitor 65+ Male

What prompted it?

Staff/Volunteer 18-24 Female

Q5. What was your initial reaction to the sign?

Victoria - Victoria General Hospital

Sad that it was necessary.

Visitor 45-64 Female

Great.

Visitor 65+ Female

Respectable.

Visitor 18-24 Male

I thought it was strange given that staff are here to help people.

Visitor 25-34 Male

Shouldn't have to put them up.

Treatment 45-64 Female

It says what it's supposed to say.

Treatment 35-44 Male

Sorry that it was necessary.

Visitor 45-64 Female

That's good!

Visitor 45-64 Female

Sounds fair to me. It is good.

Visitor 35-44 Male

Good idea.

Staff/Volunteer 45-64 Male

What a good idea.

Visitor 25-34 Female

I think it's important to have the visual reminder.

Staff/Volunteer 25-34 Female

Sad that they had to put it there but it's a good reminder.

Treatment 25-34 Female

Interesting.

Visitor 35-44 Female

I think it's good to clarify rules for people.

Treatment 45-64 Male

It is a shame it has had to come to this.

Treatment 45-64 Female

It was okay.

Visitor 45-64 Female

Wasn't offended by it

Visitor 35-44 Female

Not visible enough. Need better colours.

Treatment 65+ Male

Q5. What was your initial reaction to the sign?

Victoria - Victoria General Hospital

It's kind of stupid.

Staff/Volunteer 35-44 Female

Make it bigger.

Treatment 65+ Female

We shouldn't need the sign.

Staff/Volunteer 18-24 Female

I think it is true.

Visitor 65+ Female

There have been problems with abuse towards staff.

Visitor 35-44 Male

Common courtesy reminder.

Visitor 35-44 Male

I am impressed that they finally thought of it.

Staff/Volunteer 25-34 Female

It's kind of tacky but it is effective.

Staff/Volunteer 45-64 Female

Good.

Staff/Volunteer 45-64 Female

It's good.

Treatment 35-44 Female

Good.

Treatment 45-64 Female

That's pretty good!

Visitor 35-44 Female

I'm glad they are there.

Visitor 45-64 Female

Not worded strongly enough.

Staff/Volunteer 45-64 Female

It was a little strongly worded.

Visitor 45-64 Female

Agree with its purpose.

Visitor 45-64 Female

That's how it should be.

Visitor 45-64 Male

Good luck!

Treatment 45-64 Male

Good idea.

Staff/Volunteer 45-64 Female

Q5. What was your initial reaction to the sign?

Victoria - Victoria General Hospital

I'm surprised that is necessary.

Treatment 45-64 Male

Thought someone was getting hit in emergency.

Staff/Volunteer 35-44 Female

Unfortunate.

Visitor 65+ Male

Thought it was appropriate.

Staff/Volunteer 45-64 Male

It's a good thing.

Treatment 45-64 Female

I didn't think the problem was that serious.

Staff/Volunteer 45-64 Female

It is a little excessive.

Staff/Volunteer 45-64 Female

"Giggle"

Staff/Volunteer 35-44 Female

A good thing to have as there are people who will get pissed off with staff in stressful situations.

Visitor 25-34 Male

Positive.

Treatment 35-44 Female

Positive.

Treatment 35-44 Male

Good.

Visitor 35-44 Female

It's a bit wordy.

Other 45-64 Female

I heard about it before.

Treatment 35-44 Female

It was good.

Visitor 25-34 Male

Good idea.

Staff/Volunteer 45-64 Male

Good.

Treatment 25-34 Female

It's a pity that people don't respect the staff.

Visitor 45-64 Female

I'm surprised they had to have it.

Visitor 35-44 Male

Q5. What was your initial reaction to the sign?

Victoria - Victoria General Hospital

Seems like a perfectly reasonable reminder.

Visitor 25-34 Female

Saddened that it was there but hope people pay attention to it.

Visitor 35-44 Female

I was horrified that they would be treated with anything other than courtesy and respect.

Visitor 45-64 Female

It won't help much.

Staff/Volunteer 35-44 Female

Great.

Treatment 35-44 Female

Was wondering why it was there in the first place, assumed some nasty incidence had occurred.

Staff/Volunteer 45-64 Female

It's great.

Visitor 65+ Male

I'm surprised that it's needed.

Visitor 45-64 Female

Good idea.

Staff/Volunteer 65+ Female

There must have been an incident.

Staff/Volunteer 35-44 Female

Fine - a lot on news.

Visitor 45-64 Female

Very thoughtful.

Staff/Volunteer 25-34 Female

Good.

Visitor 65+ Female

It's terrible that it is necessary, but it is.

Visitor 65+ Female

It wasn't offensive; it made me think there was abusive situations happening; found one of the staff was abusive to me; the staff were derogatory to me.

Treatment 45-64 Female

Good.

Staff/Volunteer 35-44 Female

There are disrespectful people, there must be a reason for it.

Treatment 25-34 Female

About time, good to inform people.

Staff/Volunteer 35-44 Female

Sad that it has to be brought to peoples' attention.

Visitor 45-64 Female

Q5. What was your initial reaction to the sign?

Victoria - Victoria General Hospital

Surprised they need a sign like that.

Visitor 45-64 Female

It is difficult to read, too long, not big enough.

Staff/Volunteer 45-64 Female

Wonderful thing up there to remind people to respect each other and is an important safety issue.

Staff/Volunteer 45-64 Female

No problems with it.

Visitor 35-44 Female

Fine.

Staff/Volunteer 45-64 Male

I agree 100%

Treatment 35-44 Female

A-1 - about time!

Staff/Volunteer 65+ Female

You should treat them with respect.

Visitor 35-44 Male

The fact that you have to post a sign like this is a real calling to what our society has become and it's really sad.

Treatment 35-44 Male

It has to be that way.

Visitor 45-64 Male

Fine

Visitor 65+ Male

I think it was very positive.

Visitor 45-64 Male

Good.

Staff/Volunteer 35-44 Female

Darn good idea.

Visitor 45-64 Female

They should have more signs.

Staff/Volunteer 25-34 Male

It says it like it is.

Visitor 45-64 Female

It should be bigger.

Treatment 35-44 Female

I think it's great!

Treatment 35-44 Female

It's a good sign.

Staff/Volunteer 65+ Male

Q5. What was your initial reaction to the sign?

Victoria - Victoria General Hospital

I think it's a good idea.

Treatment 65+ Male

Brilliant.

Visitor 35-44 Male

It's about time.

Staff/Volunteer 45-64 Female

Way too many words.

Staff/Volunteer 45-64 Female

It's important.

Visitor 65+ Male

Fine.

Visitor 45-64 Male

People get upset because of lack of care. They shouldn't take it out on nurses.

Visitor 35-44 Male

Fine with me.

Visitor 45-64 Male

Good.

Visitor 35-44 Female

Excellent idea.

Treatment 35-44 Female

I've seen them before.

Visitor 45-64 Male

I like the awareness.

Visitor 18-24 Female

Good idea.

Visitor 45-64 Male

Happy - good to have a policy on it.

Staff/Volunteer 18-24 Female

Too bad we need those signs.

Treatment 45-64 Female

I appreciate the signs.

Visitor 45-64 Male

I like it.

Staff/Volunteer 35-44 Female

Why do we need it?

Treatment 35-44 Female

It was good.

Visitor 25-34 Male

Q5. What was your initial reaction to the sign?

Victoria - Victoria General Hospital

It's a sad state of the world that we need it.

Treatment 25-34 Male

We must have aggressive patients.

Staff/Volunteer 35-44 Female

Positive.

Staff/Volunteer 45-64 Female

I thought it was good.

Staff/Volunteer 45-64 Female

Q5. What was your initial reaction to the sign?

Comox - St. Joseph's Regional Hospital

Great!

Treatment 65+ Female

Good.

Treatment 45-64 Female

I guess if they feel they are at risk.

Other 45-64 Female

Good thing to display.

Visitor 18-24 Male

I guess it was ok.

Staff/Volunteer 45-64 Female

I understand the need.

Treatment 45-64 Male

There is an awful lot of violence around. It's prevalent everywhere and they have to do something about it.

Visitor 45-64 Male

Respect.

Visitor 45-64 Male

As a retired R.N.(it was never necessary), It seems foreign to me.

Treatment 65+ Female

I'm glad it was there because of what happened in Campbell River.

Treatment 35-44 Female

I thought it was appropriate with the problems they have.

Treatment 45-64 Female

They shouldn't have to put up the sign. We should automatically treat each other with respect.

Visitor 45-64 Female

Good, it's about time. It was very well written.

Visitor 65+ Female

There always seem to be circumstances which lead to conflict and people losing their cool.

Treatment 25-34 Male

You generally see those signs in places like this.

Other 25-34 Female

Ok.

Other 25-34 Male

Shitty that it has to be there.

Treatment 18-24 Male

It was a good thing.

Treatment 35-44 Female

Political correctness run amok.

Staff/Volunteer 65+ Male

Q5. What was your initial reaction to the sign?

Comox - St. Joseph's Regional Hospital

I didn't realize there were that many problems.

Staff/Volunteer 45-64 Female

The sign lives up to it's name.

Treatment 65+ Male

Really good idea.

Staff/Volunteer 45-64 Female

I personally didn't think it would be necessary.

Visitor 65+ Male

True.

Visitor 65+ Female

Great!

Staff/Volunteer 45-64 Male

Okay.

Treatment 65+ Female

That's the way it should be as they are here to help you.

Treatment 45-64 Female

Right on!

Staff/Volunteer 45-64 Female

Shouldn't it always be.

Visitor 45-64 Female

It's great.

Visitor 25-34 Female

I guess there are people that need to be aware of this.

Treatment 65+ Male

It should happen anyways, but I don't think a sign will help.

Staff/Volunteer 45-64 Female

It's appropriate and I appreciate it's presence.

Staff/Volunteer 35-44 Female

I really think it could be helpful. It might make people more respectful and remind staff to be more respectful towards patients.

Staff/Volunteer 45-64 Female

I wonder what that's for.

Staff/Volunteer 45-64 Female

Sad and disappointed but I'm glad it's there.

Staff/Volunteer 45-64 Male

I appreciate it.

Visitor 45-64 Female

They should lock the crazies up.

Treatment 65+ Male

Q5. What was your initial reaction to the sign?

Comox - St. Joseph's Regional Hospital

Some sort of incident had happened, someone had been attacked.

Staff/Volunteer 35-44 Female

You see them everywhere. It makes good sense. It should work both ways.

Visitor 35-44 Male

Ok.

Staff/Volunteer 45-64 Female

Wondered if there had been an incident.

Staff/Volunteer 65+ Female

A great thing.

Treatment 65+ Female

It's disgusting that people don't treat the staff with respect.

Visitor 65+ Female

Good, it's needed.

Visitor 65+ Male

That's nice but nobody is really that nasty.

Staff/Volunteer 35-44 Female

Par for the course.

Treatment 45-64 Male

That's good. Anything you can do to improve the safety of the staff is good.

Treatment 45-64 Female

It should be there.

Treatment 45-64 Female

I didn't like it.

Treatment 45-64 Female

It's a good idea.

Treatment 45-64 Female

I think it's a good idea after the episode in Campbell River.

Treatment 65+ Female

Thank God someone is making sure the people that work so hard are appreciated.

Treatment 65+ Female

It should be bigger.

Treatment 65+ Male

Good sign.

Treatment 65+ Female

Good idea.

Treatment 45-64 Male

Surprised at need to put sign up.

Staff/Volunteer 25-34 Female

Q5. What was your initial reaction to the sign?

Comox - St. Joseph's Regional Hospital

Should be a normal thing to treat everybody with respect.

Treatment 65+ Female

Good.

Staff/Volunteer 35-44 Female

Good idea.

Treatment 45-64 Female

Good idea.

Visitor 65+ Male

I think they should.

Visitor 65+ Female

I thought a problem must have happened.

Treatment 45-64 Female

it goes both ways - a lot of my patients feel they should be included with the signage.

Staff/Volunteer 35-44 Female

Not a problem.

Treatment 45-64 Male

Cool!

Treatment 45-64 Male

They should be treated with respect.

Treatment 45-64 Female

Got to be aware of it.

Treatment 65+ Male

I agree.

Treatment 35-44 Male

It was nice.

Treatment 45-64 Female

Good.

Staff/Volunteer 18-24 Female

Good idea, but don't know if people will take it seriously.

Staff/Volunteer 65+ Male

Makes sense.

Treatment 45-64 Male

It's about time they put it up.

Visitor 45-64 Female

Makes a lot of sense to me.

Treatment 65+ Female

It's the way to do it.

Treatment 65+ Male

Q5. What was your initial reaction to the sign?

Comox - St. Joseph's Regional Hospital

Staff should pay attention to their own message.

Treatment 65+ Male

It's a good thing.

Treatment 65+ Female

Very well expressed.

Other 65+ Female

Should be.

Treatment 65+ Female

Well done, well worded.

Staff/Volunteer 35-44 Male

What kind of war is going on here.

Treatment 65+ Male

Good.

Treatment 45-64 Female

Made me think about what happened in Campbell River.

Visitor 45-64 Female

It's about time.

Staff/Volunteer 35-44 Female

Guess it is a good sign.

Visitor 45-64 Female

Approve of it.

Treatment 35-44 Female

Must have been an incident to put it there.

Staff/Volunteer 45-64 Female

What's wrong?

Staff/Volunteer 45-64 Female

Made me suspect they had problems.

Treatment 25-34 Female

There are some maniacs out there.

Visitor 45-64 Female

Should be.

Visitor 65+ Male

How come we have to have that?

Staff/Volunteer 45-64 Female

It is appropriate.

Staff/Volunteer 45-64 Male

Great.

Staff/Volunteer 45-64 Female

Q5. What was your initial reaction to the sign?

Comox - St. Joseph's Regional Hospital

Should be permanent.

Staff/Volunteer 35-44 Female

Good idea.

Staff/Volunteer 45-64 Male

Looks funky.

Staff/Volunteer 45-64 Female

Thought it was fantastic.

Treatment 45-64 Female

Seemed a bit of a token effort.

Staff/Volunteer 45-64 Male

Aas a little surprised.

Staff/Volunteer 45-64 Female

Thought it was good.

Staff/Volunteer 45-64 Female

There is a big blue sign.

Staff/Volunteer 18-24 Female

Good sign.

Visitor 65+ Female

As it should be.

Visitor 45-64 Female

IT ANNOYED ME!!!

Visitor 35-44 Male

Good.

Treatment 45-64 Male

Good.

Treatment 45-64 Female

I don't think it will do any good.

Staff/Volunteer 45-64 Female

I had wondered if they had incidents that warranted the need for it.

Staff/Volunteer 45-64 Female

They probably had a lot of problems with irate patients.

Treatment 35-44 Female

That it's good.

Visitor 45-64 Female

I didn't like it.

Staff/Volunteer 45-64 Female

I thought maybe someone had been being a bully.

Visitor 45-64 Female

Q5. What was your initial reaction to the sign?

Comox - St. Joseph's Regional Hospital

I agree with it.

Treatment 45-64 Female

Good.

Visitor 65+ Female

They must have a lot of vulgar language going on.

Visitor 65+ Female

It was new and about time.

Staff/Volunteer 45-64 Female

It needs to be there.

Other 65+ Female

I don't think it will do one damned bit of good!

Staff/Volunteer 45-64 Female

Interesting but I didn't understand the point. People should be treating people with respect and not having to be told to do it.

Treatment 35-44 Female

I loved it! It's about time and I think it's excellent.

Staff/Volunteer 35-44 Female

It was good.

Staff/Volunteer 45-64 Female

It is very good!

Visitor 65+ Male

It is good.

Visitor 65+ Female

Too wordy.

Visitor 25-34 Female

It's too confusing.

Staff/Volunteer 65+ Female

It's good to have it posted.

Visitor 45-64 Female

Wondered why it had to be there.

Treatment 65+ Male

Agree 100%

Visitor 65+ Male

Good.

Staff/Volunteer 45-64 Female

Good but it won't do any good.

Staff/Volunteer 45-64 Female

Good.

Visitor 65+ Female

Q5. What was your initial reaction to the sign?

Comox - St. Joseph's Regional Hospital

Good, positive.

Visitor 45-64 Female

People should respect staff.

Visitor 65+ Male

People haven't been so nice to staff so I guess it's needed.

Visitor 65+ Female

It seemed like staff were oversensitive about abuse issues.

Other 65+ Male

Doesn't surprise me at all.

Visitor 45-64 Female

Good idea, regret that it is necessary.

Treatment 65+ Male

I treat all people with respect.

Treatment 45-64 Male

Bravo!

Visitor 45-64 Female

Should be.

Visitor 45-64 Male

They must have some pretty rotten people here.

Treatment 65+ Female

Sad that it was necessary.

Treatment 35-44 Female

Sad that it comes to that.

Treatment 45-64 Male

Thought it was great.

Staff/Volunteer 25-34 Female

Great.

Treatment 45-64 Female

Great.

Treatment 65+ Female

Fine.

Treatment 35-44 Male

After seeing the way the staff are treated by some individuals, its about time.

Treatment 65+ Male

A pile of crap because the staff don't treat people with respect.

Visitor 25-34 Female

I thought there had been some harassment.

Staff/Volunteer 65+ Female

Q5. What was your initial reaction to the sign?

Comox - St. Joseph's Regional Hospital

A bit surprised that it was up.
Staff/Volunteer 35-44 Female

Positive. It's a good thing. I'm glad to see it in print.
Staff/Volunteer 45-64 Female

You get them in provincial government and England where people can be abusive; they sometimes put people behind glass; manners are a thing of the past.
Treatment 65+ Female

Very important.
Treatment 65+ Female

Surprised.
Staff/Volunteer 25-34 Female

Thought it was pretty good.
Treatment 65+ Male

Q5. What was your initial reaction to the sign?

Duncan - Cowichan District Hospital

Fine.

Staff/Volunteer 45-64 Female

Doesn't work.

Staff/Volunteer 45-64 Female

It's new.

Staff/Volunteer 45-64 Female

Right on.

Staff/Volunteer 45-64 Female

Good.

Visitor 45-64 Female

Good thing.

Treatment 65+ Female

It's obvious.

Visitor 65+ Female

Recalled an incident at the hospital that may have prompted the sign.

Treatment 25-34 Female

Positive.

Visitor 45-64 Female

What good will a sign do?

Staff/Volunteer 45-64 Female

There's' violent people here.

Staff/Volunteer 18-24 Female

Good idea.

Visitor 65+ Male

Fine.

Treatment 65+ Male

All for that.

Treatment 65+ Male

Good.

Visitor 45-64 Female

Fair is fair.

Treatment 18-24 Female

Good idea.

Staff/Volunteer 45-64 Female

Good.

Visitor 45-64 Female

Logical.

Visitor 65+ Female

Q5. What was your initial reaction to the sign?

Duncan - Cowichan District Hospital

Good.

Visitor 65+ Male

Great.

Treatment 45-64 Female

Must be bad if they need a sign.

Visitor 65+ Female

Surprised someone had caused a ruckus and there had to be a sign.

Staff/Volunteer 35-44 Female

Very good!

Visitor 65+ Male

Fine.

Visitor 45-64 Male

I hope people read it.

Visitor 65+ Female

Grammar is bad.

Staff/Volunteer 65+ Female

Good.

Visitor 45-64 Female

About someone getting violent.

Treatment 35-44 Female

Very big and very visible.

Staff/Volunteer 45-64 Female

Good idea, but people it's aimed at will ignore it.

Treatment 65+ Female

It's big.

Staff/Volunteer 45-64 Female

Loved it.

Visitor 65+ Male

Has there been trouble?

Staff/Volunteer 45-64 Female

Felt good about it.

Staff/Volunteer 45-64 Female

Good.

Treatment 65+ Female

Shame that society has come to that point.

Treatment 65+ Female

Good thing.

Visitor 65+ Female

Q5. What was your initial reaction to the sign?

Duncan - Cowichan District Hospital

Should be larger print.

Visitor 35-44 Male

It was visible.

Staff/Volunteer 45-64 Female

Good.

Visitor 65+ Female

Great and hope it has some consequences.

Visitor 45-64 Female

Way of the world, sign of the times.

Visitor 35-44 Male

Wonderful.

Staff/Volunteer 45-64 Female

It's about time.

Staff/Volunteer 25-34 Female

Good thing.

Other 65+ Female

It was alright.

Visitor 35-44 Female

Good.

Visitor 25-34 Female

Good.

Staff/Volunteer 35-44 Female

Good.

Visitor 45-64 Female

It's true.

Staff/Volunteer 45-64 Female

Go and talk to boss.

Staff/Volunteer 18-24 Female

Good.

Visitor 35-44 Female

What took so long?

Other 45-64 Male

Grammatically incorrect.

Visitor 65+ Female

Good - important that facility sets the tone for proper behaviour.

Staff/Volunteer 45-64 Male

Little surprised anyone would treat the staff badly.

Treatment 25-34 Male

Q5. What was your initial reaction to the sign?

Duncan - Cowichan District Hospital

Surprised it was so large.

Staff/Volunteer 45-64 Female

Not surprised.

Visitor 35-44 Female

Sad that it's necessary, but completely understood.

Treatment 65+ Male

In a strange place.

Staff/Volunteer 45-64 Female

There must be a problem.

Treatment 65+ Female

It's a crime that things are so violent.

Visitor 45-64 Female

Could see it coming.

Visitor 45-64 Female

Positive.

Staff/Volunteer 45-64 Female

Pleased that they take care of staff.

Staff/Volunteer 45-64 Female

People should be respectful.

Visitor 65+ Male

Good.

Staff/Volunteer 45-64 Female

Appreciated it.

Staff/Volunteer 35-44 Female

Made sense.

Visitor 45-64 Male

Ggood.

Visitor 45-64 Female

Very appropriate.

Treatment 65+ Female

Excellent sign.

Treatment 65+ Female

Good.

Staff/Volunteer 45-64 Female

Wanted to leave.

Treatment 25-34 Female

Good - no one should treat a person that way.

Visitor 45-64 Female

Q5. What was your initial reaction to the sign?

Duncan - Cowichan District Hospital

Good idea.

Treatment 65+ *Male*

It was put up for a reason.

Visitor 45-64 *Male*

Great - very clear.

Staff/Volunteer 45-64 *Female*

Common sense isn't all that common.

Other 35-44 *Male*

Great.

Staff/Volunteer 45-64 *Female*

Hope nobody does that.

Treatment 25-34 *Female*

Good on ya'!

Treatment 65+ *Female*

Liked it.

Staff/Volunteer 45-64 *Male*

About time.

Staff/Volunteer 45-64 *Female*

Loud and clear.

Staff/Volunteer 35-44 *Female*

People shouldn't be nasty.

Staff/Volunteer 45-64 *Female*

It was large.

Staff/Volunteer 45-64 *Female*

It's a good thing.

Visitor 65+ *Female*

Good.

Visitor 65+ *Female*

Thought it was good.

Visitor 45-64 *Female*

Good idea.

Staff/Volunteer 45-64 *Female*

Seemed reasonable.

Treatment 25-34 *Male*

Pretty good.

Staff/Volunteer 45-64 *Female*

It's okay - made me think about things.

Treatment 45-64 *Male*

Q5. What was your initial reaction to the sign?

Duncan - Cowichan District Hospital

Reasonable.

Staff/Volunteer 45-64 Male

Excellent idea, but sad it had to be put up.

Visitor 45-64 Female

Seemed fair, but it goes both ways - doctors and nurses need to be reminded to treat patients properly.

Visitor 35-44 Male

More stuff to read.

Treatment 35-44 Female

Good idea.

Treatment 45-64 Female

I'm familiar with the issue in my work as well.

Visitor 45-64 Male

That is understandable.

Treatment 65+ Female

Appropriate.

Visitor 45-64 Female

Good idea.

Treatment 45-64 Male

Wrong location.

Staff/Volunteer 25-34 Male

Good idea.

Visitor 65+ Female

Management is covering their asses again because of incidents they have had here.

Treatment 45-64 Female

Felt bad that it was needed.

Visitor 35-44 Female

Why do folks lose their temper?

Treatment 65+ Male

it's about time.

Staff/Volunteer 45-64 Female

Bit unusual - have not seen it in any other any hospitals.

Visitor 45-64 Female

Very logical.

Treatment 65+ Female

Good.

Visitor 65+ Female

Happy it's there - long overdue.

Visitor 45-64 Female

Q5. What was your initial reaction to the sign?

Duncan - Cowichan District Hospital

Anybody that goes after staff is a mental case.

Treatment 65+ Male

Makes you feel a bit safer.

Treatment 35-44 Male

Smart.

Visitor 65+ Male

Appropriate.

Visitor 45-64 Male

Security.

Treatment 25-34 Female

I thought I was the only one that acted that way.

Visitor 65+ Male

Safety.

Visitor 25-34 Female

There was extra money to be spent; sad that it needs to be stated; sign by the chapel.

Staff/Volunteer 25-34 Female

Big.

Staff/Volunteer 45-64 Female

Appropriate.

Visitor 35-44 Male

Really good.

Treatment 45-64 Female

Great.

Treatment 65+ Female

It's great - people need to know that.

Staff/Volunteer 35-44 Female

Strange.

Treatment 65+ Male

Awfully big.

Staff/Volunteer 45-64 Female

They have a job to do.

Visitor 45-64 Female

Cool, we've got new signs.

Staff/Volunteer 35-44 Male

Very appropriate.

Treatment 65+ Male

Common sense.

Visitor 45-64 Female

Q5. What was your initial reaction to the sign?

Duncan - Cowichan District Hospital

Excellent.

Visitor 35-44 Male

Maybe staff could treat patients with compassion (not all staff).

Treatment 45-64 Female

Some staff could be more compassionate.

Treatment 45-64 Male

Appropriate.

Visitor 35-44 Female

Interesting.

Visitor 35-44 Female

Obviously they have problems.

Treatment 45-64 Male

Pleasantly surprised.

Staff/Volunteer 45-64 Female

Good idea.

Treatment 65+ Female

Good.

Staff/Volunteer 45-64 Male

Little harshly worded.

Staff/Volunteer 45-64 Female

Must be a lot of jerks.

Visitor 35-44 Male

Very good.

Staff/Volunteer 35-44 Female

Good idea.

Treatment 18-24 Female

Just a sign.

Treatment 18-24 Male

Why do we need this?

Visitor 65+ Female

About time.

Visitor 45-64 Male

Thought it was good.

Staff/Volunteer 35-44 Female

Good on them.

Visitor 45-64 Female

I think it's good, but they need to do more.

Visitor 45-64 Female

Q5. What was your initial reaction to the sign?

Duncan - Cowichan District Hospital

Good!

Treatment 45-64 Male

Very important that the message be passed on to the public.

Staff/Volunteer 45-64 Female

Gives me peace.

Staff/Volunteer 35-44 Female

Glad it was up there.

Staff/Volunteer 45-64 Female

Good.

Staff/Volunteer 45-64 Female

Who would yell at the staff?

Visitor 45-64 Female

Good to have.

Visitor 25-34 Female

Glad to see it was still there.

Visitor 65+ Female

Surprised.

Treatment 45-64 Male

Good.

Visitor 35-44 Male

Pretty brave.

Staff/Volunteer 45-64 Female

I don't know.

Treatment 25-34 Female

Good thing to have.

Treatment 18-24 Female

Seen it too many times.

Visitor 18-24 Female

That's new.

Visitor 45-64 Male

I knew they were coming.

Staff/Volunteer 25-34 Female

About time.

Staff/Volunteer 45-64 Female

Halleluiah!!!

Staff/Volunteer 45-64 Female

Good.

Staff/Volunteer 35-44 Female

Q5. What was your initial reaction to the sign?

Duncan - Cowichan District Hospital

Good.

Visitor 65+ Male

There must be a problem.

Other 45-64 Female

Too bad we need it.

Staff/Volunteer 45-64 Female

Good idea.

Visitor 65+ Female

Terrible that people act that way.

Visitor 65+ Female

About bloody time.

Visitor 65+ Male

Put a policeman on and beat the @#@#? out of them.

Visitor 65+ Male

Express a clear boundary; there will always be harmful or difficult behaviours to deal with in this setting.

Staff/Volunteer 45-64 Female

Very bold & to the point.

Treatment 45-64 Male

Totally agree with it.

Visitor 45-64 Male

Tells something about the culture in the hospital; reflects a lack of confidence of staff in security services.

Staff/Volunteer 45-64 Female

About time!

Staff/Volunteer 45-64 Female

Q9. Is there anything that you would change on the signage?

Victoria - Victoria General Hospital

Add more languages.

Treatment 45-64 Male

Make it larger and change the colour - put a picture on it.

Treatment 35-44 Female

Say behaviour will be dealt with severely.

Treatment 65+ Male

Colouring, letters larger, brighter.

Visitor 45-64 Female

Change paragraph order.

Visitor 45-64 Female

Less words - "grade 9 reading average".

Staff/Volunteer 25-34 Female

Less words.

Treatment 35-44 Male

Bigger, better location raise a bit higher.

Treatment 65+ Female

Bigger, different colour.

Staff/Volunteer 45-64 Female

Don't like ownership issue "our staff".

Treatment 45-64 Female

Bigger font size, better paragraph separation, picture to catch the eye.

Visitor 25-34 Female

Simple English to spell out what isn't allowed.

Visitor 45-64 Female

Colour needs to make it stand out more.

Visitor 35-44 Female

Make it bigger.

Staff/Volunteer 45-64 Female

Bigger, better location, change colour to make stick out more.

Visitor 45-64 Female

Mount on wall or doors.

Staff/Volunteer 45-64 Female

Make it less wordy.

Other 45-64 Female

Put on outside of building at entrances.

Treatment 35-44 Female

Larger text and fewer words.

Visitor 65+ Male

Q9. Is there anything that you would change on the signage?

Victoria - Victoria General Hospital

Less wording.

Visitor 35-44 Female

Bigger and better location.

Treatment 35-44 Male

Better colour background.

Staff/Volunteer 35-44 Female

I think it is effective; larger sign to make sure everyone sees it.

Visitor 45-64 Male

Condense it.

Visitor 45-64 Female

Bigger and shorter.

Treatment 65+ Male

Fewer words.

Staff/Volunteer 35-44 Female

Make it brighter and a bit larger.

Staff/Volunteer 18-24 Female

It needs a picture to draw attention to it.

Staff/Volunteer 45-64 Female

Bold lettering.

Staff/Volunteer 45-64 Female

It should be moved outside of the hospital. It should be redesigned and more specific. It should be very short.

Treatment 45-64 Male

It needs to stand out more. The location needs to be changed.

Treatment 45-64 Female

Location - The sign needs to be in a more high traffic area.

Visitor 45-64 Female

Omit the second paragraph.

Visitor 45-64 Female

Make it larger and make it a bit more purple.

Visitor 35-44 Male

Emphasize certain parts using larger fonts- it doesn't say "Read Me", Give it a heading, Make it more concise.

Visitor 45-64 Female

Bolder colour.

Visitor 45-64 Female

Could be worded stronger.

Visitor 45-64 Female

Bigger.

Visitor 35-44 Female

Q9. Is there anything that you would change on the signage?

Victoria - Victoria General Hospital

Bigger.

Staff/Volunteer 45-64 Female

Needs to be more blunt in terms of zero tolerance; needs stronger language and symbols need to be taken seriously.

Staff/Volunteer 45-64 Female

Shorten it.

Visitor 65+ Male

Too much text when people are stressed and in a hurry.

Treatment 35-44 Female

Stronger, more authoritative; the sign I saw was pink - not effective.

Staff/Volunteer 25-34 Female

Brighter colour.

Staff/Volunteer 25-34 Female

Make the letters larger.

Visitor 65+ Male

Larger.

Staff/Volunteer 45-64 Male

Reword - change "may" to "will".

Other 45-64 Male

More to the point.

Staff/Volunteer 35-44 Male

Make it one big picture with two words; make it a sandwich board; too many words.

Staff/Volunteer 45-64 Female

Make it bigger.

Treatment 45-64 Female

It should mention zero tolerance towards violence.

Staff/Volunteer 45-64 Male

Brighter, bigger and more of them.

Visitor 18-24 Female

Make it bigger.

Treatment 35-44 Male

Give it some brighter colours and make it bigger.

Treatment 45-64 Female

Make people aware that there is a consequence for such behaviours.

Treatment 45-64 Female

I would have made it more obvious and part of a campaign.

Staff/Volunteer 45-64 Female

Hang it more professionally. I found the placement made it seem to make it look like it was an afterthought. The size and placement made it seem as though it was a low priority.

Visitor 35-44 Female

Q9. Is there anything that you would change on the signage?

Victoria - Victoria General Hospital

Add graphics and a possible colour change so it's more catchy. Also adding something to the effect of 'Staff are here to help you'.

Treatment 25-34 Female

Make the sign larger.

Visitor 25-34 Female

I wouldn't have it. It's not needed and not necessary.

Visitor 45-64 Female

Should be in the middle of a more high traffic area.

Treatment 35-44 Male

Larger.

Visitor 45-64 Female

More noticeable and brighter.

Visitor 35-44 Female

They should make the letters bigger.

Staff/Volunteer 25-34 Male

Make it more predominant.

Visitor 25-34 Male

Get rid of the words "or real".

Other 45-64 Female

Make it the whole friggin' wall.

Treatment 35-44 Male

Make it bigger and brighter highlighting the most important words.

Treatment 35-44 Female

The wording size and colour to make it stand out.

Staff/Volunteer 35-44 Female

Make it fluorescent pink.

Staff/Volunteer 35-44 Female

Less words.

Treatment 45-64 Male

It should be bigger and they should hang it.

Visitor 45-64 Male

Tone it down a bit.

Visitor 45-64 Female

Switch order of paragraphs and stronger wording.

Staff/Volunteer 45-64 Female

Okay.

Visitor 35-44 Female

Make it bigger and have it in more areas.

Treatment 35-44 Female

Q9. Is there anything that you would change on the signage?

Victoria - Victoria General Hospital

The wording needs to be softer and less aggressive.

Treatment 25-34 Male

I would make them larger, less wording and use smaller words - do as a Grade 6 level for wording and grammar.

Staff/Volunteer 45-64 Female

Make larger and more visible, with different colours - brighter.

Treatment 25-34 Female

Staff need to make certain they give clients respect - it needs to be mutual.

Treatment 45-64 Female

Letters too small.

Visitor 65+ Female

The location; I would put by a wall at the door or elevator.

Staff/Volunteer 25-34 Female

Make it larger, bigger print, better colours.

Staff/Volunteer 65+ Female

Make it more visible.

Visitor 45-64 Female

Change size - larger.

Staff/Volunteer 45-64 Female

Too small, make font bigger, change to bolder colour.

Staff/Volunteer 35-44 Female

Make it bigger.

Visitor 45-64 Male

Bigger.

Visitor 45-64 Male

Reverse the order of the paragraphs.

Treatment 35-44 Female

Confusing the 1st sentence could be worded differently.

Staff/Volunteer 35-44 Female

Too many of them.

Treatment 35-44 Female

Make it more understandable.

Visitor 25-34 Male

It needs stronger wording.

Treatment 25-34 Male

I would take "May" out of the sentence as it's not a strong deterrent.

Staff/Volunteer 35-44 Female

Make it bigger.

Staff/Volunteer 45-64 Female

Q9. Is there anything that you would change on the signage?

Victoria - Victoria General Hospital

Make it bigger.

Visitor 45-64 Male

Make it more visually appealing and different with illustrations.

Visitor 35-44 Male

Make it simpler and more to the point.

Staff/Volunteer 45-64 Female

Colours.

Visitor 35-44 Male

Bigger, and put on every nursing unit so as soon as they come off elevator everyone can see it.

Staff/Volunteer 45-64 Male

Some words could have more emphasis - should have a better font and colour.

Staff/Volunteer 18-24 Female

Make it more obvious.

Visitor 35-44 Male

I wouldn't use it. I don't like paranoia.

Visitor 45-64 Female

I would make the wording more forceful.

Staff/Volunteer 45-64 Female

Less wordy.

Treatment 25-34 Female

Q9. Is there anything that you would change on the signage?

Comox - St. Joseph's Regional Hospital

Need more of them.

Visitor 65+ Female

Could be more forceful.

Treatment 45-64 Male

Treat people with honour & integrity.

Treatment 45-64 Male

For more info contact....

Visitor 45-64 Female

Put it in more prominent location.

Visitor 65+ Male

Try to make the message shorter.

Staff/Volunteer 45-64 Male

Make it more noticeable.

Treatment 45-64 Male

Should mention that police could be involved; fluorescent yellow with bold black letters.

Staff/Volunteer 65+ Male

Put it in French.

Treatment 45-64 Female

Bigger letters.

Treatment 35-44 Male

Better location.

Treatment 35-44 Male

Briefer.

Staff/Volunteer 35-44 Female

Make it brighter - fluorescent; place it overhead; use more readable font.

Treatment 45-64 Female

Make more concise.

Staff/Volunteer 45-64 Female

More concise, place signs closer to front door.

Staff/Volunteer 45-64 Female

Too wordy.

Staff/Volunteer 45-64 Female

Too aggressive and threatening.

Visitor 35-44 Male

Should read "will result".

Staff/Volunteer 45-64 Female

Should be bilingual.

Staff/Volunteer 45-64 Male

Q9. Is there anything that you would change on the signage?

Comox - St. Joseph's Regional Hospital

Include patients.

Staff/Volunteer 35-44 Female

I wouldn't put a sign up at all.

Treatment 45-64 Female

It should say please.

Staff/Volunteer 45-64 Female

Bolder, larger lettering; larger sign.

Treatment 45-64 Male

The type of print should be changed from italic.

Staff/Volunteer 65+ Female

It should be bigger.

Visitor 35-44 Female

Stronger wording needs to be applied.

Treatment 65+ Male

Include something that indicates that patients will be treated with respect.

Treatment 45-64 Female

Make it bigger.

Treatment 65+ Female

The typeface/font is incorrect, message is wordy, the location of the sign is too far in.

Treatment 45-64 Male

They should put it up higher.

Treatment 65+ Female

Less words, too reflective off the walls.

Staff/Volunteer 65+ Female

It could have stronger words.

Staff/Volunteer 45-64 Female

Make it bigger.

Visitor 65+ Female

The light is glaring on it, better colours.

Other 45-64 Female

No, but there needs to be more in other locations.

Staff/Volunteer 35-44 Female

I would not have it there.

Visitor 25-34 Female

Make it shorter.

Visitor 25-34 Female

Stronger words in tacit lines.

Staff/Volunteer 45-64 Female

Q9. Is there anything that you would change on the signage?

Comox - St. Joseph's Regional Hospital

Brighter colours.

Treatment 65+ *Female*

Take it out.

Staff/Volunteer 65+ *Male*

Make it larger.

Visitor 65+ *Female*

Q9. Is there anything that you would change on the signage?

Duncan - Cowichan District Hospital

Make it simpler and shorter.

Treatment 18-24 Female

Make it more normal rather than pompous language.

Staff/Volunteer 65+ Female

Needs to be bigger.

Treatment 65+ Male

Keep it simple stupid.

Visitor 45-64 Female

Should be larger and closer to main doors.

Treatment 65+ Female

Too polite.

Visitor 65+ Female

Could be a bit more forceful, i.e., "RCMP will be contacted".

Staff/Volunteer 45-64 Female

Needs visuals/pictures.

Visitor 35-44 Male

Put signs in a little more "in your face" location.

Visitor 45-64 Female

Should be posted in Punjabi and French.

Treatment 65+ Female

Just the grammar - mixed up singular and plural cases are used.

Visitor 65+ Female

Make it brighter.

Staff/Volunteer 45-64 Female

Put an image beside the words.

Staff/Volunteer 25-34 Female

Have more of them.

Visitor 45-64 Female

Make it larger.

Visitor 45-64 Female

Add text relating to "more police involvement", or reference to criminal code.

Other 35-44 Male

Closer to main entrance; place border on it.

Staff/Volunteer 35-44 Female

Make it smaller.

Staff/Volunteer 45-64 Female

Contact # for security/police, somewhere for aid.

Staff/Volunteer 45-64 Male

Q9. Is there anything that you would change on the signage?

Duncan - Cowichan District Hospital

Brighter colours.

Visitor 25-34 Female

Picture or graphics.

Staff/Volunteer 45-64 Female

Different presentation.

Staff/Volunteer 35-44 Female

Add graphics.

Other 45-64 Male

Make it stand out from other signs - i.e., fluorescent colours.

Treatment 25-34 Male

Size and location - closer to front entrance.

Treatment 65+ Male

Make more of them and make them bigger.

Visitor 65+ Male

Should have mentioned something about asking them to leave.

Staff/Volunteer 35-44 Male

Brighter colour.

Staff/Volunteer 45-64 Female

Make lettering bolder, more obvious.

Staff/Volunteer 45-64 Female

Condense the message (shorten).

Staff/Volunteer 45-64 Female

Location - put it at the front door.

Treatment 25-34 Female

Bigger letters & blinking light; red with white letters.

Visitor 65+ Male

Colour.

Visitor 25-34 Female

Make smaller & brighter colour.

Staff/Volunteer 35-44 Female

Different colour background.

Staff/Volunteer 45-64 Female

Too long; wording was offensive.

Treatment 45-64 Female

Place more around the hospital.

Treatment 45-64 Female

Kind of complicated for me.

Treatment 45-64 Male

Q9. Is there anything that you would change on the signage?

Duncan - Cowichan District Hospital

Comment on fairness to be given to patients.

Visitor 35-44 Male

Location and size.

Treatment 45-64 Female

Location and numbers of who to contact.

Staff/Volunteer 25-34 Male

Too wordy.

Treatment 45-64 Male

Make it larger.

Treatment 65+ Male

Make it bigger.

Staff/Volunteer 45-64 Female

Size should be larger, have sign at main door.

Treatment 45-64 Male

Bigger letters.

Treatment 25-34 Female

Change background colour.

Staff/Volunteer 25-34 Female

Make it larger.

Visitor 65+ Male

More locations.

Visitor 65+ Female

More prominent display - end of corridors, stairwells, info desk - high traffic areas.

Visitor 65+ Male

Possible to recognize that intense feelings of anger & frustration can occur in hospital setting; inviting people to work together in a respectful & caring way when anger & fear are operating.

Staff/Volunteer 45-64 Female

Respect works both ways - a little too declarative, harsh and lengthy for intended audience.

Staff/Volunteer 45-64 Female

Shorten it.

Staff/Volunteer 35-44 Female

Make shorter.

Staff/Volunteer 45-64 Female

More inviting calm behaviour.

Staff/Volunteer 45-64 Female

Make it bigger and more of them.

Treatment 45-64 Male

Need better locations.

Treatment 45-64 Female

Q11. Any other thoughts/comments regarding the signage?

Comox - St. Joseph's Regional Hospital

No, the hospital is great.

Visitor 65+ Female

Sign is useful but not a deterrent to violence.

Staff/Volunteer 45-64 Male

Lovely, clean hospital.

Visitor 65+ Female

It would need to be enforced in order to make it effective.

Staff/Volunteer 65+ Male

I don't think it would have an effect on the people who need to read it.

Treatment 65+ Female

Delighted to see them.

Visitor 45-64 Female

It has to be there I guess.

Treatment 65+ Male

Needs to be in more places and more eye-catching.

Visitor 45-64 Female

Glad we are doing this.

Treatment 65+ Male

Wonderful hospital - nice to see something pro-staff.

Visitor 45-64 Female

Good idea.

Treatment 35-44 Female

Please put on Dixie cups and cold water taps.

Treatment 65+ Female

The scale on question 7 should be on a 6-point scale because it eliminates neutral (the way it is)

Treatment 65+ Female

Reminds the public of their responsibility to staff in the hospital.

Staff/Volunteer 45-64 Male

I am pleased to see there is some thought going into concerns about abuse.

Staff/Volunteer 45-64 Female

I would like to see more of them, especially in the emergency room.

Treatment 45-64 Female

I thought it was a great thing to have. Get more and thanks to whomever came up with the idea.

Staff/Volunteer 35-44 Female

I don't think that it affects the people that need to read it.

Staff/Volunteer 45-64 Female

I think it's necessary but it could have been done better.

Treatment 35-44 Female

Q11. Any other thoughts/comments regarding the signage?

Comox - St. Joseph's Regional Hospital

I don't think it's necessary. Personal people should not have to request respect - You earn it by your demeanour, dress and reprove yourself.

Treatment 65+ Female

I think it's good - They need more around the hospital.

Visitor 18-24 Male

Not necessary. The sign wouldn't stop any violent problems anyways.

Treatment 45-64 Female

Put dollars into staffing- NOT signage.

Treatment 45-64 Female

It's more effective if staff are courteous and helpful to patients rather than having a sign.

Staff/Volunteer 35-44 Female

I agree with it but it can be useful as a double edged sword by the staff when someone has a legitimate question.

Visitor 35-44 Male

They should have security 24/7.

Treatment 65+ Male

If someone doesn't follow it, get them the hell out of here.

Staff/Volunteer 45-64 Male

I think it's a great idea.

Staff/Volunteer 45-64 Female

Good idea to remind people not to freak out on staff.

Visitor 25-34 Female

They need to have the signs in more prominent locations.

Staff/Volunteer 45-64 Female

It's a shame you have to put it up.

Visitor 45-64 Female

Too many signs already.

Treatment 65+ Female

It's a good idea but if people are going to be violent, they will be regardless.

Staff/Volunteer 45-64 Female

Could be more politely worded.

Visitor 35-44 Male

Q11. Any other thoughts/comments regarding the signage?

Duncan - Cowichan District Hospital

More obvious placement at entrances would be appropriate.

Staff/Volunteer 45-64 Male

Need more security people with obvious presence and well trained to deal with these people.

Treatment 65+ Female

Wonder if its' a waste of time and money.

Staff/Volunteer 45-64 Female

Nurses very caring.

Visitor 45-64 Female

The sign won't affect violent people.

Staff/Volunteer 45-64 Female

Don't know if a sign is going to prevent violence; people who tend to be physically or verbally violent are not going to pay attention to a sign.

Visitor 45-64 Female

Liked the general concept.

Staff/Volunteer 45-64 Male

I think that a lot of people that it's maybe aimed at the mentally ill that don't understand the system.

Staff/Volunteer 45-64 Female

The people who need to read it won't.

Staff/Volunteer 45-64 Female

People that are that aggressive won't read the sign.

Staff/Volunteer 45-64 Female

Needs better location, closer to front doors.

Staff/Volunteer 45-64 Female

Change location.

Visitor 45-64 Female

The people who should read it probably won't.

Staff/Volunteer 45-64 Female

Need to have the manpower behind it (to make it work).

Staff/Volunteer 45-64 Female

Good sign, but won't be noticed unless people are standing right in front of it.

Treatment 18-24 Female

They are a response to the need; the offenders probably won't notice them.

Visitor 65+ Male

Gordon Campbell should eat #\$\$\$#, have a hysterectomy to his brain and @#?@ off out of the province with his money.

Treatment 45-64 Female

Doesn't it mean anything.

Staff/Volunteer 25-34 Female

I hope it works.

Staff/Volunteer 45-64 Female

Q11. Any other thoughts/comments regarding the signage?

Duncan - Cowichan District Hospital

Could use more.

Visitor 35-44 Male

Signs don't cure the problem.

Staff/Volunteer 45-64 Female

Could use different coloured letters; a bit monochromatic.

Staff/Volunteer 45-64 Female

They have to enforce the message.

Visitor 45-64 Male

Some staff need to read it.

Visitor 45-64 Female

Signage does not change human behaviour.

Staff/Volunteer 45-64 Female

The sign won't stop people from yelling at staff.

Visitor 45-64 Female

Should have it at the front door.

Treatment 35-44 Male

Took too long to get them.

Staff/Volunteer 25-34 Female

Q11. Any other thoughts/comments regarding the signage?

Victoria - Victoria General Hospital

If patients were demoralized by staff - sign means nothing.

Treatment 45-64 Female

Colour could be changed - something more noticeable.

Visitor 45-64 Female

It is nice to know my employer is looking out for my safety and respect.

Staff/Volunteer 45-64 Female

Doctor should read what I was reading - get what you give.

Treatment 35-44 Female

Good luck.

Staff/Volunteer 65+ Female

So many signs around.

Visitor 45-64 Female

Have a second one.

Visitor 45-64 Male

Signs towards could be more clear.

Visitor 45-64 Female

It's only in English!

Treatment 25-34 Female

If I was angry I wouldn't take the time to read it.

Visitor 35-44 Female

By the elevator is good.

Visitor 65+ Female

Good idea, needs to be placed in better area outside main entrance.

Visitor 65+ Male

Should be bigger and more than one.

Treatment 35-44 Male

I like it!

Visitor 35-44 Male

Glad to see them.

Other 45-64 Female

I don't think a sign is a good way to modify people's behaviour.

Treatment 45-64 Male

Disgusted that we have to do it.

Visitor 35-44 Female

It is kind of offensive. Hire cleaners with this money.

Staff/Volunteer 45-64 Female

The people who really need to see it probably wouldn't notice it.

Visitor 45-64 Female

Q11. Any other thoughts/comments regarding the signage?

Victoria - Victoria General Hospital

It doesn't address people with mental illnesses.

Staff/Volunteer 45-64 Female

What happened to "Treat people the way you'd like to be treated"?

Treatment 35-44 Male

Keep [it up] and work on the sign.

Visitor 45-64 Female

I don't think it is very effective.

Staff/Volunteer 45-64 Female

It triggers people to think it's okay to be rude.

Treatment 35-44 Female

About time.

Staff/Volunteer 35-44 Female

Have different types/content signs that address violence of patients against staff.

Treatment 35-44 Female

Big sign that says CHILL.

Visitor 45-64 Male

More eye-catching locations.

Staff/Volunteer 18-24 Female

Get rid of the sign. It could be used against us if a person is violent.

Staff/Volunteer 35-44 Female

Nice to see it; people need to be reminded.

Visitor 45-64 Female

They need more outside.

Staff/Volunteer 45-64 Female

It is a bit wordy - too long.

Staff/Volunteer 45-64 Female

Make white portion bigger so that you can print the word notice.

Treatment 65+ Male

Wonderful that they are doing this study.

Staff/Volunteer 45-64 Female

It should be right as you enter the hospital.

Visitor 45-64 Female

It should be permanent, not on a stand.

Visitor 65+ Male

Please improve the food.

Visitor 65+ Male

Should be bigger, permanently mounted.

Other 45-64 Male

Q11. Any other thoughts/comments regarding the signage?

Victoria - Victoria General Hospital

Too bad that we need them.

Staff/Volunteer 18-24 Female

Put it in a strategic location/target areas.

Staff/Volunteer 45-64 Female

Sad that there is a need for it.

Visitor 45-64 Female

Concerned that it might create walls that might not have been there before.

Staff/Volunteer 25-34 Female

It should be on the walls by the elevators.

Staff/Volunteer 45-64 Female

Brighter colour to get peoples' attention.

Visitor 45-64 Female

More than one place, in and/or outside elevators.

Visitor 45-64 Female

Good idea, but not in a place to catch attention.

Staff/Volunteer 18-24 Female

Should think about hiring more security.

Other 65+ Male

Sign is long-winded - if you are at a walking pace, you can't read it at all.

Staff/Volunteer 25-34 Female

Anybody that is going to be violent would never read it.

Visitor 45-64 Female

It makes you think you are in a violent place - put a happy face on it.

Treatment 35-44 Male

Signage for lab, CFAU, electro diagnostics, 3rd floor N all confusing - I have to give directions every day.

Staff/Volunteer 45-64 Female

"Signage" is not a word, general direction not obvious, should be with emergency panel, sign for lab is not obvious at Jubilee.

Treatment 45-64 Female

Too bad that it's needed.

Treatment 65+ Male

Might not help with someone who is potentially violent but might help with someone who is borderline.

Staff/Volunteer 45-64 Female

Bigger, bolder, colours by importance of message.

Treatment 45-64 Male

Noticed it right away.

Treatment 45-64 Female

Shouldn't be necessary.

Staff/Volunteer 45-64 Female

Q11. Any other thoughts/comments regarding the signage?

Victoria - Victoria General Hospital

Bigger.

Other *25-34* *Male*

Good they are doing something; staff are vulnerable.

Visitor *45-64* *Female*