

Guide for delegates to the World Health Assembly

DATE AND PLACE OF THE HEALTH ASSEMBLY

The Sixty-fifth World Health Assembly will open in Geneva on Monday, 21 May 2012, at 09:30; it will close on Saturday, 26 May 2012. 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.

REGISTRATION PROCESS

Online registration is now required for the Health Assembly. Instructions for online registration are available for downloading from the Governance web site (<http://www.who.int/governance/registration/en/index.html>). Queries concerning the system can be addressed by e-mail to supportregistration@who.int or communicated over the telephone by dialling the following number: +41 22 791 2111. Registration should be completed by 11 May 2012.

CREDENTIALS

Credentials shall be issued by the Head of State, the Minister for Foreign Affairs, the Minister of Health, or any other appropriate authority, i.e. Permanent Missions and senior government officials, such as Directors-General for Health. Member States shall be represented at the Health Assembly by not more than three delegates. Alternates and advisers may accompany delegates. Credentials should include the following information for each participant: LAST NAME (in capital letters), first name, title, function, institution, city and gender (unless indicated in title).

Although a copy of the credential will have been submitted through the online registration system, Member States are required to deliver the original credentials to the Secretariat (Office of Governing Bodies) before the opening of the session of the Health Assembly. Only original documents are examined and considered formal credentials by the Committee on Credentials.

ARRIVAL IN GENEVA

Delegates, representatives or other participants travelling by air will arrive at Geneva airport (Cointrin), 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.

VISAS

Attention is drawn to the strict provisions in force regarding entry into Switzerland: the Swiss authorities refuse entry to people who do not have the required entry visa. Since 12 December 2008, Switzerland applies the Schengen Agreement regulations concerning visas. As a result, participants requiring a visa to enter Switzerland must obtain a Schengen visa from the Swiss embassy or consulate in, or closest to, their country of residence; it cannot be obtained from the embassy of another Schengen country. Delivery of a Schengen visa takes between 7 and 21 days, so any visa application should be lodged well in advance of the expected date of travel. It is recommended that participants apply for a Schengen visa Type C, which entitles the holder to visit or transit other Schengen States, including neighbouring France. Applicants must attach a visa support letter to their application. Requests for a visa support letter must be addressed to visagbs@who.int as soon as possible **and include the name of the applicant, function/title, nationality, passport number and details (date and place of issue and validity and a copy of the delegation's credential).**

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

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 (Portes) 13 and 15. The plenary meetings will be held in the Assembly Hall (Salle des Assemblées), which can be reached by stairway or elevator from Door 13 or Door 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 the E Building (Bâtiment E). **Smoking is not allowed at the Health Assembly**

ENTRY BADGES

Delegates and other participants will be able to collect their badges from the Registration Desk in the main lobby of WHO headquarters before the opening of the Health Assembly. The Registration Desk will be open:

- On Friday, 18 May, from 13:00 until 17:00, and
- On Saturday, 19 May, from 09:00 until 17:00, and
Sunday, 20 May, from 12:00 until 16:00
- On Monday, 21 May, from 07:30 until 17:00
- From Tuesday, 22 May, to Saturday, 26 May, from 08:00 until 17:00

Delegates who have not registered online before the opening of the World Health Assembly should register and deposit the credentials 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.**

A shuttle service will be available to take delegates from WHO's main entrance to the Palais. The shuttle will run from 07:00 to 18:00 daily and may be used by delegates of Member States wearing badges.

INQUIRY OFFICE

The Inquiry Office is located in the hall between Doors 13 and 15 (ext. 76556). 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 A65/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 16:00 on Sunday, 20 May. A revised list will be posted on the WHO web site later. 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 available 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; these have the following implications for the Sixty-fifth World Health Assembly:

- delegates are encouraged to limit their interventions to approximately 500–700 words (a statement of a maximum of five minutes) in such discussions
- statements should focus on the theme of “Towards universal coverage”.

Delegates wishing to have their name placed on the list of speakers for the general discussion should notify the Office of Governing Bodies (fax +41 22 791 4173). 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 Health Assembly (Room A.567) by the morning of Monday, 21 May 2012.

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 of the Committee concerned (shown below).

| | | |
|-------------------------|--------------|---------------------------|
| Committee A: Secretary: | Dr M. Dayrit | office E.1066, ext. 77157 |
| Committee B: Secretary: | Dr C. Ondari | office E.3006, ext. 77323 |

SUBMISSIONS BY DELEGATIONS

Delegations wishing to have draft resolutions distributed to the Health Assembly or to one of its committees are requested to hand them to the Assistant to the Secretary of the Health Assembly in the case of documents intended for plenary meetings, or to the secretary of the committee concerned in the

case of documents intended for one of the committees. Rule 50 of the Rules of Procedure of the World Health Assembly requires circulation of draft resolutions to delegations at least two days before the proposal is discussed, and thus texts should be handed in early enough to allow time for translation and reproduction in the working languages. The Secretariat is available upon request to provide logistic and editorial or information support as required. The conditions in which formal proposals relating to items on the agenda may be introduced at plenary meetings and in the main committees are set out in Rules 48, 49 and 50 of the Rules of Procedure of the World Health Assembly.

DOCUMENTATION

Meeting information

The *Journal* of the Health Assembly, published each day, gives the time, place and programme of meetings, the agenda items for discussion and the corresponding documents, and other relevant information.

Official records of the Executive Board

Several documents already considered by the Executive Board at its 130th session are reproduced as annexes to document **EB130/2012/REC/1** (resolutions and decisions) and referred to under the relevant items in both the *Journal* and the provisional agenda (document A65/1).

Basic documents

The Constitution of WHO and other relevant documents of a legal nature are contained in the publication entitled *Basic documents* (47th edition, 2009), which is also available on the Governance page of the WHO web site.

Internet access

The WHO web site (<http://www.who.int>) provides easy electronic access to documentation, including the various basic documents such as Rules of Procedure. The Governance page, accessed from the WHO home page (right-hand navigation column), offers options to download documents for the current sessions of the governing bodies and to consult documents of previous sessions and other relevant documentation (direct address: <http://www.who.int/gb>).

Since documentation is available on the Internet, and as an economy measure, there will be no provision for dispatch or transport of any documentation made available during the Health Assembly.

DISTRIBUTION OF DOCUMENTS

A document distribution service operates at the counter in the hall between Doors 13 and 15 of the Palais des Nations.

NONGOVERNMENTAL ORGANIZATIONS: LIAISON OFFICE

A liaison office is set up in Room A.263 (ext. 76503) to facilitate the participation of nongovernmental organizations in the Health Assembly. The document "Practical information for delegates of nongovernmental organizations in official relations with the World Health Organization", transmitted to nongovernmental organizations with the invitation letter to the Health Assembly,

provides information of particular relevance to delegates of nongovernmental organizations, concerning such matters as registration, document display and statements by nongovernmental organizations.

Room A.817 (ext. 76641) 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 and telephones (for local calls). 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. 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 Chairman.

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 Rue des Gares (behind the railway station) to Ferney-Voltaire, France, with stops at Place des Nations and Vy-des-Champs, next to the headquarters building. In addition, bus “5” runs daily from Hôpital to Grand-Saconnex, with stops at Place Cornavin and Place des Nations, and bus “28” runs from Jardin Botanique with stops at Appia and Vy-des-Champs for headquarters.

Tram “15” runs from Palettes to the Place des Nations, passing by Cornavin station, seven days a week.

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 kiosk at the Palais des Nations, any newsagent in town bearing the “TPG” sign, and at the main railway station (Cornavin).

Geneva International Airport is offering a free ticket for public transport in Geneva. This Unireso ticket, which can be obtained from the machine in the baggage collection area at the “Arrivals” level, allows 80 minutes’ free use of public transport, including the train service from the airport to the main railway station.

In addition, a “Geneva Transport Card” can be obtained by delegates from the establishment at which they are staying, enabling them to use public transport free of charge during their visit. Further information about this card is available from the Geneva Tourism & Convention Bureau (accessible online at <http://www.geneve-tourisme.ch>).

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 2020, 022 320 2202 and 022 331 4133. Taxis can also be ordered through the usher on duty at the nearest door in the Assembly block.

CAR PARKS

A very limited number of parking spaces are available for delegates' cars with "World Health Assembly" stickers, on a first-come, first-served basis. These spaces are in reserved areas at the Palais des Nations. Delegates may use car park P10 and, once that is full, car park P3 (lower level). The car park is located near Doors 13 and 15, which are reached through the Route de Pregny entrance. Car stickers can be obtained at the Reception Desk set up at WHO headquarters (same opening hours as for registration).

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, and from 11:30 to 14:00 on Saturday. Hot meals are served from 11:30 to 14:00 or 14.30 (grill only).

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. 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 the E Building, is open from 09:00 to 17:30, Monday to Friday or until the close of meetings; it also serves sandwiches.

Delegates and other participants in the Health Assembly may also use the restaurant and cafeteria at WHO. They are open from Monday to Friday between 11:00 and 14:30.

RESERVATION OF ROOMS FOR PRIVATE MEETINGS

Requests by delegates for the reservation of conference rooms at the Palais des Nations for private meetings may be addressed to the Conference Services at WHO (Room 1089, ext. 14004) before the opening of the Health Assembly, or to the Room Reservation Service, Room A.637 (ext. 76545), second floor, Palais des Nations, from Monday, 21 May.

ARRANGEMENTS FOR RECEPTIONS AT WHO

The WHO restaurant can organize receptions (cocktail parties) and luncheons; arrangements can be made by contacting WHO headquarters (Room 9016, ext. 14090). In order to avoid overlapping, delegations intending to arrange receptions are urged to consult the Office of Governing Bodies.

As from 21 May, arrangements can also be made by contacting Room A.261 (ext. 76545), second floor at the Palais des Nations.

NEWS STAND

Newspapers, magazines, books, postcards and other items are on sale at the news stand in the hall between Doors 40 and 42. It is open Monday to Friday from 08:00 to 13:00 and from 14:00 to 17:15. (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 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 generally 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, or within, the train and bus stations, the airport and in some public parks.

Delegates are advised to take the following precautions when moving around the city:

- stay alert – watch your luggage and briefcase
- avoid walking alone at night – keep to well-lit areas
- be aware of individuals posing as police – always ask for proper identification before surrendering your passport or complying with any requests
- be particularly vigilant at the airport, the train station and when checking into your hotel
- never leave anything on car seats, doing so attracts the attention of thieves
- never leave valuables in a parked car.

Geneva emergency numbers are:

- police 117
- ambulance service 144
- fire 118
- roadside assistance 140

If you face a security-related emergency or have a particular question concerning your security while in Geneva, please contact WHO security office/duty officer telephone number: +41 (0) 22 791 1117.

Security screening has increased for both vehicles and pedestrians seeking access to the Palais des Nations. Please ensure you are in possession of the necessary accreditation in order to facilitate access.

WHO cannot be held responsible for the loss of personal objects left unattended at meetings.

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> | (a) Lift the receiver and wait for the dialling tone | <i>OR</i> | (a) Lift the receiver and wait for the dialling tone |
| | (b) Dial 62 | | (b) Dial 0 and wait for the second dialling tone |
| | (c) Dial the 5-digit extension required (see WHO telephone directory). | | (c) Dial 022-79 followed immediately by the 5-digit extension required in WHO. |

If the extension number is not known, dial the WHO switchboard number (62-99 or 62-11111).

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 with most common credit cards or with a Taxcard from telephone booths located as follows:

Assembly block: near Door 15 – one telephone booth in front of “Café de la Presse” – ground floor, near Door 21 – ground floor

E Building: near Lifts 42A, 42B, 43A and 43B – one telephone booth on each of the 3rd, 4th, and 6th floors, near Door 41 – 2nd floor – near Salle XVII – 2nd floor

Pregny Building: New Security Office – ground floor

International codes and rates can be obtained by calling 1811

Please note that the Taxcards can be purchased at the following places:

Assembly block: Naville kiosk or Post office near Door 6

E Building: Naville kiosk near Salle XVII – 2nd floor

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

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 Desk, between Doors 13 and 15. Tickets, their invoices and passports must be presented before reimbursement can be made. The process of reimbursement takes at least 24 hours.

Delegates who need to reconfirm their return flights may do so at the American Express office on level 2 of the E Building near Door 40. Opening hours are 09:00 to 17:00, Monday to Friday.

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 for first-aid care in the Palais des Nations Infirmary located in the S Building, door 2, Office 13 (tel. 022 917 1963). If necessary, the nurse will refer delegates to appropriate facilities in Geneva or to the WHO Medical Service at headquarters (tel. 022 791 3040).

For a medical emergency during the working hours of the United Nations medical service (08:00 to 17:00), the nurse will follow the United Nations medical emergency protocol. After 17:00 she will call 144 and inform the WHO medical doctor.

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 2020 or 144 for ambulance service).

WHO PUBLICATIONS

WHO Publications can be purchased at the WHO Press sales counter located between Doors 13 and 15 at the Palais des Nations and also at the WHO Bookshop located at headquarters. A 50% discount is granted to delegates. WHO souvenirs are also available at the WHO Press sales counter or at the WHO Bookshop.

LIBRARY

The Library at WHO is situated on the ground floor near the Executive Board room. The Reference Desk is staffed from 09:00 to 12:00 and 14:00 to 16:00 from Monday to Friday. The reference area (Library computers and printer) is accessible 24 hours a day (ext. 12062).

THE “CYBERCAFÉ” AND INTERNET ACCESS

Delegates are invited to visit the WHO Cybercafé, located at the Bar du Serpent in the “E” Building. Workstations will be available, giving full access to the Internet and in particular to the WHO web site (<http://www.who.int>). The Cybercafé and all the meeting rooms will also be equipped with wireless hotspots allowing visitors to connect to the Internet with their own wireless-enabled notebooks.

Another Cybercafé will also be available on the 8th floor of the “A” Building catering exclusively for Health Assembly delegates.

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