



WORLD HEALTH ORGANIZATION

FIFTY-SEVENTH WORLD HEALTH ASSEMBLY

A57/DIV/3

7 May 2004

Guide for delegates to the World Health Assembly

DATE AND PLACE OF THE HEALTH ASSEMBLY

The Fifty-seventh World Health Assembly will open in Geneva on Monday, 17 May 2004, at 10:00; it will close on Saturday, 22 May 2004. The Health Assembly will be held in the Palais des Nations, located near Place des Nations and Avenue de la Paix, and is most easily reached by the entrance gate on Route de Pregny.

ARRIVAL IN GENEVA

Delegates, representatives or other participants travelling by air will arrive at Geneva Airport, and those travelling by train at Geneva main station (Cornavin). Hotel reservations and other arrangements should be made well in advance. Taxis are available directly outside the airport and station.

The Travel Officer, Dr Udoh Udom, can be reached on his portable phone (41) 079 2493516.

WHO draws participants' attention to the very strict entry requirements that apply in Switzerland. Persons without a proper valid visa are not allowed to enter Switzerland. Participants requiring an entry visa must obtain it from the Consulate or diplomatic mission dealing with Swiss affairs in or for their country of residence (or if they are travelling, in or for the country in which they are temporarily residing). If they have any major difficulties, they should immediately get in touch (and at the latest 10 days before their planned date of departure) with SES/CCR at WHO headquarters by fax (+41 22 791 48 20) or e-mail (ruhmalys@who.int), indicating Att: Visas. Participants will be required to provide the following information: name, given names, sex, date and place of birth (town, country), nationality, national passport number, dates of issue and of expiry of passport, planned dates of arrival and departure, flight numbers, business and private addresses in their country of residence (or in the country in which they are residing temporarily if they are travelling).

Participants should note that any visa application made in several places will be rejected.

French entry visas are required for certain nationalities to allow transit through French airports en route to and from Geneva. Those participants wishing, upon arrival in Geneva, to cross the border into France, must obtain visas in the country of residence before departure, as these are not obtainable in Geneva.

ACCESS TO THE PALAIS DES NATIONS FOR THE HEALTH ASSEMBLY

The Health Assembly will meet in the Assembly block of the Palais des Nations. The Assembly block is conveniently reached by Doors 13 or 15. The plenary meetings will be held in the Assembly Hall (Salle des Assemblées) which can be reached by stairway or elevator from Doors 13 or 15. The two main committees of the Health Assembly will meet in separate conference rooms, Committee A in Conference Room XVIII and Committee B in Conference Room XVII. Both rooms are located on the first floor of E Building (“Bâtiment E”). **Smoking is not allowed at the Health Assembly.**

CREDENTIALS

The credentials of delegates should be communicated to WHO in Geneva by 7 May 2004. Such credentials shall be issued by the Head of State, Minister for Foreign Affairs, Minister of Health, or other appropriate authority. Member States shall be represented at the Health Assembly by not more than three delegates; alternates and advisers may accompany delegates.

REGISTRATION

In view of security measures at the Palais des Nations, the Registration Desk will be set up at **WHO headquarters** to issue badges for entry into the Palais des Nations to delegates and other participants.

Delegates and other participants will be able to register and receive their badges before the opening of the Health Assembly. The Registration Desk will be open on Saturday, 15 May between 09:00 and 14:00, on Sunday, 16 May between 12:30 and 17:00, and on Monday, 17 May from 07:00. On 15 and 16 May, the Registration Desk will be set up in front of the Executive Board room; from 17 to 22 May it will be on the eighth floor in front of Salle G. Delegations whose credentials have not been communicated to WHO prior to the opening should deposit them at the Registration Desk. **Please note that only those individuals whose names appear on a valid credential will be issued with a Member State badge. Access to the Palais des Nations and the meeting rooms will be restricted to persons wearing badges.**

After registration, a shuttle service will be available to take delegates from WHO to the Palais.

INQUIRY OFFICE

The Inquiry Office is located in the hall between Doors 13 and 15 (ext. 74217). It provides guidance on a range of matters of interest to participants, and will direct them to other services such as travel, mail, finance and communications. Personal mail can also be collected there. Lost property may be turned in or claimed at this office.

LIST OF DELEGATES

A provisional list of delegates and other participants (document A57/DIV/1) will be distributed at the beginning of the Health Assembly. This list will be issued on the basis of the credentials

received by the Secretariat up to 14:00 on Saturday, 15 May. A revised list will be issued later as part of the normal document distribution. In the event of any official change in delegation membership, delegations are kindly requested to notify the Inquiry Office in writing on form WHO23 WHA which is distributed with the list. The form should be signed by the chief delegate.

ARRANGEMENTS FOR CONDUCT OF DISCUSSION IN PLENARY MEETINGS

In 1997, the Health Assembly approved arrangements for the conduct of the general discussion in plenary meetings which have the following implications for the Fifty-seventh World Health Assembly:

- delegates are requested to limit to five minutes their statements in such discussions;
- delegates wishing to do so may submit prepared statements of not more than 600 words for inclusion in the verbatim records of the plenary meetings;
- statements should focus on the theme of HIV/AIDS.

Delegates wishing to have their name placed on the list of speakers for the general discussion should notify the Department of Governance (fax 41 22 791 41 73). Delegates may opt for group or regional statements, in lieu of individual statements.

Copies of statements to be made in the general discussion should be submitted to the Office of the Assistant to the Secretary of the Assembly (Room A.656) by the morning of Monday, 17 May 2004.

INTERVENTIONS OF DELEGATES IN COMMITTEE A AND COMMITTEE B

Delegates wishing to have their name placed on the list of speakers in Committee A or Committee B, or to have draft resolutions distributed, should contact the Secretary or Co-Secretaries of the Committee concerned (shown below).

Committee A:	Secretary:	Dr S. Holck	office E.1066, tel. 77155/77156/70352
	Co-Secretary:	Dr C. D'Arcangues	office E.1066, tel. 77157/77158
Committee B:	Secretary:	Dr M. Karam	office E.3016, tel. 77356/77357/77358
	Co-Secretary	Mrs M. Cabral de Mello	office E.3016, tel. 77359/77360

CONTACT WITH WHO SECRETARIAT

A telephone directory for WHO headquarters is available at the documents desk. It also contains the structure of the Secretariat at headquarters.

NONGOVERNMENTAL ORGANIZATIONS: LIAISON OFFICE

A liaison office is set up in room A.241 to facilitate the participation of nongovernmental organizations in the Health Assembly. The document “Information and practical details for delegates of nongovernmental organizations in official relations with the World Health Organization”, available on the web site www.who.int/civilsociety, contains useful information.

Room A.817 will be available for use by nongovernmental organizations on a first-come, first-served basis during the Health Assembly. It will be equipped with paper, computers, printers, telephones (for local calls) and selected WHO documents and general information materials. The computers can be used for word processing and accessing the Internet. Photocopying facilities will also be available, free of charge for limited numbers of copies. The room will be open from 08:30 to 18:30.

Nongovernmental organizations in official relations with WHO may participate, without right of vote, in the Health Assembly. Seating in the plenary has been reserved in the galleries on the fifth floor, which may be reached by using the lifts close to Doors 13 and 15 respectively. For Committees A and B seating has been reserved in the wings of the rooms. Each Committee has a “speaker” seat for those organizations whose requests to speak have been accepted by the Chair.

PUBLIC TRANSPORT AND TAXIS

From Monday to Friday WHO can be reached by bus “8” which runs from Veyrier to Avenue Appia, passing through Rive (town centre), Place Cornavin (railway station) and Place des Nations (Palais des Nations); at weekends this bus runs only as far as Avenue Appia. WHO can also be reached by bus “F” which runs daily from Place Cornavin to Ferney-Voltaire, France, with stops at Place des Nations and Vie-des-Champs, next to the headquarters building. In addition, bus “5” runs daily from Place Neuve to Grand-Saconnex, with stops at Place Cornavin and Place des Nations, bus “18” runs from Place des Nations to Lignon, with stops at Vie-des-Champs and the Airport, and bus “28” runs from Jardin Botanique with stops at Appia and Vie-des-Champs for headquarters.

A new tram service, tram “13”, is also available. It runs from Palettes to the Place des Nations, passing by Cornavin station, including at weekends.

Tickets must be purchased and validated **before** entering buses. Individual tickets are available from vending machines at main bus stops. Electronic cards for multiple trips may be purchased from the Naville kiosks in WHO headquarters and at the Palais des Nations, any newsagent in town bearing the “TPG” sign, and at the main railway station (Cornavin).

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. Taxis can also be ordered through the usher on duty at the nearest door in the Assembly block.

CAR PARKS

Delegates' cars bearing WHA stickers may park in areas reserved for the Health Assembly at the Palais des Nations. Delegates may use car parks P3 (lower and upper levels) and P5 (lower level), near Doors 13 and 15, which are reached through the Route de Pregny entrance. Car stickers can be obtained from the car parking sticker desk at the Registration Desk in WHO.

DELEGATES' LOUNGE

Hall 14 near the Assembly Hall is available for the convenience of delegates.

RESTAURANT, CAFETERIA AND BAR

The restaurant on the eighth floor of the Assembly block is open from 12:00 to 14:30 from Monday to Friday (ext. 73588 for reservations). The restaurant can organize private receptions (cocktail parties) and luncheons for a minimum of 25 participants. These services can also be provided on Saturdays or Sundays. Arrangements for dinners should be discussed with DSR/UN (ext. 73588).

The cafeteria, which is on the ground floor of the Assembly block, and to which there is direct access by Lift 29, is open from 08:15 to 16:45, Monday to Friday, hot meals being served from 11:30 to 14:00.

The snack bar in the hall between Doors 13 and 15 is open from 07:30 to 19:00 or until the close of meetings, and on Saturday mornings. It should be noted that this area has been reserved for non-smokers.

The Delegates' Bar, adjacent to Conference Room VII on the third floor, is open from 08:30 to 16:45, Monday to Friday, and also serves snacks.

The Bar du Serpent, located on the first floor of E Building, is open from 09:00 to 17:30 Monday to Friday and on Saturday until 12:30 or until the close of meetings; it also serves sandwiches.

Delegates and other participants in the Assembly may also use the restaurant and cafeteria at WHO.

RESERVATION OF ROOMS FOR PRIVATE MEETINGS

Requests by delegates for reservation of conference rooms at the Palais des Nations for private meetings may be addressed to the Conference Services at WHO (Room 8165 ext. 14004/14007) before the opening of the Health Assembly, or to the Interpretation Service, Room A.637, sixth floor, Palais des Nations (Lift 15), from 14 May onward.

ARRANGEMENTS FOR RECEPTIONS AT WHO

The WHO restaurant can organize receptions (cocktail parties) and luncheons; arrangements can be made by contacting WHO headquarters, extension 14090/14326 (Room 8163). In order to avoid overlapping, delegations intending to arrange receptions are urged to consult the Office of the Director-General.

NEWS STAND

Newspapers, magazines, books, postcards and other items are on sale at the news stand in the hall between Doors 13 and 15. It is open Monday to Friday from 08:00 to 13:00 and from 14:00 to 17:15 and on Saturday from 08:00 to 12:00. (The main kiosk is in the hall near Door 6.)

POST OFFICE

The post office, located near Door 6, is open from 08:30 to 17:00 Monday to Friday. It provides normal services including faxes and monetary operations such as giro payments, postal or money orders. There is another post office at WHO headquarters.

Delegates who wish to stamp their mail with United Nations Postal Administration stamps should apply to the office of that Administration, which is in the entrance hall near Door 6.

DELEGATES' MAIL

Correspondence addressed to delegates c/o WHO, 1211 Geneva 27, can be collected from the Inquiry Office.

PERSONAL SECURITY

Geneva can be regarded as a safe city with a low rate of violent crime. However, pickpocketing and purse or cell-phone snatching do occur in the vicinity of train and bus stations, airports and in some public parks.

Do not leave anything on car seats. Doing so attracts the attention of thieves. Never leave bags containing money, airline tickets, credit cards or passports in a parked car. Thefts frequently occur as a result of this.

Emergency numbers are:

- police 117,
- ambulance 144,
- fire 118,
- roadside assistance 140.

TELEPHONES

1. Calls inside the Palais des Nations

- (a) Lift the receiver and wait for the dialling tone;
- (b) Dial the required number;
- (c) A succession of long slow buzzes indicates that the number is ringing;
- (d) A succession of short rapid buzzes indicates that the number is engaged.

2. Calls from the Palais des Nations to WHO

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| <i>EITHER</i> | <ul style="list-style-type: none"> (a) Lift the receiver and wait for the dialling tone; (b) Dial 62; (c) Dial the 5-digit extension required (see WHO telephone directory). | <i>OR</i> | <ul style="list-style-type: none"> (a) Lift the receiver and wait for the dialling tone; (b) Dial 0 and wait for the second dialling tone; (c) Dial 79 followed immediately by the 5-digit extension required in WHO. |
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If the extension number is not known, dial the WHO switchboard number (62 - 11111 or 0 - 022 791 21 11).

3. Local calls within the Geneva area

- (a) Lift the receiver and wait for the inside dialling tone;
- (b) Dial 0 and wait for the outside dialling tone;
- (c) Dial 022 and the required number within the Geneva area.

4. Calls within Switzerland and international calls

Calls within Switzerland and international calls can be made at any time from the Taxcard and telephone booths located as follows:

Assembly block: near Door 15 – two telephone booths

E Building: near Lifts 42A, 42B, 43A and 43B – one telephone booth on each of the 3rd, 4th, 6th, 8th and 10th floors, near Door 41, 2nd floor – one telephone booth, Press Office 3 – two telephone booths, Roneo E.60 – one telephone booth

Codes and rates for automatic dialling of international calls are given on the pale green pages of the Geneva telephone directory. Codes not shown can be obtained by dialling 191.

Calls within Switzerland and international calls can also be requested at:

E Building: Telegraph office at Door 41 (09:30-17:00 from Monday to Friday)

United Nations Secretariat building: Telegraph office at Door 6
(08:30-17:30 from Monday to Friday)

All charges for calls within Switzerland and international calls requested by delegations must be borne by the delegations concerned.

When these offices are closed, calls within Switzerland and international calls can be made from the telephone booth at the Conciergerie (main reception desk at Door 2 of the United Nations Secretariat building – Place des Nations entrance).

REIMBURSEMENT OF AIR TICKETS AND RESERVATIONS FOR RETURN JOURNEY

Delegates of least developed countries entitled to reimbursement of their air tickets are requested to apply to the Travel Office (A.239), near Door 13. Tickets must be presented before reimbursement can be made.

Delegates may reconfirm their return flights at the Carlson Wagonlit Travel Service office (A.237) near Door 13. Opening hours are 09:00 to 17:00 Monday to Friday and 09:00 to 12:00 on Saturday.

BANK

The branch of the UBS near Door 6 is open from 08:30 to 16:30 from Monday to Friday. A cash desk located near Door 41 is open from 08:30 to 12:30 and 13:30 to 16:30 from Monday to Friday.

MEDICAL SERVICE

A nurse will be on duty in the Palais des Nations Infirmary in the E Building, 3rd Floor, where first-aid care, injections and simple treatment can be given. If necessary, the nurse will refer delegates to the Medical Service at the Palais des Nations.

Delegates requiring information about medical advice or treatment may arrange for an appointment with a medical officer (Room 014) at the Palais des Nations, by dialling the Infirmary (ext. 72520/72807) and/or with a medical officer in the Medical Service at WHO (located in the second basement at WHO headquarters) (Room 283, ext. 13040).

For medical emergency services during conference hours (08:30-19:00), dial 15; outside these hours contact the Conciergerie (Door 2, ext. 72902/72900).

Delegates requiring urgent medical attention when they are not in the conference buildings are advised to contact the “Service d’urgence de l’Association des Médecins de Genève” (tel. 022 322 20 20).

MARKETING AND DISSEMINATION OF WHO PUBLICATIONS

The Coordinator, Marketing and Dissemination at WHO (Room 4155, ext. 12476) can be consulted by delegates wishing to know addresses in their country to which WHO publications are sent free of charge, or to discuss distribution questions.

Publications can be purchased at the publications sales counter located between Doors 13 and 15, at the Palais des Nations.

LIBRARY

The Library at WHO is situated on the ground floor near the Executive Board room and is open from 08:30 to 17:00 from Monday to Friday (ext. 12062).

WHO ON INTERNET: THE “CYBERCAFE”

Delegates are invited to visit the WHO Cybercafé, located in the hall between Doors 13 and 15. Microcomputers will be available, giving full access to the Internet and in particular to the WHO web site (<http://www.who.int>). The Cybercafé will also provide online and immediate access to the *Journal*, documents of relevance to the agenda of the Fifty-seventh World Health Assembly and to the WHO Policy system. The WHO Policy document retrieval system allows users to consult information bases containing documents submitted in sessions of the Executive Board and Health Assembly, resolutions and decisions, official records of the Board and the Health Assembly, *WHO Basic Documents*, and the programme budget. Other pages available on the WHO web site include WHO press releases and publications, health topics, WHO reports and general information about WHO.

DUTY-FREE SHOP AND PETROL CARDS

A duty-free shop opened by the Swiss authorities for the convenience of delegates, alternates and advisers, and representatives of intergovernmental organizations duly accredited to the Health Assembly, is situated at 27 Avenue de France – Centre Commercial Montbrillant – in the block surrounding the UNHCR building near the Place des Nations. (Opening hours: Monday, 13:00 to 18:30; Tuesday to Friday, 09:30 to 12:30/13:00 to 18:30; Saturday, 09:30 to 13:30.) Accredited delegates who wish to use the shop should complete form 14.65 available at the Inquiry Office and have it validated. Right of access is granted personally to each delegate; it is not possible to be represented by a driver or a colleague.

Delegates who travel to Geneva by car may obtain a temporary duty-free petrol card by completing form 15.55 also available at the Inquiry Office. Further instructions on the procedure are available from the Inquiry Office.

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