

# INFORMATION

For participants in meetings held at WHO Headquarters



<b>RECEPTION DESK</b>	<b>TEL. 11152*</b>	<b>SWITCHBOARD</b>	<b>TEL. 11111</b>
<b>SECURITY</b>	<b>TEL. 13162/11152</b>	<b>LOST PROPERTY</b>	<b>TEL. 13162/11152</b>
<b>JOINT MEDICAL SERVICE</b>		<b>RESTAURANT</b>	<b>TEL. 13951/13952</b>
<b>Secretariat</b>	<b>TEL. 13040</b>		
<b>Med. Emergencies</b>	<b>TEL. 11114</b>	<b>*when calling from within WHO</b>	

## 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 stands located at almost all main squares in Geneva and outside the Palais des Nations. Taxis can be called by telephone by the following numbers: 320 20 20, 320 22 02 and 33 141 33.

It takes about ten minutes to get to WHO from the airport or from the railway station. The approximate fares are 25-30sfr and 20sfr, 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 2.20 sfr. 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 newsagents in town bearing the "TPG" sign.

There is no "8" bus service to WHO on Saturday, 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 "18" runs from the Place des Nations via Vie-des-Champs to Palexpo and the airport, every 30 minutes from Monday to Saturday and various times on Sunday.

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 and for carrying out police formalities. The number for emergencies is 11161.

## **HEADQUARTER FACILITIES**

**Smoking is not permitted in the WHO buildings.**

### **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.

### **Coat stands**

A number of unattended coat stands 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 at coat stands. Please do not leave your valuables especially, briefcases **and laptop computers**, unattended due to thefts.

### **Facilities for persons with disabilities**

The main building and annexes, with the exception of the upper level of Annex V, 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.

### **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 third floor - Main Building
- Room "C" on the fifth floor - Main Building

- Room "D" on the seventh floor - Main Building
- Room "G" on the eighth floor - Main Building
- Room E.110 on the first basement - Main Building
- Rooms L.10, L.14 and L.18 in Annex L
- Rooms M.105-605 in Annex M.

## **Post Office, telegrams and telephones**

### (1) Post Office

The Post Office (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. There is a mail box in Annex L.

(2) Private telegrams and facsimiles may be dispatched from the Post Office (see above).

### (3) Telephone

(a) Internal calls (see WHO Telephone Directory) - dial the desired number as the dialling tone is heard. The staff of WHO may be reached directly from outside by dialling 79 + 5 digit extension number of the person concerned.

(b) Calls to other international organizations in Geneva:

- Palais des Nations: Dial 97 + 5 digit extension number required or dial 0 and then 917 12 34 to reach the UN operator
- other specialized agencies, dial 0, 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	

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

## **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:

### **Bank**

There is a branch of the Union des Banques Suisses (UBS) (tel. 12044/5), which 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).

### **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 located next to the Naville Kiosk. The charge for four passport-size colour photographs is nominal.

### **Automatic card printing machine**

An apparatus to print different types of cards (for a modest charge) is available next to the Naville Kiosk.

### **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, RMS (office 8149, tel. 14018/14019).

The cafeteria provides three different "plats du jour" in addition to a vegetarian 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.

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 9:00 to 16:30 from Monday to Friday (tel. 12062). 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 as well as other journals.

During sessions of the World Health Assembly and the Executive Board, it is open from 8:15 to 17:00 from Monday to Friday and on Saturday mornings from 8:30 to 12:30.

### **Medical services (emergency 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 a nurse is on duty at the Medical Service at the Palais des Nations (tel. 97-72807, Door 2).

### **Visiting France**

Participants who wish to visit France should obtain a French visa before they leave their home country, as visas are not available upon arrival in Geneva.