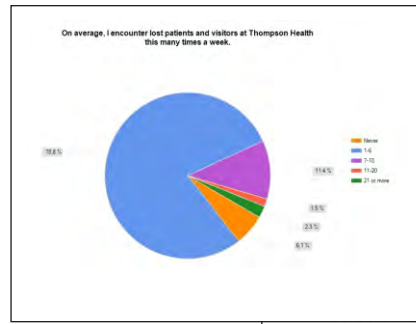


Project Name/Location:

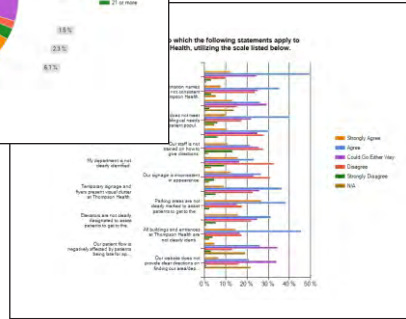
Thompson Health,
Canadaigua, NY

Consists of:

F.F. Thompson Hospital
(an 113 acute care bed hospital),
M.M. Ewing Continuing Care Center
(188 bed senior care facility)
F.F.T Senior Communities, Inc.
FFTH Properties and Services



Online stakeholder surveys provided empirical data and defined problem areas for wayfinding improvements.



Thompson also serves as the pilot location for implementation of CS&G's Squire Interactive Wayfinding System, providing smart phone apps, web based interfaces and on-site kiosks that incorporates the latest in emerging technology as a wayfinding guidance tool for patients and visitors.



DIFFERENTIATED STRATEGIES ORCHESTRATED BY CS&G:

- Diagnostic Tools
 - Online Stakeholders Survey
 - Subjective Survey
 - Review Construction Plans
 - Industry Data Comparison
- Wayfinding/Carefinding™
 - Design Consultation
 - Collaborate With:
 - Facility Staff/Thoughtleaders
 - Design & Construction Team
- Incorporated Emerging Technologies
- Terminology/Pathway Simplification/Unification
 - Staff Education
- Collateral Aids
 - Pre Site Visit Information
 - Enhancement
- Visitor Maps/Guides