



INFORMATION

FOR PARTICIPANTS IN MEETINGS
HELD AT WHO HEADQUARTERS



FIRE	TEL. 11117	MAINTENANCE	TEL. 12156
SECURITY	TEL. 11117	MAIN RECEPTION	TEL. 11152
HEALTH AND MEDICAL SERVICE		SWITCHBOARD	TEL. 99/11111
SECRETARIAT	TEL. 13040	LOST PROPERTY	TEL. 13153
MED. EMERGENCIES +	TEL. 11114		

HOW TO GET TO WHO

WHO headquarters building is situated at the end of Avenue Appia on the outskirts of Geneva, about three kilometres from the centre of town and about one and a half kilometres from the Palais des Nations.

Taxis

Most Geneva taxi drivers know the headquarters building as "OMS" (Avenue Appia).

There are taxi ranks in almost all main squares in Geneva and outside the Palais des Nations.

Taxis can be called by telephone by dialling the following numbers: 022-320 20 20, 022-320 22 02 and 022-331 41 33.

It takes about ten minutes to get to WHO from the airport or from the railway station.

The approximate fares are 25-30 S.fr. and 20 S.fr., respectively.

Bus service

From Monday to Friday, WHO can be reached by bus "8" - with the destination board indicating OMS. It runs from Veyrier and WHO via Rive (the centre of town) and the Place Cornavin (railway station).

Tickets must be purchased before entering buses. Individual tickets are available from vending machines at the bus stops. The normal fare for one adult ticket is S.fr. 3.00. Please note that the vending machines do not give change. Cards for multiple trips at a reduced price can be purchased at the Naville Kiosk in the headquarters building and from newagents in town bearing the "TPG" sign.

There is no "8" bus service to WHO on Saturdays, Sundays and public holidays. As an alternative, the "F" bus service runs from the Place Cornavin to Ferney-Voltaire/Gex (France), stopping at the Vie-des-Champs next to UNAIDS building. The "F" bus runs on Saturdays and Sundays as well as during the week every 30 minutes.

Bus "28" runs from Jardin botanique to Hôpital La Tour every day, passing all major international organizations. It departs from Jardin botanique generally every 20 minutes during the week and on Saturdays and every 40 minutes on Sundays.

The relevant bus timetables are displayed on the board next to the WHO reception desk as well as at all bus stops.

Parking

Parking space is very limited and visitors are encouraged to use public transportation. The general traffic regulations and rules for parking in the WHO grounds or their immediate vicinity are the same as those in force throughout Switzerland. Motorists are requested to follow the instructions of the guards as well as the various traffic signs. In the event of an accident, the guards, or in their absence, the usher on duty at the main entrance (tel. 13152/13058), are responsible for the organization of first aid. **The number for emergencies is 11117.**

HEADQUARTERS FACILITIES

Participants are reminded

**Smoking is not permitted in the WHO buildings.
Take the utmost precautions with all their personal property.
WHO will not be responsible for the loss of personal objects left unattended at meetings.**

Main reception desk

The usher at the main reception desk will provide information to visitors in connection with conference rooms and other facilities available in the building, and will also order taxis.

A visitor's Registration Form (available on a desk opposite the main reception desk) should be completed on arrival.

Coatstands

A number of unattended coatstands are available in several parts of the building, i.e. near the main entrance outside the Executive Board room and all other conference rooms, and in the restaurant. The Organization cannot accept responsibility for coats or belongings left there.

Facilities for persons with disabilities

The main building and annexes, with the exception of the upper level of Annexe X, are all accessible to persons in wheelchairs, pavement kerbs having been replaced by ramps wherever necessary, including at the bus stop. Four parking spaces in Parking P.4 near the entrance to Annex L are reserved for persons with disabilities.

Some lifts, toilets and telephone booths have been specially equipped and details can be obtained from the Reception Desk at the main entrance.

Conference rooms

The largest conference room is the Executive Board meeting room which is located in the main building second basement.

The other conference rooms are as follows:

- Room "A" on the first floor – Main Building
- Room "B" on the 3rd floor – Main Building
- Room "C" on the 5th floor – Main Building
- Room "D" on the 7th floor – Main Building
- Room "G" on the 8th floor – Main Building
- Room E.110 on the first basement – Main Building
- Rooms X.7 and X.10 in Annex X
- Rooms L.10, L.14 and L.18 in Annex L
- Rooms M.105-605 in Annex M
- Room C.102 in Annex C

No food or drinks (except the water already provided) are allowed in the conference rooms at any time.

Post Office, telegrams and telephone

(1) Post Office

The Post Office, "1211 Geneva 27" (tel. 12043) is on the lower level of the main hall. It is open from Monday to Friday, from 8.30 to 16.30. It provides full postal, telegraph and telephone facilities. WHO stamps may be used on outgoing letters mailed from the WHO Post Office only; they should not be used together with ordinary Swiss postage stamps.

(2) Private telegrams and facsimiles may be dispatched from the Post Office (see above). There is a mail box in Annex L.

(3) Telephone

- (a) Internal calls (see WHO Telephone Directory) - dial the desired number when the dialling tone is heard. The staff of WHO may be reached directly from outside by dialling 022-79 + 5 digit extension number of the person concerned.
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- (b) Calls to other international organizations in Geneva:
- Palais des Nations: dial 97 + 5 digit extension number required or dial 022 and then 917 12 34 to reach UN operator;
 - other specialized agencies, dial 022, then:

HCR	739 81 11	WIPO	338 91 11
ILO	799 61 11	WMO	730 81 11
IOM	717 91 11	WTO	739 51 11
ITU	730 51 11		

All private calls (local, inter-urban and international) can be made from the Post Office.

IT Services

User Support services will be provided between 08.00 and 18.00 without interruption. Participants may reach the Help Desk by calling extension 12040. This service is provided in both English and French.

Wireless internet access is available in the cafeteria and in the allway of the main building to all staff. This service requires Wi-Fi (IEEE 802.11b) compatible equipment for notebooks and PDAs. Participants will be able to check out PCMCIA wireless cards for those needing an additional device to connect to the wireless network by contacting User Support Services at extension 12040.

The CyberCafe is located in the main hallway on the first floor, directly above the library. Participants will be able to access the internet and various applications to facilitate their visit while at WHO HQ.

Both the wireless and CyberCafe services are operational from 07.00 to 19.00 Monday-Friday.

Incoming correspondence

The postal address of the Organization is:	World Health Organization 20 Avenue Appia CH-1211 Geneva 27 Switzerland
The telephone number is:	(41-22) 791 21 11
The telegraphic address is:	UNISANTE GENEVA
The telex number is:	415 416
The facsimile number is:	(41-22) 791 31 11

Letters and telegrams addressed to participants are delivered c/o the secretariat of the meeting. To speed up delivery, it is recommended that the title of the meeting be included in the address. For example, a telegram or message to a participant in a meeting might be addressed as follows:

UNISANTE GENEVA
FOR JOHN SMITH
BIOLOGICAL STANDARDIZATION EXPERT COMMITTEE
c/o (Name of Secretary and the responsible technical programme of the meeting).

Bank

There is a branch of the Union des Banques Suisses (UBS) (tel. 12044/12045), that handles routine banking and exchange operations. It is located on the ground floor of Annex L. It is open from 8.30 to 16.30 non-stop from Monday to Friday.

Travel Agent

There is a Carlson Wagonlit Travel Agency (tel. 12046), which handles tickets and bookings for all travel, including confirmation of return flights, car rentals, hotel reservations, travellers' cheques, etc. It is open from 8:30 to 16:30 Monday to Friday. There is also a smaller branch on the ground floor of Annex L (tel. 13502).

WHO Travel Office

The WHO Travel Office is in room 2124 (tel. 12237). The office assists with administrative arrangements for official duty travel and with obtaining UN travel documents.

News stand

Newspapers, magazines, books, postcards, chocolates, souvenirs, etc. (but no cigarettes or tobacco) are on sale at the Naville Kiosk situated in the main hall, next to the central block of elevators (tel. 13054). It is open from 7.30 to 16.30 non-stop from Monday to Friday.

Automatic camera booth

An automatic camera booth is installed next to the Naville Kiosk. The charge for four passport-size colour photographs is nominal.

WHO Restaurant, cafeteria and snack-counter

The restaurant is open from 11.30 to 14.00, Monday to Friday and can accommodate approximately 100 persons. It provides fixed menus as well as à-la-carte menus. Receptions (up to 500 guests), luncheons and dinners can be arranged, under certain conditions, through the Head, CEC (tel. 14090/14007).

The cafeteria provides three different "plats du jour" in addition to a vegetarian dish and a daily special dish as well as a selection of hors-d'oeuvres and desserts, at moderate prices. It is open from 11.30 to 14.00 Monday to Friday.

The snack-counter is open from 8.00 to 17.30 from Monday to Thursday and 17.00 on Friday, with grilled items and a small salad bar at lunch times.

The Café Ritazza, in the main hall, offers a variety of coffees and other hot and cold beverages, pastries, sandwiches and snacks. It is open between 07:30 and 16:30, from Monday to Friday.

There is also a cafeteria on the ground floor of the M Building, open from 8.00 to 16.00.

Vending machines for snacks and hot and cold beverages are located throughout the main building and in the annexes.

WHO Library

Situated on the lower level of the main hall, the WHO Library is open from 8.30 to 17.00 from Monday to Friday (tel. 12062). During sessions of the World Health Assembly and the Executive Board, it is open from 8.30 to 17.00 from Monday to Friday and on Saturday mornings from 8.30 to 12.30.

It contains a complete collection of all publications and documents issued by the Organization, both at headquarters and in the regional offices, since its inception, 45000 books and 3000 up to date periodicals. The WHO library catalogue can be consulted through Internet, <http://www.who.int>, choose WHO Library.

Medical services **Emergency tel. 1114**

The Medical Service is available to participants in meetings needing urgent medical attention. It is located on the second basement (Executive Board room level).

Participants wishing to consult the staff physician may obtain an appointment through the secretariat of the Service (tel. 13040). In addition, the nurse can administer injections on presentation of a medical prescription.

The Medical Service is open from 8.15 to 12.45 and from 13.30 to 17.00 from Monday to Friday. From 8.00 to 17.30 and from 17.00 to 19.00 a nurse is on duty at the Medical Service at the Palais des Nations (tel. 022-97-72807, Door 2).

SAFI (Service d'Achats et de Commandes des Fonctionnaires internationaux)

The SAFI shop is in the Palais des Nations (entrance by Door No. 1). It sells various articles such as radios, watches, clocks, jewels, perfumes, cosmetics, textiles, chocolates, luggages, home equipment, tobacco, alimentation, drinks, alcohols, etc. This is not a duty-free shop but a cooperative, whose reduced prices are due to bulk-buying. It is exclusively reserved for the personnel of the United Nations family, and the badge issued to participants in meetings at WHO gives access to it. The shop is open from 12.00 to 18.30 Monday to Friday.