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# Introduction

No asset is more valuable than an organization's image and reputation. A well-defined and consistent identity is crucial to achieving the highest possible awareness and relationship with consumers and referral audiences. GRAND LAKE HEALTH SYSTEM $^{\text{TM}}$  has invested substantial time and resources in assuring an effective market position.

In order to maintain this high level of market identity, it is essential that each entity that presents GRAND LAKE HEALTH SYSTEM in the marketplace does so with adherence to the organization's branding guidelines. From logo treatments and type faces, all elements work together to create a compelling position for our hospital and its affiliates. In order to provide guidance in the application of GRAND LAKE HEALTH SYSTEM graphics and communications standards, we created a reference for your active use in marketing efforts.

# CONTACT INFORMATION

Should you have questions regarding the use of GRAND LAKE HEALTH SYSTEM's logos, colors, or other communications, please direct them to:

### Martin C. Dodrill

Director of Planning and Marketing
JOINT TOWNSHIP DISTRICT MEMORIAL HOSPITAL
200 St. Clair Street

St. Marys, Ohio 45885-2400

Phone: 419-394-3387, extension 3568

Fax: 419-394-8485 Email: mdodrill@jtdmh.org

Website: www.grandlakehealth.org

Hafenbrack Marketing of Dayton, Ohio is proud to serve GRAND LAKE HEALTH SYSTEM as the agency of record in its strategic marketing communications.

### **Margaret Schryver**

Design & Production Hafenbrack Marketing 15 West Fourth Street, Suite 410

Dayton, Ohio 45402

Phone: 937-424-8950, extension 2106

Fax: 937-424-8951

Email: mschryver@hafenbrack.com Website: www.hafenbrack.com

# Branding

# WHAT IS BRANDING?

Branding expresses the rational and emotional benefits of an organization, product or service to the marketplace. It creates a relationship with employees, customers and patients.

It is essential that the brand is consistent and true with each individual that it comes into contact. It is for this reason that GRAND LAKE HEALTH SYSTEM $^{\text{TM}}$  has taken great strides to define and present our organization in a meaningful, compelling, and consistent way. This brand identity is the direct result of extensive creative input and refinement.

We believe that the GRAND LAKE HEALTH SYSTEM brand offers a unique and measurable advantage that will enhance our mutual success. Here are the key elements of a brand identity:

- A meaningful and compelling benefit or "brand promise" of what we stand for with patients, community and stakeholders
- Strong reasons to believe GRAND LAKE HEALTH SYSTEM is able to provide benefits to patients and community
- It reflects the unique character and intangible attributes of the organization
- Visual and graphic elements present an identity that reflects the brand in a bold and memorable way
- The brand must stay "true" in its relationship with constituents over time

# CORPORATE LOGO CONFIGURATION

The GRAND LAKE HEALTH SYSTEM™ logo can be used in a horizontal or vertical configuration as shown. The name "GRAND LAKE HEALTH SYSTEM" must always appear with the square wave symbol. The size of each element and their relationship to each other does not vary.

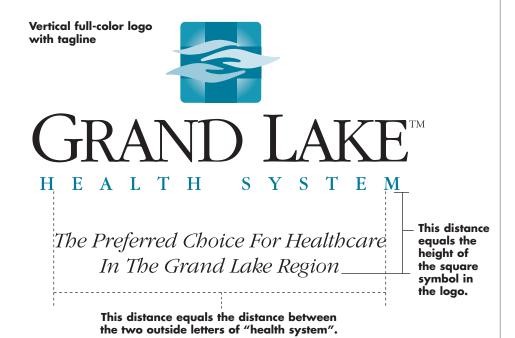


Horizontal full-color logo

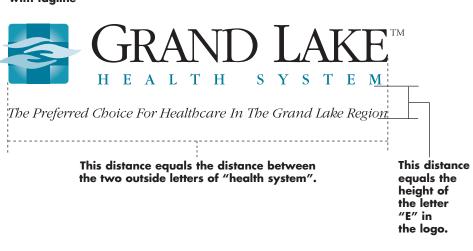


# TAGLINE, USED WITH LOGO

GRAND LAKE HEALTH SYSTEM has a tagline: "The Preferred Choice
For Healthcare In The Grand Lake
Region". When the tagline is used in conjunction with the logo, it is always in Garamond Italic, and positioned according to the guidelines as shown on this page. Font usage is explained on page 18.



Horizontal full-color logo with tagline



# TAGLINE, USED INDEPENDENTLY FROM LOGO

When the tagline is used independently from the logo, it should appear in the Futura Medium font. It is always in all capital letters, with very open letterspacing as shown. Ideally it should always be on one line, but when spacing restrictions put it into more than one line, the leading (space between lines) needs to be very open as shown. Font usage is explained on page 18.

**Tagline** 

THE PREFERRED CHOICE

FOR HEALTHCARE

IN THE GRAND LAKE REGION

THE PREFERRED CHOICE FOR HEALTHCARE IN THE GRAND LAKE REGION

# AFFILIATE LOGOS

GRAND LAKE HEALTH SYSTEM™ includes the following affiliates:

- Joint Township District Memorial Hospital™
- Grand Lake Family Practice and Pediatrics at the Celina Medical Center™
- Wapakoneta Primary Care at the Wapakoneta Medical Center™
- Grand Lake Home Health<sup>™</sup>
- Grand Lake Hospice<sup>™</sup>
- Grand Lake  $OB/GYN^{TM}$
- Grand Lake Primary Care at St. Marys<sup>™</sup>
- Grand Lake Occupational Medicine<sup>™</sup>
- Grand Lake Sleep Center<sup>™</sup>
- Urgent Care at JTDMH<sup>™</sup>
- Wapakoneta Urgent Care<sup>™</sup>
- Robert Gill, M.D.™
- Miami & Erie Medical Center<sup>™</sup>

The affiliate logo can be used in a horizontal or vertical configuration as shown on this page and the next page. Once again, the affiliate name must always appear with the square wave symbol. The size of each element and their relationship to each other does not vary.

All of the affiliate names have a TM. The TM aligns with the top of the last letter in the affiliate name.

### **Vertical full-color logos**



# JOINT TOWNSHIP DISTRICT MEMORIAL HOSPITAL

AN AFFILIATE OF GRAND LAKE HEALTH SYSTEM





AN AFFILIATE OF GRAND LAKE HEALTH SYSTEM









# GRAND LAKE PRIMARY CARE AT ST. MARYS

AN AFFILIATE OF GRAND LAKE HEALTH SYSTEM















# AFFILIATE LOGOS

The affiliate logo can be used in a horizontal or vertical configuration as shown on the previous page and on this page. Once again, the square wave symbol and the affiliate name are considered one complete unit and must only be used together. The size of each element and their relationship to each other does not vary.

All of the affiliate names have a TM in the logo. The TM aligns with the top of the last letter in the affiliate name.

### Horizontal full-color logos



JOINT TOWNSHIP DISTRICT MEMORIAL HOSPITAL<sup>™</sup> AN AFFILIATE OF GRAND LAKE HEALTH SYSTEM



GRAND LAKE FAMILY PRACTICE AND PEDIATRICS

AN AFFILIATE OF GRAND LAKE HEALTH SYSTEM



WAPAKONETA PRIMARY CARE™

AN AFFILIATE OF GRAND LAKE HEALTH SYSTEM



GRAND LAKE HOME HEALTH\*\*

AN AFFILIATE OF GRAND LAKE HEALTH SYSTEM



GRAND LAKE

HOSPICE™
AN AFFILIATE OF GRAND LAKE HEALTH SYSTEM



GRAND LAKE OB/GYN™

AN AFFILIATE OF GRAND LAKE HEALTH SYSTEM



GRAND LAKE
OCCUPATIONAL MEDICINE™
AN AFFILIATE OF GRAND LAKE HEALTH SYSTEM



GRAND LAKE SLEEP CENTER™

AN AFFILIATE OF GRAND LAKE HEALTH SYSTEM



GRAND LAKE PRIMARY CARE AT ST. MARYS™

AN AFFILIATE OF GRAND LAKE HEALTH SYSTEM



MIAMI & ERIE MEDICAL CENTER™

AN AFFILIATE OF GRAND LAKE HEALTH SYSTEM



ROBERT GILL, M.D.

AN AFFILIATE OF GRAND LAKE HEALTH SYSTEM



URGENT CARE™ AT JTDMH™

AN AFFILIATE OF GRAND LAKE HEALTH SYSTEM



WAPAKONETA URGENT CARE™

AN AFFILIATE OF GRAND LAKE HEALTH SYSTEM

# COLOR

The GRAND LAKE HEALTH SYSTEM<sup>TM</sup> logo and the affiliate logos may be used in color as shown here. Only the following colors may be used:

# For spot-color printing processes:

Pantone 320 Blue 100 % Black

# For 4-color printing processes:

The CMYK (cyan, magenta, yellow, black) values for Pantone 320 are:

Cyan 100% Magenta 0% Yellow 30% Black 6%



When a logo is used at a small size or on specialty items, this symbol becomes solid, without the blend and screens. See page 12 for more information on size restrictions. See page 15 for more information on specialty items.



# **GREY SCALE**

The GRAND LAKE HEALTH SYSTEM™ logo and the affiliate logos may be used in grey scale, that is, **when no** color other than black is present in the printing process.

The screened-symbol versions are to be used in newspaper advertising, magazine advertising, and promotional flyers when black-and-white ads are being published.

The black solid-symbol versions are to be used in most other situations, when screen-printing is not an option in the printing process, or when logos are too small for the screens to print clearly. See page 12 for more information about size restrictions. See page 15 for more information about printing on specialty items.

Grey scale screened-symbol versions





GRAND LAKE

H E A L T H S Y S T E M



# REVERSE

The GRAND LAKE HEALTH SYSTEM logo and the affiliate logos should be reversed out to white when the logo is on a dark background, as shown in these examples.

Any dark background, whatever the color, justifies using the reverse logo. The background must be dark enough to provide contrast so the logo is legible. The bottom example on this page shows a background that is not dark enough to provide the required contrast to easily read the logo.





Reverse logo, improperly used on a background that is too light.



This background is not dark enough to provide proper contrast to see the logo. A reverse logo should never be used in this situation.

# MINIMUM SIZE RESTRICTIONS

The minimum useable size of the logo is defined by the height of the letters in the affiliate name.

# VERTICAL SCREENED-SYMBOL VERSIONS

The vertical logo versions that utilize the screened symbol should be no smaller than 3/16-inch for the letter height.

# HORIZONTAL 2-LINE SCREENED-SYMBOL VERSIONS

The horizontal 2-line logo versions that utilize the screened symbol should be no smaller than 1/4-inch for the height of the two lines of the affiliate name.

# VERTICAL SOLID-SYMBOL VERSIONS

When the logo needs to appear very small, the versions with a solid symbol should be used. These versions should never be used smaller than 1/8-inch letter height.

# HORIZONTAL 2-LINE SOLID-SYMBOL VERSIONS

The horizontal 2-line logo versions that utilize the solid symbol should be no smaller than 7/32-inch for the height of the two lines of the affiliate name.

### Vertical screened-symbol versions





AN AFFILIATE OF GRAND LAKE HEALTH SYSTEM

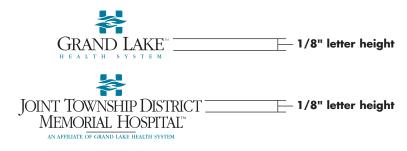
### Horizontal screened-symbol corporate logo



### Horizontal 2-line screened-symbol versions



### **Vertical solid-symbol versions**



## Horizontal solid-symbol corporate logo



### Horizontal 2-line solid-symbol versions



# MINIMUM CLEARANCE

In all applications, the GRAND LAKE HEALTH SYSTEM™ logo and the affiliate logos must be surrounded by a "clearance" area that is free from any graphic intrusions that may diminish the visual presence and impact of the logo. Note that the proportion shown is a minimum; it is often desirable to have an even greater clearance area than the minimum specified.

The minimum distance is determined to be 1/3 of the height of the square symbol in the logo.





# IMPROPER USAGE

Anyone who experiences a piece of communication from GRAND LAKE  $\mathsf{HEALTH}\ \mathsf{SYSTEMS}^\mathsf{TM}$  and its affiliates should have no question that it has come from us or has been authorized by our marketing department. With that in mind, here are some additional guidelines for eliminating common design errors in the use of our logos.



The size and position of our company logos should figure prominently in any form of print or electronic media. That is, the logo needs not always be the largest element in any communication, but it should also not be overpowered by other graphic elements (A). Never stretch or elongate the logo out of its original proportions in any way (B).

### **COLOR**

Only reproduce the logo in approved identity colors, as indicated in this design guide. Other colors (C) or screen tints (D) are not acceptable. The logo may also be used in grey scale as described on page 10.

#### **CONTRAST**

When our logo appears against colored backgrounds, be sure there is enough contrast for the lettering and square symbol to be legible (E). Avoid placing the logo against busy backgrounds, patterns, or imagery (F).

### **ALIGNMENT**

Never tilt, flop, distort, or rearrange elements within our company logo (G). It should always align on a vertical and horizontal axis on the page (H).



(A) Overpowered by background



(B) Stretched out of proportion



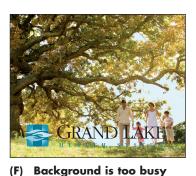
(C) Wrong colors



(D) Wrong tints



(E) Not enough contrast





(G) Wrong arrangement of logo elements



(H) Wrong alignment

# LOGO USAGE ON SPECIALTY AD ITEMS

These "mini logos" have been developed for use on small or oddly-shaped specialty ad items, such as the pen shown here.

The type of transfer, embroidery, or printing process for items such as cloth banners, large signs, t-shirts, caps, mugs, and other specialty items would determine which logo is used (whether it be one-color, full-color, gradient or solid logo).

The specifications for minimum clearance, use of taglines, and improper logo usage as explained on the previous pages would apply for specialty ad items too.

# **₩** GRAND LAKE HEALTH SYSTEM







# ★ JOINT TOWNSHIP DISTRICT MEMORIAL HOSPITAL\*









# LOGO USAGE ON VEHICLES AND SIGNS

The type of transfer, or printing process capabilities for vehicles and signs that adhere to vehicles would determine which logo is used (whether it be one-color, full-color, gradient or solid logo).

The specifications for minimum clearance, use of taglines, and improper logo usage as explained on the previous pages would apply for vehicles too.



# Trademarks

# TM USAGE

The words "Grand Lake Health System" (as well as any affiliate name) in the logos always appear followed by a "TM", positioned after the last letter and aligning with the top of the letter, as shown in the logo samples on page 4, 7, and 8. Only the first mention of the name on the page needs to have a "TM". The "TM" is positioned as small superscript type:

# **GRAND LAKE HEALTH SYSTEM™**

PLEASE NOTE:

The phrase "Grand Lake Health System" is NOT preceded by "the".

# CASE-SENSITIVE WORDS

The phrase "Grand Lake region" needs to have initial capital letters for the "G" and "L". This phrase does not require a "TM".

# Type Fonts

# FONT FAMILIES

The type fonts shown here are the approved corporate fonts for the creation of collateral, signage, stationery, premiums and other communication materials. Please do not deviate from these fonts.

The ITC Garamond family of type.

itc garamond ultra

itc garamond ultra italic

itc garamond light condensed italic
itc garamond book condensed
itc garamond book condensed
itc garamond bold condensed
itc garamond bold condensed
itc garamond ultra condensed
itc garamond ultra condensed
itc garamond light
itc garamond light
itc garamond light italic
itc garamond book
itc garamond book
itc garamond bold
itc garamond bold
itc garamond bold

(continued on next page)

# Type Fonts

# FONT FAMILIES

The type fonts shown here are the approved corporate fonts for the creation of collateral, signage, stationery, premiums and other communication materials. Please do not deviate from these fonts.

The Futura family of type.

futura light
futura light oblique
futura book
futura book oblique
futura regular
futura oblique
futura bold
futura bold
futura bold oblique
futura heavy
futura heavy oblique
futura extra bold
futura extra bold

# General Information

# ACCURACY

The information on this and the following page is the most current and accurate information available from GRAND LAKE HEALTH SYSTEM™. As with any large organization, there are changes periodically as new facilities, services, and personnel are added. Please contact us if you have any questions or want verification.

### Martin C. Dodrill

Director of Planning and Marketing JOINT TOWNSHIP DISTRICT MEMORIAL HOSPITAL 200 St. Clair Street

St. Marys, Ohio 45885-2400 Phone: 419-394-3387, extension 3568

Fax: 419-394-8485 Email: mdodrill@jtdmh.org

Website: www.grandlakehealth.org

## GRAND LAKE HEALTH SYSTEM™

200 St. Clair Street St. Marys, Ohio 45885-2400 Phone: 419-394-3335 Toll Free: 1-877-564-6897 Web: www.grandlakehealth.org

# JOINT TOWNSHIP DISTRICT MEMORIAL HOSPITAL™

200 St. Clair Street St. Marys, Ohio 45885-2400 Phone: 419-394-3335 Toll Free: 1-877-564-6897 Web: www.grandlakehealth.org — Visiting Hours: 1 - 8:30 pm

### BIRTHING CENTER CARDIAC CENTER EMERGENCY CENTER

OUTPATIENT CENTER
INPATIENT REHAB CENTER
REHAB SERVICES (inpatient)
SURGERY CENTER
TRANSITIONAL CARE UNIT

VEIN CENTER
WOMEN'S IMAGING CENTER
WOUND CARE CENTER

# — all are located at: 200 St. Clair Street

St. Marys, Ohio 45885-2400 Phone: 419-394-3335

### JTD HOSPITAL FOUNDATION

200 St. Clair Street St. Marys, Ohio 45885-2400 Phone: 419-394-3335

### JTDMH COMMUNITY OUTREACH

200 St. Clair Street St. Marys, Ohio 45885-2400 Phone: 419-394-6132 Fax: 419-394-9450

### **CALL-A-NURSE**

Phone: 1-888-910-3335

### URGENT CARE AT JTDMH™

200 St. Clair Street St. Marys, Ohio 45885-2400 Phone: 419-394-3335

Mon-Fri Hours: 5 pm - 10 pm
 Sat-Sun Hours: 10 am - 10 pm

# WAPAKONETA PRIMARY CARE AT THE WAPAKONETA MEDICAL CENTER™

812 Redskin Trail Wapakoneta, Ohio 45895 Phone: 419-738-4445 Hours: Mon-Thurs 9 am - 5 pm Fri 9 am - 4 pm

#### WAPAKONETA URGENT CARE™

812 Redskin Trail Wapakoneta, Ohio 45895 Phone: 419-738-5651 Hours: Sat-Sun 10 am - 10 pm

### GRAND LAKE OB/GYN™ AT WAPAKONETA MEDICAL CENTER

812 Redskin Trail Wapakoneta, Ohio 45895 Phone: 419-738-4414 Hours: Mon Noon - 5 pm Tues Thurs 9 - 5

# GRAND LAKE FAMILY PRACTICE AND PEDIATRICS

AT THE CELINA MEDICAL CENTER™

801 Pro Drive Celina, Ohio 45822 Phone: 419-586-6489 Hours: Mon-Fri 9 am - 4:30 pm

### GRAND LAKE OB/GYN™

1067 Hager Street St. Marys, Ohio 45885 Phone: 419-394-7314

Hours: Mon Tues Thurs 9 am - 5 pm

### GRAND LAKE HOME HEALTH™

1122 East Spring Street St. Marys, Ohio 45885 Phone: 419-394-7434 Toll Free: 1-800-543-5115

### **GRAND LAKE HOSPICE™**

1122 East Spring Street St. Marys, Ohio 45885 Phone: 419-394-7434 Toll Free: 1-800-543-5115 After Hours: 419-394-3335

### GRAND LAKE OCCUPATIONAL MEDICINE™

200 St. Clair Street St. Marys, Ohio 45885 Phone: 419-394-3335

### GRAND LAKE PRIMARY CARE AT ST. MARYS™

1040 Hager Street St. Marys, Ohio 45885 Phone: 419-394-9959 Hours: Mon-Fri 8 am - 5 pm

### **GRAND LAKE REGIONAL CANCER CENTER**

900 Havemann Road Celina, Ohio 45822 Phone: 419-584-1900 Web: www.cnwco.org

### GRAND LAKE SLEEP CENTER™

975 Hager Street St. Marys, Ohio 45885 Phone: 419-394-9992 Fax: 419-394-9627

### GRAND LAKE REHAB SERVICES™ (outpatient)

1275 Greenville Road St. Marys, Ohio 45885 Phone: 419-394-9514

### ROBERT GILL, M.D.™

4 Eagle Drive Minster, Ohio 45865 Phone: 419-628-2308 Hours: Mon-Fri 8 am - 4 pm

# eneral Informatio

### MIAMI & ERIE MEDICAL CENTER™

04463 State Route 66 Minster, Ohio 45865 Phone: 419-628-3821 Hours: Mon 8 am - 4 pm Wed 8 am - 5:30 pm Tues, Thurs 8 am - 8 pm Fri 8 am - Noon

### **CENTERS OF EXCELLENCE AT JTDMH:**

- Birthing Center
- Transitional Care Unit
- Cardiac Center
- Urgent Care
- Emergency Center
- Vein Center
- Home Health
- Women's Imaging Center
- Inpatient Rehab Center
- Wound Care Center
- Surgery Center

### AFFILIATES OF GRAND LAKE HEALTH SYSTEM:

- 1.) Joint Township District Memorial Hospital™ Kevin Harlan, CEO
- 2.) Grand Lake Home Health™
- 3.) Grand Lake Hospice™
- 4.) Grand Lake Occupational Medicine™
- 5.) Grand Lake Sleep Center™
- 6.) Urgent Care at JTDMH™
- 7.) Wapakoneta Urgent Care™

### **GRAND LAKE PHYSICIAN PRACTICES** —

- 8.) Grand Lake Family Practice and Pediatrics at the Celina Medical Center<sup>1</sup>
- 9.) Wapakoneta Primary Care at the Wapakoneta Medical Center
- 10.) Grand Lake OB/GYN™
- 11.) Grand Lake Primary Care at St. Marys
- 12.) Robert Gill, M.D.™
- 13.) Miami & Erie Medical Center™

#### JTDMH MISSION, VISION, VALUES STATEMENT

#### Mission:

To optimize the health status of those we serve by providing the

highest quality, value and service while remaining financially strong.

### Vision:

- To be • the region's leader and preferred choice for healthcare;
  - · the most desired place for employment;
  - the recognized source for health and wellness; and
  - · the coordinator of patient services that exceed the scope of our health system

### Values:

Compassion — to serve with dignity, concern, trust and kindness

Respect — for our patients, families, communities and each other

Stewardship — making the best use of our human and economic resources

Service Excellence — anticipating customer needs, continuously

improving and consistently exceeding expectations Collaboration — to work in partnership, internally and externally,

to better serve our communities

Workforce — to value and respect the talented, committed and diverse people who make up our health system

# Conclusion

# GRAND LAKE HEALTH SYSTEM™ IS COMMITTED TO A STRONG BRAND FOR HEALTHCARE

GRAND LAKE HEALTH SYSTEM is committed to creating and maintaining a strong, vital brand that sets a high standard for heathcare. Through the consistent application of a carefully crafted branding strategy, creative concepts and impactful graphics, our ability to confidently serve an ever-expanding base of customers will continue to grow. We look forward to working closely with you to build and sustain a strong GRAND LAKE HEALTH SYSTEM for generations to come.

For more information about the GRAND LAKE HEALTH SYSTEM branding and identity guideline, please contact:

## Martin C. Dodrill

Director of Planning and Marketing JOINT TOWNSHIP DISTRICT MEMORIAL HOSPITAL 200 St. Clair Street St. Marys, Ohio 45885-2400

01. 77(01)3, 01110 43003 2400

Phone: 419-394-3387, extension 3568

Fax: 419-394-8485 Email: mdodrill@jtdmh.org

# Compact Disc

# THIS CD CONTAINS...

- A complete set of **2-color logos** 
  - vertical screen-symbol versions
  - horizontal screen-symbol versions
  - vertical solid-symbol versions
  - horizontal solid-symbol versions
- A complete set of grey scale logos
  - vertical versions
  - horizontal versions
- A complete set of solid black logos
  - vertical versions
  - horizontal versions

- A complete set of reverse white logos
  - vertical versions
  - horizontal versions
- All logos are provided as
  - Adobe Illustrator EPS files
  - Photoshop JPG files
- I PDF of this Specifications Guide

# Specifications Guide



200 ST. CLAIR STREET
ST. MARYS, OHIO 45885-2400
PHONE: 419-394-3335

TOLL-FREE: 877-564-6897

WWW.GRANDLAKEHEALTH.ORG

THE PREFERRED CHOICE FOR HEALTHCARE IN THE GRAND LAKE REGION