

World Hearing Forum stakeholders' and members' meetings

WHO Headquarters, Geneva, Switzerland

27-29 November 2023



Meeting Handbook



VISION

A world in which no person experiences hearing loss due to preventable causes and those with hearing loss can achieve their full potential through rehabilitation, education and empowerment.

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I. Important instructions for participants

In person participation

Venue

The meeting will be held at the headquarters of the World Health Organization (Avenue Appia 20, Geneva) in Auditorium Z3 and Z4.

Badge pick-up

You can collect your badge at the WHO Reception (close to main entrance). You will require your **passport** or another form of **valid photo ID** and **proof of COVID vaccination** (2 doses) to get a badge to enter WHO.

Note: Please make sure that you have registered on the WHO Indico platform for the meeting and the registration has been approved, as this is mandatory for issue of badge.

Please leave sufficient time to collect your badge before the meeting start time as there is often a queue.

Meeting room

The meeting will be held in the WHO main (B) Building, Auditorium Z3 and Z4.

Directions to meeting room

- Once you have collected your badge at the reception, turn left towards the entry gates. Scan your badge to enter. There will be signage directing you to the meeting room.
- You can take the stairs on the left or the elevator besides the stairs to go down to the cafeteria level.
- Elevator: choose floor B1. Once you exit, turn right and then right again and walk towards the cafeteria.
- Stairs: Once you go down the first flight of stairs, turn right and go towards the second staircase leading to the cafeteria.
- Once in the cafeteria, walk towards the other end and towards the right, next to the glass wall.
- You will find some stairs heading further down to the auditoriums.
- Here, please find Auditorium Z3 and Z4 on the left.

Language

The meeting will be held in English. Closed captioning will be provided in English, Arabic, Chinese, French, Spanish and Russian

Meeting etiquette

- **The registration will close at 08:45 AM CET and the meeting will start at 09:10 AM CET. Please make sure you are in your seat by then.**
- Once you arrive at the auditorium, please pick up your name plate from outside the room and take a seat inside. Select a seat that does not have a name plate in front of it.
- During the meeting, if you wish to take the floor, kindly indicate this by holding up your name plate.
- Kindly make sure that you are present throughout the meeting and respect the time slots as indicated in the agenda and during the meeting.
- **We request you to NOT bring any gifts or souvenirs for WHO staff, as WHO rules do not permit acceptance of these.**
- Please let us know, in advance, if you do not wish to have your photographs taken or shared on WHO website.

WIFI

Free WIFI is available in the WHO building. The username is: **#WHOWIFI**. There is no password.

Refreshments

Coffee and refreshments will be available during coffee breaks. Participants are welcome to purchase lunch at the WHO cafeteria, coffee shop and nearby restaurants.

Sexual Harassment Policy

- WHO has a zero-tolerance policy against sexual harassment.
- Sexual harassment is “any unwelcome conduct of a sexual nature that might reasonably be expected or be perceived to cause offense or humiliation, when such conduct interferes with work, is made a condition of employment, or creates an intimidating, hostile, or offensive work environment”.
- Sexual harassment may be verbal, non-verbal, or physical and may include written and electronic communications.
- Sexual harassment may occur between persons of the same or different genders and may occur outside the working place and outside working hours. Sexual harassment may be perpetuated by a colleague, including a supervisor, peer or subordinate.
- Although it usually involves a pattern of conduct, sexual harassment may take the form of a single incident.
- Please refer to the link for more information: <https://www.who.int/initiatives/preventing-and-responding-to-sexual-exploitation-abuse-and-harassment>

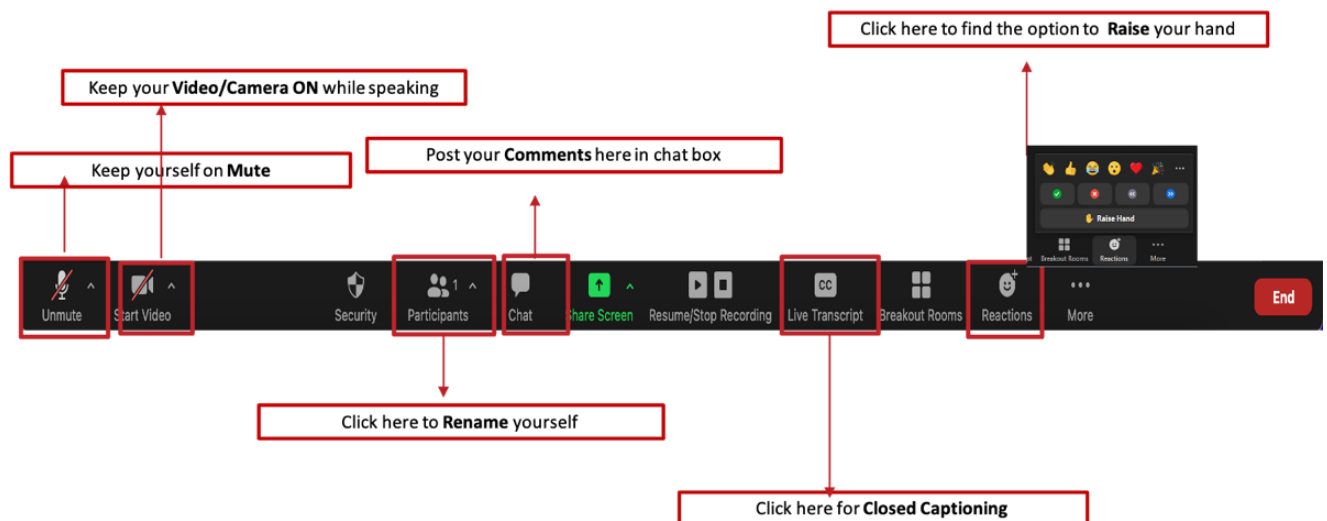
Virtual participation

General zoom etiquettes:

- To ensure your participation is noted, please ensure that your Zoom frame displays your name, organization name and country
- Captioning is available in 6 UN languages. Access the captioning using the link provided in the table below and you can switch to the language you prefer.
- Keep yourself on mute at all time during the session.
- Keep your camera off during the sessions apart from group work.
- Please post your comments and questions in the chat and it will be addressed, if time permits.
- You can reach out to the host of the meeting in case of any technical issue.

Instructions for group work:

- Virtual participants can actively participate during the group work.
- We will inform about the allocation to the group work during the group work introduction session.
- You can raise your hand when you prefer to speak and unmute yourself when given the floor.
- Please switch on your camera when you speak as it is crucial for maintaining accessibility.
- Expect a delay in starting of the group work of at least 10 mins, as the participants will be physically moving to another room for the group work.



II. Links (Zoom and captioning)

Meeting Date	Link	Meeting ID	Passcode	Captioning link
27 November	https://who.zoom.us/j/94429469738	94429469738	WHOWHF@1	https://uk.ai-live.com/CaptionViewer/Join/thirdparty?sessionId=UKWHOS2711A
28 November	https://who.zoom.us/j/98472282016	98472282016	WHFWHO@2	https://uk.ai-live.com/CaptionViewer/Join/thirdparty?sessionId=UKWHOS2811A
29 November	https://who.zoom.us/j/94976638926	94976638926	Members@29	https://uk.ai-live.com/CaptionViewer/Join/thirdparty?sessionId=UKWHOS2911A

Group work link:

27 November 2023	Link	Meeting ID	Passcode	Captioning link
Group Red	https://who.zoom.us/j/94429469738	94429469738	WHOWHF@1	https://uk.ai-live.com/CaptionViewer/Join/thirdparty?sessionId=UKWHOS2711A
Group Blue	https://who.zoom.us/j/91289067621	91289067621	WHF@blue1	https://uk.ai-live.com/CaptionViewer/Join/thirdparty?sessionId=UKWHOS2711B
Group Yellow	https://who.zoom.us/j/99515137431	99515137431	WHO@yello7	-
Group Purple	https://who.zoom.us/j/96347191976	96347191976	WHF@purp1e	-
Group Green	https://who.zoom.us/j/93277770246	93277770246	WHF@gree2	-
Group Orange	https://who.zoom.us/j/98393936304	98393936304	WHF@nge1	-

28 November 2023	Link	Meeting ID	Passcode	Captioning link
Group Red	https://who.zoom.us/j/94429469738	94429469738	WHOWHF@1	https://uk.ai-live.com/CaptionViewer/Join/thirdparty?sessionId=UKWHOS2811A
Group Blue	https://who.zoom.us/j/91289067621	91289067621	WHF@blue1	https://uk.ai-live.com/CaptionViewer/Join/thirdparty?sessionId=UKWHOS2811B
Group Yellow	https://who.zoom.us/j/99515137431	99515137431	WHO@yello7	-
Group Purple	https://who.zoom.us/j/96347191976	96347191976	WHF@purp1e	-
Group Green	https://who.zoom.us/j/93277770246	93277770246	WHF@gree2	-
Group Orange	https://who.zoom.us/j/98393936304	98393936304	WHF@nge1	-

29 November 2023	Link	Meeting ID	Passcode	Captioning link
Changemakers	https://who.zoom.us/j/96018263033	96018263033	WHF@WScm1	-
External relations	https://who.zoom.us/j/91058420087	91058420087	WHF@WSer1	-
Make listening safe	https://who.zoom.us/j/92559114431	92559114431	WHF@wsmls1	https://uk.ai-live.com/CaptionViewer/Join/thirdparty?sessionId=UKWHOS2911B
Member engagement	https://who.zoom.us/j/94976638926	94976638926	Members@29	https://uk.ai-live.com/CaptionViewer/Join/thirdparty?sessionId=UKWHOS2911A
World Hearing Day	https://who.zoom.us/j/91256390190	91256390190	WHF@whd1	-

III. World Hearing Forum stakeholders' meeting, 27-28 November 2023: objectives and agenda

Objectives:

1. Discuss the importance of, barriers to, and strategies for changing people's perceptions related to hearing loss;
2. Update stakeholders on the work and initiatives of the WHO Programme for ear and hearing care; and
3. Identify opportunities for integration of EHC into public health initiatives across the life course, including primary health care.

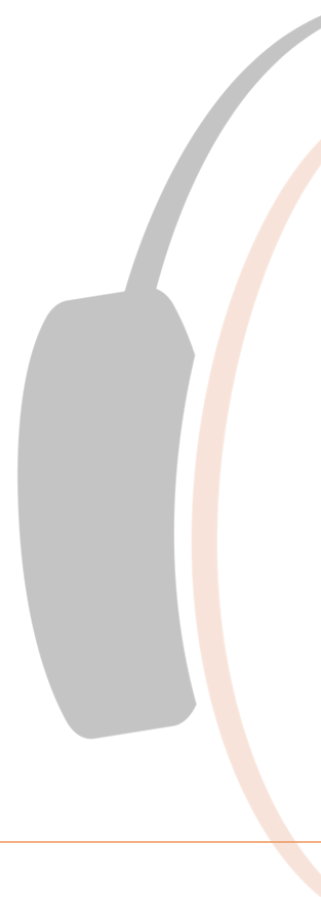
Agenda:

Chairperson: Dr Alarcos Cieza, Unit Head, Sensory Functions, Disability and Rehabilitation		
27 November 2023, Time (CET)		
08:00-08:45	Registration and nameplates distribution	
09:10-09:50	Welcome and opening	Prof Jerome Salomon, ADG HQ/UCN
	Personal story	Shari Eberts
	Ear and hearing care for all: changing perceptions	Shelly Chadha, WHO
09:50-10:20	Networking Coffee break	
10:20-10:50	Introductions	
10:50-10:55	Video	
10:55-11:30	Panel on 'societal perceptions of hearing loss' Panelists: <ul style="list-style-type: none"> • Ketevani Kalandadze (Georgia Parents Group, Georgia) • Charmaine Sylvan (Caribbean Visionary Educators, Trinidad Parent-Teachers association, Trinidad and Tobago) • Joyce Nalugya (Global Coalition of Parents of Children who are Deaf or Hard of Hearing, Uganda) • Premikha M (WHO Interns association, Singapore) • Maurizio Arseni (Geneva Solutions, Switzerland) • Brian Lamb (Hearing Loss and Deaf Alliance, United Kingdom) 	Moderated by Imre Hollo, WHO
11:30-12:00	Discussion	
12:00-12:20	Understanding perceptions and stigma related to hearing loss: what we found	Lauren Dillard & Pallavi Mishra, WHO

12:20-13:30	Lunch break	
13:30-14:30	WHO advocacy tools and initiatives: overview	Carolina Der, WHO
	Using World Hearing Day to change societal perceptions: WHD purpose and impact	James Saunders, Arun Agarwal
	Amplifying changemakers' stories to change societal perspectives - changemakers group purpose and impact	Audra Renyi, Rachael Hapunda
	Making safe listening a reality WHO's work on MLS and its implementation through the WHF	Mark Laureyns, Amarilis Melendez
	Questions	
14:30-16:10	Introduction to and group work on changing societal perceptions of hearing loss	All participants
16:10-16:30	Coffee break	
16:30-17:30	Group work reporting and plenary discussion	All participants
17:45	Group photo	
18:00-19:30	Reception	

28 November 2023, Time (CET)		
09:00-09:10	Review and preview	
09:10-09:25	Integration of ear and hearing care into health care across the life course: why and how?	Shelly Chadha, WHO
09:25-10:05	Panel on 'healthcare provider perceptions related to hearing care'	Moderated by Dr Amelia Tuipulotu, CNO,WHO
	<ul style="list-style-type: none"> • Elisabeth Mukendi, World Federation of Public Health Associations, Congo • NS Karine Lavoie International Council of Nurses, Switzerland • Antonio Rizzoli-Cordoba, International Paediatric Association, Mexico • Leon Geffen, World Organization of Family Doctors, South Africa • Salman Khan, International Federation of Medical Students Associations, India 	
10:05-10:25	Fireside chat with Glenn Van Biesen, Policy officer at the Belgian National Institute for Health and Disability Insurance, Belgium	Moderated by Dr Gerard Schmets, WHO
10:25-10:45	Discussion	
10:45-11:15	Coffee break	

11:15-12:45	Introduction to and group work on integration of hearing care across the life course	
12:45-13:45	<i>Lunch break</i>	
13:45-15:00	Group work reporting and plenary discussion	
15:00-15:30	<i>Coffee break</i>	
15:30-15:40	Theme and plan for WHD 2024	Chitra Chander, WHO
15:40-16:10	Brainstorm activities for WHD 2024	
16:10-16:15	Way forward and meeting close	



IV. World Hearing Forum members' meeting 29 November 2023: objectives and agenda

Objectives:

1. Share WHO's vision for the future of the World Hearing Forum;
2. Review and revise the workplan of the Forum;
3. Renew the steering committee;
4. Outline strategies for expanding the reach of the forum to other health domains; and
5. Identify ways to strengthen engagement of forum members with its workplan.

Agenda:

29 November 2023, Time (CET)	
08:30-08:40	Welcome
08:40-08:55	The past, the present and the future of the World Hearing Forum Shelly Chadha, WHO
08:55-09:20	Reflections from members All participants
09:20-10:00	Activities and achievements of workstreams: <ul style="list-style-type: none"> • Resolution and Report Diego Santana, Isaac Macharia • World Hearing Day Arun Agarwal, James Saunders • Make Listening Safe Amarilis Melendez, Mark Laureyns • Changemakers Audra Renyi, Rachael Hapunda • Resource Mobilization Michael Chowen, George Tavartkiladze
09:55-10:15	Questions and discussions
10:15-10:45	<i>Photo and Coffee break</i>
10:45-11:15	Handing over the baton: introduction to new steering committee and thanking the first steering committee
11:15-11:45	New cross-cutting workstreams <ul style="list-style-type: none"> • External relations Peter Thorne, Ruth Warick • Membership status and member engagement Pallavi Mishra, Serwadda Moses, Sue Archbold
11:45-12:00	Questions and discussions
12:00-12:10	Role of the WHO network of CCs and OORs in the forum
12:10-12:15	Introduction to group work in workstreams
12:15-13:15	<i>Lunch break</i>
13:15-15:45	Workstream meetings
15:45-16:00	<i>Coffee break</i>
16:00-16:50	Plenary
16:50-17:00	Next steps and meeting closes

V. List of Participants

In-Person participants



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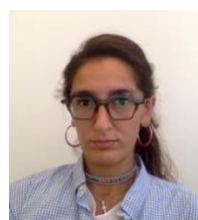
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Devangi Dalal
Josh Foundation
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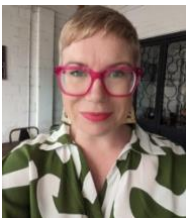
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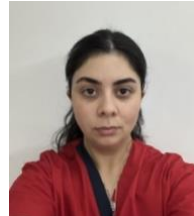
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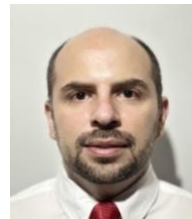
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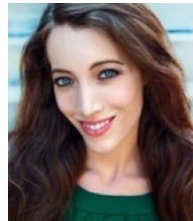
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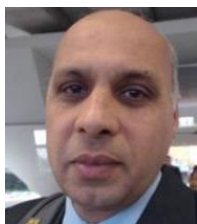
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Tbilisi,
Georgia



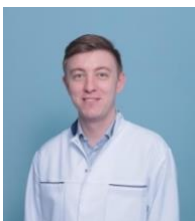
Edwin Tucker
Deafness Forum Australia
Clovelly,
Australia



Kelly Tremblay
Kelly Tremblay Consulting
Toronto,
Canada



Christine Turgeon
Université Laval
Québec, Canada



Gaziz Tufatulin
Center of Pediatric Audiology
St Petersburg,
Russian Federation



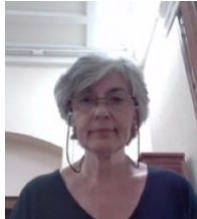
Barnabas Bem Vangerwua
Nigerbell Ltd (Speech &
Hearing)
Lagos,
Nigeria



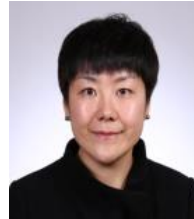
Glenn Van Biesen
Ministry of Health of Belgium
Dendermonde,
Belgium



Saurabh Varshney
All India Institute of Medical
Sciences (AIIMS)
Deoghar,
India



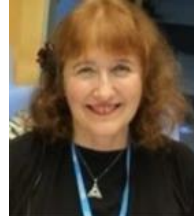
Isabel Varela-Nieto
Centro de Investigación
Biomédica en Red (CIBER)
Madrid, Spain



Shuo Wang
Beijing Institute of
Otolaryngology, Beijing
Tongren Hospital
Beijing,
China



Yufeng Wang
The First Affiliated Hospital of
Nanjing Medical University
Nanjing,
China



Ruth Warick
International Federation of
Hard of Hearing People
Vancouver,
Canada



Chris Waterworth
The Global OHNS Initiative
Melbourne,
Australia



Howard Weinstein
Solar Ear
Sao Paulo,
Brazil



Laurie Wells
3M
Loveland,
United States of America



Yulia Yurkis
Ministry of Health of Ukraine,
Ukraine



Lidia Zabala
Cochlear AG
Horgen,
Switzerland



Lucas Zelaya
Centro Audiologico Auris
Tegucigalpa,
Honduras



Stefan Zimmer
European Hearing Instrument
Manufacturers Association
(EHIMA)
Frankfurt,
Germany

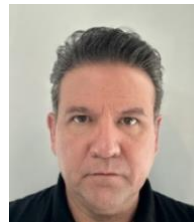


Elisabeth Tshiana Mukendi
World Federation of Public
Health Associations,
Congo

Virtual Participants



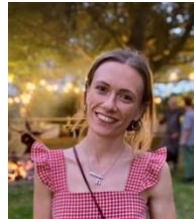
Muhammad Akram
Danishkadah
Karachi,
Pakistan



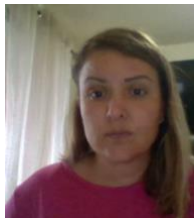
Raul Ballon
AUDIOPROT / OTOGROUP SRL
Cochabamba, Bolivia
(Plurinational State of)



Diane Bell
Carel du Toit Centre
Cape Town,
South Africa



Victoria Bishop-Rowe
Auditory Verbal UK
London,
United Kingdom



Wendy Camacho
Ministry of Health of Costa
Rica,
Costa Rica



Ana Castillo Vásquez
Ministry of Health of Costa
Rica
Costa Rica



Clemence Chidziva
WIZEAR
Harare,
Zimbabwe



Bonnie Cooke
Speech-Language & Audiology
Canada
Ottawa, Canada



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Australia



Victor De Andrade
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Witwatersrand, Department of
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South Africa



Robert Eikelboom
Ear Science Institute Australia
Subiaco,
Australia



Susan Emmett
University of Arkansas Center
for Hearing Health Equity and
the Global HEAR Collaborative
Little Rock,
United States of America



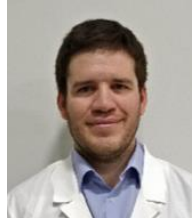
Robbert Jh Ensink
OIGT Royal Dutch Tropical
Institute
Drempt,
Netherlands (Kingdom of the)



Natasha Gallardo
The National Foundation for
Deaf and Hard of Hearing
Auckland, New Zealand



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Canada



Anthony Garcia
Primer Instituto Auditivo Del
Paraguay S.R.L.
Asuncion,
Paraguay



Natalia Gilbert
Ministry of Health of Chile
Santiago,
Chile



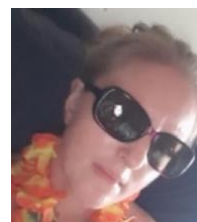
Dalia Hassan
Audiovestibular Unit, Faculty of
Medicine, Ain Shams University
Cairo,
Egypt



Stuart Higenyi
Uganda Federation of the Hard
of Hearing
Kampala, Uganda



Nadia Ibrahim
Ministry of Health of Egypt
Cairo,
Egypt



Annette Kaspar
Ministry of Health of Samoa
Apia,
Samoa



Kelly King
Ministry of Health of the
United States of America
Bethesda, United States of
America



Milan Maharjan
Ear Care Nepal,
Kathmandu, Nepal



Vinaya Manchaiah
University of Colorado School
of Medicine
Aurora,
United States of America



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Better Hearing Philippines, Inc.
Pasig City,
Philippines



Carly Meyer
The University of Queensland
Brisbane,
Australia



Shujiro Minami
National Hospital Organization
Tokyo Medical Center,
Japan



António Miranda
OUVIR Portuguese
Association of Hearing Aids
and Implants Users.
Portugal



Anup Narang
Alps Hearing Research Forum
New Delhi,
India



Mansoureh Nickbakht
University of Queensland,
Australia



Mehwish Nisar
University of Queensland,
Australia



Laura Odato
American Cochlear Implant
Alliance
Washington, United States of
America



Ramakanta Paudel
IMPACT
Kusma, Nepal



Carlos Pereira
Colegio de Terapeutas de Costa
Rica
San Jose,
Costa Rica



Ketevan Petriashvili
Charity Foundation Ai la
Tbilisi, Georgia



Sione Pifeleti
Minsitry of Health of Samoa
Apia, Samoa



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The University of Queensland
Centre for Hearing Research
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Australia



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Global ENT Outreach
Sydney, Australia



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World Federation of Public
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Donna Smiley
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International Federation of
Medical Students' Associations
Guimaraes, Portugal



Dr. Meera Suresh
Balavidyalaya Trust - The
school for young deaf children
and Institute for teacher
training,
Chennai, India



De Wet Swanepoel
University of Pretoria, South
Africa
Pretoria, South Africa



Natalia Tamblay
Ministry of Health of Chile
Santiago de Chile,
Chile



Pamela Tomicic
Centro de Audición Los
Sentidos y La Comunicación
(CESCO)
Santiago, Chile



James Whitlock
Acoustical Society of New
Zealand
Tauranga, New Zealand



Laia Zamora
FEDERACIÓN AICE
Torrent, Spain

WHO Secretariat

Carolina Belinchon
WHO HQ

Shelly Chadha
WHO HQ

Robin Chasserot
WHO HQ

Carolina Der
WHO HQ

Dyxon Hansell
WHO Samoa

Carolina Hommes
WHO PAHO

Rauell John Santos
WHO Philippines

Ishakul Kabir
WHO Bangladesh (Virtual)

Kouamivi Mawuenyegan Agboyibor
WHO AFRO

Hasina Momotaz
WHO Bangladesh (Virtual)

Peter Mulas
WHO HQ

Elick Narayan
WHO WPRO (Virtual)

Kylie Shae
WHO HQ

Dr Amelia Tuipulotu
WHO HQ

Melita Vujnovic
WHO Russia

Mahmoud Bozo
WHO Syria (Virtual)

Chitra Chander Shekhar
WHO HQ

Emilia Cristina De Castro Monteiro
WHO Mozambique (Virtual)

Salomea Guchmazashvili
WHO Georgia

Dr Imre Hollo
WHO HQ

Amir Jamoussi
WHO HQ

Moses Kerkula Jeuronlon
WHO Liberia

Nargiza Khodjaeva
WHO Cambodia

Pallavi Mishra
WHO HQ

Cathal Morgan
WHO EURO (Virtual)

Joyce Nanjala Nato
WHO Kenya (Virtual)

Hala Sakr
WHO EMRO (Virtual)

Itzel Thomas Robinson
WHO Panama

Tashi Tobgay
WHO SEARO

VI. World Hearing Forum

Launched in 2019, the World Hearing Forum is a global network of stakeholders promoting ear and hearing care worldwide. Members of this advocacy network will commit to facilitating implementation of World Health Assembly resolution WHA70.13 on “Prevention of deafness and hearing loss” and supporting Member States in this regard.

Purpose of the forum

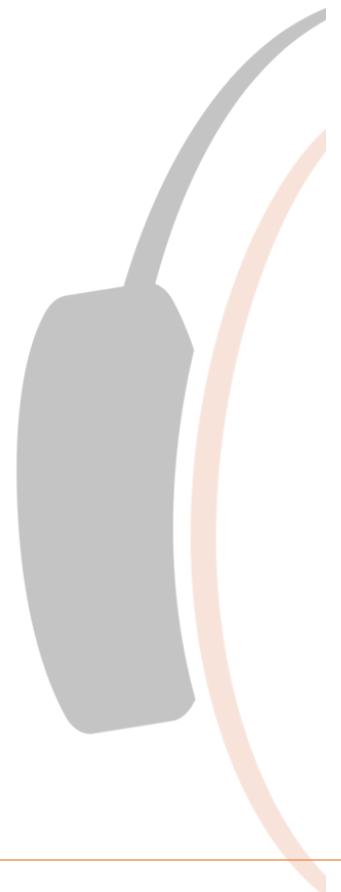
The World Hearing Forum is filling a critical gap by bringing a collective vision to advocacy and collaboration in this field. Through networking and by sharing knowledge, skills and experiences from the field, the World Hearing Forum is galvanizing action towards a world in which no person experiences hearing loss due to preventable causes and those with hearing loss can achieve their full potential through early identification and appropriate management of their condition.

Activities of the forum

The forum’s activities currently focus on the following workstreams:

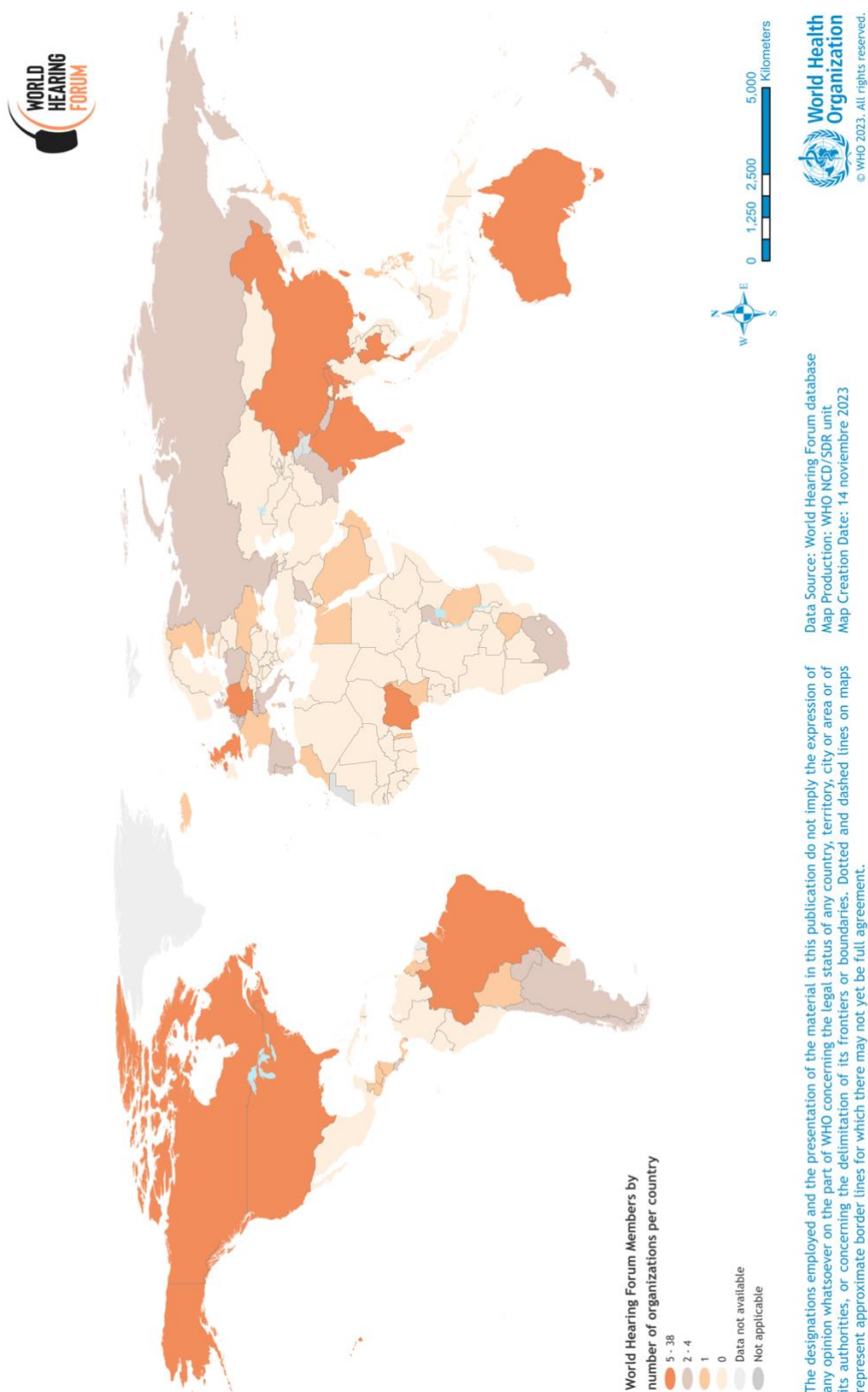
- Changemakers
- Make Listening Safe
- World Hearing Day
- *Member Engagement*¹
- *External Relations*¹

¹ New workstreams, activities to be initiated



World Hearing Forum members

World Hearing Forum (WHF) Members by number of organizations (n=205).



List of members can be accessed here: <https://www.who.int/teams/noncommunicable-diseases/sensory-functions-disability-and-rehabilitation/world-hearing-forum-members>

World Hearing Forum workstreams



WHF Changemakers aim to change the societal perception of hearing loss through sharing stories of everyday changemakers; engaging high profile champions to raise the importance of hearing as a public health issue; and to amplify key WHO messages to a wider audience by developing new communication channels.



Building upon the technical work done by WHO in its Make Listening Safe initiative, this workstream is committed to creating a world where nobody's hearing is put in danger due to unsafe listening.



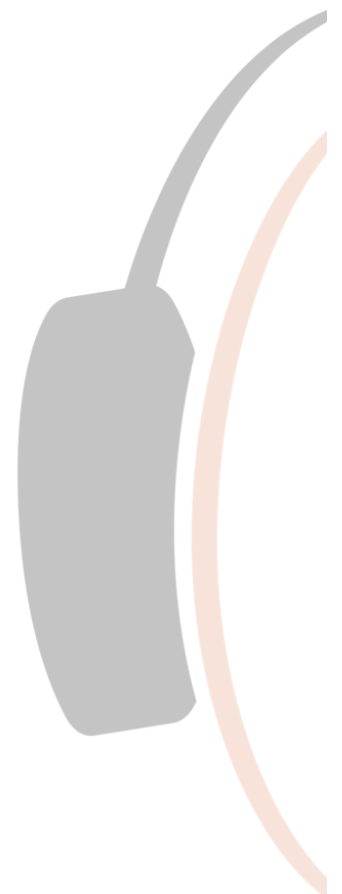
This workstream aims to maximize awareness on hearing loss and advocacy for hearing care among policy makers, professionals, communities, and the public in all Member States through the World Hearing Day.



This workstream will work to improve engagement of members with activities of the forum to deliver on its mandate.



This workstream will aim to broaden the diversity of members within the forum and to increase its visibility within other health domains.



WHF Steering Committee

Foundational (first) steering committee, 2019-2023

Arun Agarwal

Michael Chowen

Diego Santana Hernandez

Mark Laureyns

Julie Ligeti

Isaac Macharia

Amarillis Melendez

James Saunders

George Tavartkiladze

Ruth Warick

Steering committee, 2023

Sue Archbold

Lidia Best

Avi Blau

(represented by Ruth Warick)

Katya Freire

Racheal Hapunda

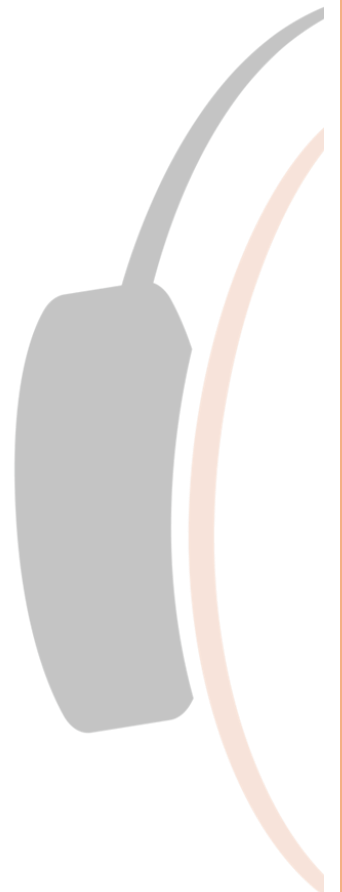
Mauro Menziatti

Audra Renyi

Snigdha Sarkar

Moses Serwadda

Peter Thorne



VII. World Hearing Forum Icebreaker

On 27 November, Networking Coffee Break at 10 AM!

- Please carry your name plates with you when you disperse for the coffee.
- There will be two bowls with paper chits placed near the coffee table.
- Bowl A will have a chits with names of the people participating in the WHF meeting, and bowl B will have a question.
- To play this game, you will need to pick a paper chit from each of the two bowls.



BOWL A



BOWL B

- Once you have received both papers, you must identify the person whose name is on your chit and ask them the question on the other paper.
- As everyone will be carrying their nameplates you will be able to identify them.

Example: Chit has the name "Travis Head" and Chit has the question "Describe a memorable travel experience you've had.", identify Travis and ask him this question.

- Take a picture with that person while holding the chit with the name and send us the image, which we will share at the close of the meeting.

VIII. Social Media / Communications Kit

- Share your experience at the World Hearing Forum with these hashtags:

#WHO #safeListening #worldhearingday #hearingcare #WorldHearingForum

- Don't forget to tag:
 - [@WHO](#)
 - [@shellychadha1](#)
 - [@AlarcosC](#)

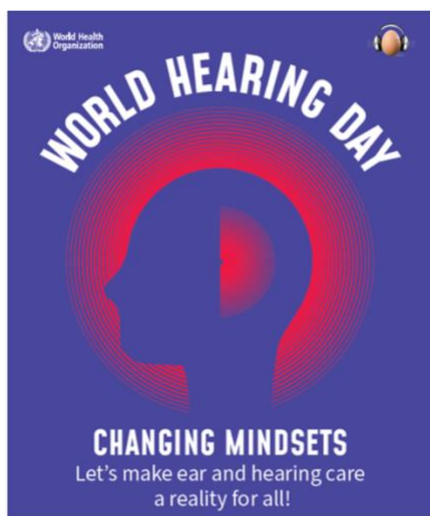
Suggested tweets:

1. Join the #WorldHearingForum work on #WorldHearingDay!
2. #WorldHearingForum, to ensure the world continues to enjoy listening to music #SafeListening
3. Here at the #WorldHearingForum a global network of stakeholders promoting ear and #hearingcare @WHO
4. #WorldHearingForum, Alliance-Advocacy-Action for ear and #hearingcare

Key messages for engaging with media:

- The World Health Organization works in the field of hearing with the aim to prevent [hearing loss](#) that occurs due to preventable causes such as ear infections and noise; and to ensure access to diagnostic, therapeutic, rehabilitative and supportive interventions for all those who have hearing loss.
- In 2017 the World Health Assembly, with participation of all countries, adopted a [resolution](#) on prevention of deafness and hearing loss. This resolution calls upon all countries and partners to take concrete steps to address hearing loss.
- The [World Hearing Forum](#) is a WHO-hosted global advocacy alliance that promotes action for ear and hearing care through multi-stakeholder engagement.
- The first meeting of this Forum was held at WHO headquarters in Geneva in December 2019.
- The second meeting of the forum is bringing together nearly 200 partners across all WHO regions.
- The main areas in which the forum is working include:
 - Raising awareness on hearing loss through the [World Hearing Day](#) (on 3 March each year).
 - Preventing hearing loss through the [Make Listening Safe](#) initiative.
 - Seeking and promoting 'Changemakers' in an effort to reduce stigma.
 - Improving visibility of hearing loss and hearing care across all health domains.
 - Strengthening engagement of and collaboration among WHF members.
- WHO welcomes all stakeholders in the field of hearing to join this global effort through membership of the World Hearing Forum.

Use the click to tweet and instantly share a tweet!



Changing mindsets is crucial for improving access and reducing the cost of unaddressed hearing loss

03 March 2024 #WorldHearingDay

Join the #WorldHearingForum work on #WorldHearingDay!

Click here to tweet!



#WorldHearingForum, to ensure the world continues to enjoy listening to music #SafeListening

Click here to tweet!



World Health Organization

Here at the #WorldHearingForum a global network of stakeholders promoting ear and #hearingcare @WHO

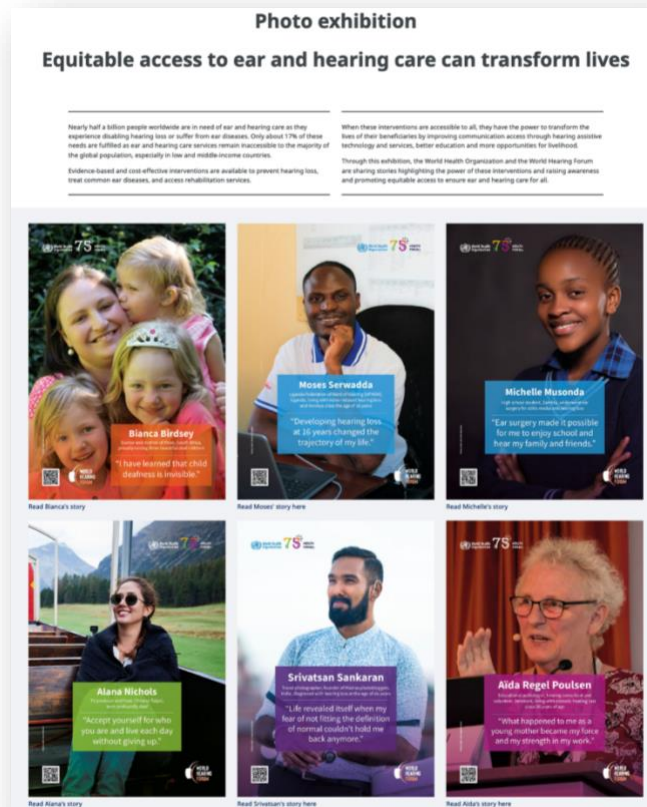


#WorldHearingForum Alliance-Advocacy-Action for ear and #hearing care

IX. Photo exhibit

Make sure to visit our photo exhibit at the WHO main building!

Through this exhibition, the World Health Organization and the World Hearing Forum are sharing stories highlighting the power of these interventions and raising awareness and promoting equitable access to ensure ear and hearing care for all.



Directions to photo exhibit

Once through the entry gates, to access the photo exhibition you must get to floor B1.

- You can take the stairs on the left or the elevator besides the stairs to go down to the cafeteria level.
- Elevator: choose floor B1. Once you exit, near the second staircase,
- You will find a long passage to your left where you'll find the photo exhibition.

Digital photo exhibit

- Additionally, you can also access our digital photo exhibition which can be accessed using this link: <https://www.who.int/campaigns/world-hearing-day/2023/photo-exhibition>

X. Guide to WHO and Geneva

Travelling between the Airport and Geneva City Centre

Geneva city centre is very close to the Geneva Airport. It is easily reachable by train or by bus using the united network of public transport, Unireso. Only one single ticket is required to travel by train, tram, or bus in Geneva.

Where is the train station and bus stop in the airport?

Terminal map and more information about public transport and taxis at the airport at: <http://www.gva.ch/en/Desktopdefault.aspx/tabid-60/>

Geneva Transport Card

UNIRESO offers a Transport Card to guests of Geneva hotels which is valid for all forms of transport within Geneva. You can get this card at your hotel reception.

- **By Train:** Train is the easiest way to reach Geneva city centre: 8 minutes between the Airport and Cornavin central station (Gare Cornavin) (every 15 minutes). All trains from the airport stop at Geneve-Cornavin. The Airport railway station has direct access to the Airport Departure/Arrival levels.
- **By Bus:** The following buses stop at the airport (bus stops are located at the Departure level) and travel to Geneva city centre:

Bus 5 (every 10-15 minutes); get off the bus at Gare Cornavin for the city centre. It takes 20 minutes.

Bus 10 (every 10 minutes); get off the bus at Gare Cornavin for city centre. It takes 25 minutes.

How much does it cost? A standard ticket costs 3.00 CHF (Swiss francs) and is valid for one hour after purchase. It may be used on multiple modes of transport (bus, tram, train, and boat) within Geneva. You must buy your ticket **before** getting onto the transport. Ticket machines are available at all stops and inside some buses. Please select the button for one-hour trip. Alternatively, tickets are also available for purchase on the 'SBB mobile' app. There is also the option of purchasing a day pass (carte journalière) for 10 CHF. This pass is valid from the moment of purchase until 5 AM the following day.

Travelling to/ from the WHO

By Bus: The bus Number 8, direction OMS (OMS means WHO in French) go to the WHO office from the station Gare Cornavin. WHO is the last stop. The F and 22 buses also stop at OMS from Gare Cornavin.

Bus F (every 10-15 minutes); board at Gare Cornavin and get off at the 'Genève, OMS'. The direction that should be taken is 'Gex, L'Aiglette'. This trip takes 12 minutes. Take the 'Genève, Gare Cornavin' direction to return to Gare Cornavin.

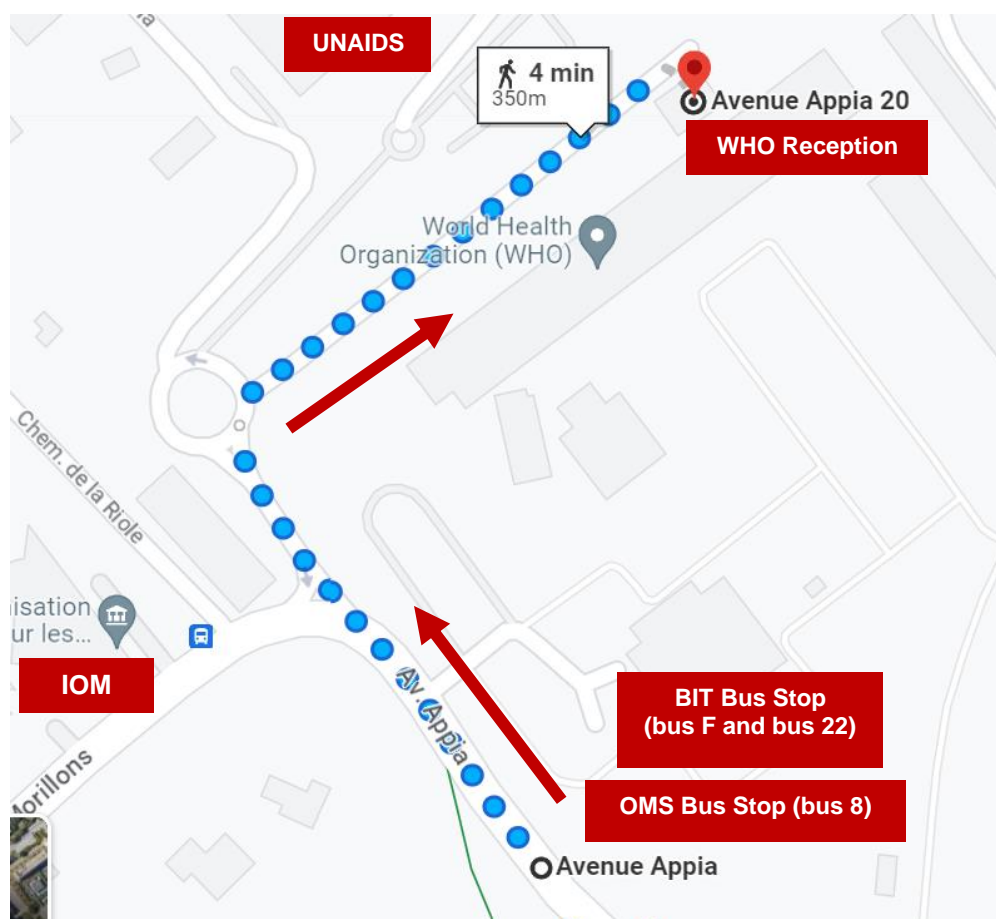
Bus 22 (every 15 minutes); can be boarded at Genève, Nations (United Nations). Descend at the 'Genève, OMS' stop. The direction that should be taken is Plan-les-Ouates, Tourbillon. This trip takes 5 minutes. Take the 'Genève, Jardin Botanique' direction to return to the United Nations.

Bus schedule can be obtained at <http://www.tpg.ch/>

1. Under "Voyager" on the top bar, click "Horaires par ligne"
2. Click on the square representing bus route 8 or bus route F.

Select where you will be departing from by clicking on the name of the stop.

Getting to the WHO Reception from the bus stop



By Taxi: Most Geneva taxi drivers know the headquarters building as "OMS" (Avenue Appia). Taxis can be called by telephone by dialling the following numbers: (022) 320 20 20, (022) 320 22 02 and (022) 33 141 33. The WHO Reception will also order taxis.

Taxis are readily available at taxi spots:

- Place du lac, 1204 Genève (city centre)
- Geneva Airport, arrivals
- Gare Cornavin, Geneva's train station

Uber services are also available in Geneva on a limited basis.

Transport apps

Information on public transport can be obtained through the following mobile phone apps:

- **tpg:** The Geneva public transport app (Transports publics genevois) offers information on timetables for all bus and tram stops of Geneva and can be used to plan the route between two addresses. The tpg app offers the most accuracy about transport schedules in the city of Geneva.
- **SBB Mobile:** SBB offers train services in Switzerland and the app can be used to access train schedules as well as all public transport schedules in Geneva. It also allows purchase of travel tickets directly through the app.
- **Google Maps:** Google maps offers a good source of directions and is generally accurate on the bus and tram routes. It should be noted that the timetables on Google maps may not be fully updated on times as transport disruptions could affect frequency and cause delays. For transport timetables, it is best to consult either the tpg app or the tpg website.

Accessibility of trains, trams, and buses

Bus:

Virtually all buses and trams are wheelchair accessible, and older inaccessible vehicles are very rare. Most buses and trams have display screens and announcements of each stop. If the screen is not functioning, you may also ask the bus driver to inform you of your stop. The bus is the best way to travel from the airport to the city center for wheelchair users, as the train is not accessible without pre-booked assistance. If you do wish to ride the train from the airport to the city centre, you can call the Handicap des Chemins de Fer Fédéraux (SBB) at least one hour before departure: 0800 007 102 (6am to 10pm) or from abroad +41 (0) 51 225 78 44.

Details of accessibility can be found at:

<http://www.tpg.ch/en/web/site-international/service-clients/mobilite-reduite>

Accessible taxi services:

- **Mobile-Service** - Tel: 079 606 27 60, mser@bluewin, wheelchair available
- **Aloha Transport** - Tel: +41(0)22 321 12 21 www.alohatransport.ch, also groups of wheelchair users. Reservation 24h in advance for private, individual travel and 48h for corporate trips.
- **Paramedica** - Tel: +41 (0)22 348 53 15
- **Transport One** - Tel: +41 (0)79 776 26 17
- **Transport Handicap** - Tel: +41 (0)22 794 52 52, only wheelchair users (Tel: +41 (0)22 794 52 54 for atelier (wheelchair rental))
- **Wangler - Transports** - Tél : 022.757.39.39 Tél : 022.757.39.39, reduced mobility and wheelchair users

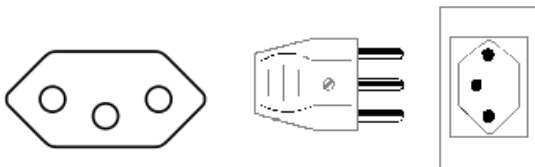
Useful websites for accessibility (Geneva)

<http://www.geneve.ch/handicap/>

<https://www.angloinfo.com/how-to/switzerland/geneva/healthcare/people-with-disabilities>

Swiss plugs/ sockets

Swiss plug-sockets supply the European standard voltage of 230 V AC - 50 Hz. Plug-sockets are shaped as you can see in the picture below.



Hotels in Geneva

5-star hotels

- Hotel President Wilson
(By the lakeside)
Quai Wilson 47,
1211 Geneva, Switzerland
Website: <https://www.marriott.com/hotels/travel/gvalc-hotel-president-wilson-a-luxury-col>
- Hotel InterContinental Geneva
(Close to the WHO HQ)
Wheelchair accessible, accessible parking
7-9, Chemin du Petit Saconnex,
1209 Geneva, Switzerland
Website: <https://www.intercontinental.com/geneva>
- Fairmont Grand Hotel Geneva
(By the lakeside)
Wheelchair accessible
Quai du Mont-Blanc 19,
1201 Geneva, Switzerland
Website: <https://www.fairmont.com/geneva/>
- Crowne Plaza Genève
(Near Geneva Airport)
Wheelchair accessible, accessible parking
Av. Louis-Casaï 75-77,
1216 Genève, Switzerland
Website: <https://geneva.crowneplaza.com/en/>
- La Resèrve Genève
(Nearby 'Les Tuileries' train station is 3 stops away from Gare Cornavin)
Wheelchair accessible
Route de Lausanne 301,
1293 Bellevue, Switzerland
<https://www.lareserve-geneve.com/>

4-star hotels

- Hotel Warwick Geneva
(Near Gare Cornavin)
Rue de Lausanne 14,

1201 Genève

Website: <https://www.warwickhotels.com/warwick-geneva>

- Hilton Geneva Hotel & Conference Centre
(Near Geneva Airport)
Wheelchair accessible, accessible parking and elevator
34, Route François Peyrot,
1218 Grand-Saconnex/Geneva
Website: <http://Geneva.hilton.com>
- Hôtel Novotel Genève Centre
(Near Gare Cornavin)
Wheelchair accessible
19, Rue de Zurich,
1201 Geneva
Website: <http://www.novotel.com/3133>
- Rotary Hotel Genève
(Near Gare Cornavin)
Rue du Cendrier 18-20,
1201 Genève, Switzerland
Website: <https://all.accor.com/hotel/1322/index.en.shtml>
- Résidence La Resèrve
(Situated in neighboring France; can reach Gare Cornavin in 25 minutes by taking the F bus from nearby Ferney Douane stop)
Wheelchair accessible, accessible parking, elevator, and pool
1 Av. du Jura,
01210 Ferney-Voltaire, France
Website: <https://residence-la-reserve.com/en/>

3-star hotels

- Hotel des Alpes
14, Rue des Alpes,
1201 Geneva
Website: <http://www.hotelalpes.ch/>
- Hotel Eden
135, Rue de Lausanne,
1202 Geneva
Website: <http://www.eden.ch>
- B&B Hotel Geneva Airport
(near Geneva Airport)

Wheelchair accessible, accessible parking and elevator

Avenue de l'Etang 73,
1219 Vernier, Switzerland

Website: <https://www.hotel-bb.com/en/hotel/geneva-airport>

- Nash Pratik Hotel
(near Geneva Airport)
Wheelchair accessible
Chem. de la Violette 13,
1216 Cointrin, Switzerland
Website: <https://www.nashpratikhotel.com/>
- Calvy
(can reach Gare Cornavin in 15 minutes by taking 25 bus line going to 'Genève, Jardin Botanique' from 'Terrasière' bus stop)
Wheelchair accessible
Ruelle du Midi 5,
1207 Geneva, Switzerland
Telephone number: +41227002727
Bathroom (facilities): door 70 cm

2-star hotels

- Ibis Genève Aéroport
(Near Geneva Airport)
Chemin de la Violette 10,
1216 Genève, Switzerland
Website: <https://all.accor.com/hotel/3535/index.en.shtml>
- Hotel des Tourelles
(Near Gare Cornavin)
Boulevard James-Fazy 2,
1201 Genève, Switzerland
Website: <https://www.destourelles.ch/>
- Hotel Central Genève
(Near Gare Cornavin)
Wheelchair accessible, accessible elevator
Rue de la Rôtisserie 2,
1204 Genève, Switzerland
Website: <https://www.hotelcentral.ch/en-gb>
- Ibis Genève Petit-Lancy

(Can reach Gare Cornavin in 25 minutes by taking 14 tram line going to 'Meyrin, Gravière' from 'Les Esserts' bus stop)

Wheelchair accessible, accessible parking and elevator

Chemin des Olliquettes 8,

1213 Geneva, Switzerland

Website: <https://all.accor.com/hotel/7289/index.en.shtml>

1-star hotels

- Ibis Budget Genève Petit-Lancy

(Can reach Gare Cornavin in 25 minutes by taking 14 tram line going to 'Meyrin, Gravière' from 'Les Esserts' bus stop)

Wheelchair accessible, accessible parking and elevator

Petit Lancy, Chemin des Olliquettes 6,

1213 Genève, Switzerland

Website: <https://all.accor.com/hotel/7291/index.en.shtml>

- Ibis Budget Genève Palexpo Aéroport

(Near Geneva Airport)

Wheelchair accessible

Route François-Peyrot 28,

1218 Le Grand-Saconnex, Switzerland

Website: <https://all.accor.com/hotel/A8F3/index.fr.shtml>

- Ibis Budget Genève Aéroport

(Near Geneva Airport)

Wheelchair accessible

Avenue Louis-Casaï 26,

1216 Cointrin, Switzerland

Website: <https://all.accor.com/hotel/5653/index.en.shtml>

**This is not an exhaustive list of hotels*

Things to see in Geneva

Geneva has some great sightseeing locations:

- **Lac Lemman:** The crescent shaped Lake Geneva or *Lac Lemman* is the largest body of water in Switzerland and offers some beautiful sunrise and sunset views. From the centre of town, it is best viewed from Bains des Pâquis, for a swim, and from Parc de La Perle du Lac to enjoy some time relaxing in a park by the lake side.
- **Jet d'Eau:** One of the most famous landmarks in Geneva, the Jet d'Eau is a large water fountain in the lake and can be viewed from almost any side of the lake in Geneva.
- **Old Town:** The old town in Geneva is a charming cobblestoned village with many restaurant and café options. It is also a has some lovely streets to walk through and window-shop.
- **St Pierre Cathedral:** Located in the centre of the old town, the Cathedral sits at a high vantage point and is a calm place to visit. The Cathedral towers can be climbed for some of the greatest views of the city of Geneva.
- **Jardin Anglais:** The Jardin Anglais (English Garden) is one of Geneva's most beautiful landmarks. It is situated right after the Mont-Blanc bridge on Geneva's left bank. Within this park is an everchanging flower clock that is definitely worth a picture!

Other useful information and tourism resources

- [Geneva Tourism & Convention Bureau](#)
- (<https://www.geneve.com/?rubrique=0000000000&lang=eng&PHPSESSID=701fedbd7b15a6ce98f8cf0bfb17d9dc>)
- [Geneva International Airport](#)
- <http://www.geneve-tourisme.ch/?rubrique=0000000000&lang=eng>
<http://www.myswitzerland.com/en/home.html>
- <http://www.geneva-pass.com>
- <http://geneva-guide.ch/en/>

Map

- [Centre Town & International Organizations](#)
- [City town](#)

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