

Guide for delegates to the World Health Assembly

DATE AND PLACE OF THE HEALTH ASSEMBLY

The Seventy-first World Health Assembly will open in Geneva on Monday, 21 May 2018, at 09:30; it will close on Saturday, 26 May 2018. 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.

Please note that Monday, 21 May 2018 is a public holiday in Geneva but not an official holiday for WHO.

REGISTRATION PROCESS

Online registration is required for the Health Assembly. **For security reasons, all delegates are required to wear photo ID badges in order to access the meeting room. For this reason, during the online registration process, the Focal Point will be asked to upload a passport-style photograph of each member of the delegation.**

Instructions for online registration, guidance on the nature of the image required, and brief instructions on how to upload and resize an existing image you may have, are all available on the WHO website (<http://www.who.int/governance/registration/en/>).

Queries concerning the system can be addressed by email to supportregistration@who.int or communicated over the telephone by dialling the following number: +41 22 791 7111. Registration should be completed by 7 May 2018.

CREDENTIALS

Credentials shall be issued by the Head of State, the Minister for Foreign Affairs, the Minister of Health, or any other appropriate authority, that is, Permanent Missions and senior government officials, such as Directors-General for Health. Member States shall be represented at the Health Assembly by no 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 must deliver the original credentials to the Secretariat (Office of the Legal Counsel) before the opening of the session of the Health Assembly. Only original documents are 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 has applied 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 General responsible for handling their visa application in their country of residence. In countries where there is no Swiss representation, the visa application might have to be lodged in another country where the competent representation is located. Please note that Switzerland has also signed agreements with certain countries where it is not represented by a diplomatic or consular entity. Under certain conditions these agreements allow for the issuing of visas by a Schengen State in a country where Switzerland is not represented. It is therefore strongly recommended that all participants check directly with the Swiss Embassy or Consulate General whether such agreements apply in their case. Participants can find the nearest Swiss Embassy or Consulate General responsible for their place of residence by consulting the following link: <https://www.eda.admin.ch/eda/en/home/laender-reise-information.html>

Delivery of a Schengen visa may take up to 20 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 Type C visa, which entitles the holder to visit or transit other Schengen States, including neighbouring France. Exceptional cases may arise when this type of visa does not allow entry to all Schengen States. We therefore strongly advise everyone to check their type of visa before travelling to or transiting through other Schengen States.

Applicants must attach a visa support letter to their application. Requests for a visa support letter should be sent, as soon as possible, to visagbs@who.int **and include the name of the applicant as stated in the passport, function/title, employer, date of birth, nationality, passport number and details (date and place of issue and validity) and a copy of the delegate's credential.**

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 lift 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 Distribution Desk in the main lobby of WHO headquarters before the opening of the Health Assembly. The Distribution Desk will be open at the following times:

- Thursday, 17 May, from 11:30 to 17:00
- Friday, 18 May, from 08:00 to 17:00
- Saturday, 19 May, from 09:00 to 17:00, and
Sunday, 20 May, from 12:00 to 17:00
- Monday, 21 May, from 07:30 to 17:00
- Tuesday, 22 May, to Friday, 25 May, from 08:00 to 17:00
- Saturday, 26 May, from 09:00 to the closure of the Health Assembly.

Please note that only those individuals whose names appear on a valid credential will be issued with an access badge. Access to the Palais des Nations and the meeting rooms will be restricted to persons wearing WHA71 badges. For security reasons, the access badge must be worn and visible to United Nations Office at Geneva security staff at all times.

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.

ENQUIRY OFFICE

The Enquiry Office is located in the "Concordia" lobby, situated between Doors 13 and 15 (ext. 76300). 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 handed in or claimed at this office.

LIST OF DELEGATES

A provisional list of delegates and other participants (document A71/DIV./1) will be available only on the WHO website (http://apps.who.int/gb/e/e_wha71.html) at the beginning of the Health Assembly (paper copies will not be distributed). 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 website later. In the event of any official change in delegation membership, delegations are kindly requested to notify the Enquiry Office in writing on form WHO23 WHA, which is available at the Enquiry Office. 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 Seventy-first World Health Assembly.

Individual statements in plenary meetings are limited to 5 minutes (550 words) and regional statements to 10 minutes (1100 words). Delegates are requested to deliver statements at a normal speaking pace. Rapid delivery risks impeding clarity and accuracy in interpretation.

Timing will be regulated through the use of “traffic lights”, visible to the whole room, which turn orange after 4 minutes and red after 5.

Statements should focus on the theme of “Health for all: commit to universal health coverage”.

Delegates wishing to have their names placed on the list of speakers for the general discussion should notify the Department for Governing Bodies by email (piazzap@who.int). 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, by email (interpret@who.int), or to room A.656, or in the Assembly Hall, where the plenary meetings are held, by the morning of Monday, 21 May 2018. When submitting by email, please specify in the “Subject” and at the top of the statement, the name of the country and the meeting: “General Discussion”.

INTERVENTIONS OF DELEGATES IN COMMITTEE A AND COMMITTEE B

Individual statements in Committees A and B are limited to 3 minutes (330 words) and regional statements to 5 minutes (550 words). Delegates are requested to deliver statements at a normal speaking pace. Rapid delivery risks impeding clarity and accuracy in interpretation.

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

Committee A: Secretary: Mr I. Roberts office E.1066, ext. 77123

Committee B: Secretary: Dr C. Ondari office E.2070, ext. 77122

INTERPRETATION AND STATEMENTS

Interpretation is provided in the official languages (Arabic, Chinese, English, French, Russian and Spanish) to help delegates to follow the discussions. Delegates are requested to send a copy of statements they plan to make to interpret@who.int or to give a paper copy to the conference officers in the room **at least 30 minutes in advance**. This does not prevent delegates from making changes on delivery but will facilitate clarity and accuracy in all languages. When submitting by email, please specify in the “Subject” and at the top of the statement, the name of the country/group, the meeting (for example, Plenary, Committee A, Committee B, Executive Board) and the relevant agenda item number. Delegates are requested to deliver statements at a normal speaking pace. Rapid delivery risks

impeding clarity and accuracy in interpretation. Statements provided in advance are treated as confidential and checked against delivery for the purpose of the official record.

Delegates wishing to have their statements posted on the Health Assembly webpage (<http://apps.who.int/gb/statements/WHA71/>) or to share a longer statement containing additional information may send it to statements@who.int. Additional information provided in this manner will not be included in the official record of the meeting.¹

SUBMISSIONS BY DELEGATIONS

Delegations wishing to have draft resolutions and draft decisions 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. 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 information, logistics and editorial support as required. The conditions in which formal proposals relating to items on the agenda may be introduced in plenary meetings and the main committees are set out in Rules 48 and 50 of the Rules of Procedure of the World Health Assembly.

DELEGATES' CONSENT TO BE PHOTOGRAPHED/FILMED

Representatives of Member States and Associate Members, including their alternates and advisers, as well as any other participants in sessions of the World Health Assembly/Executive Board acknowledge that the WHO Secretariat and parties acting for the WHO Secretariat may take photographs during and/or videotape all or part of public meetings of the World Health Assembly/Executive Board. By attending the World Health Assembly/Executive Board, representatives of Member States and Associate Members, including their alternates and advisers, as well as any other participants, are held to have consented to being depicted in such photographs and videotapes, and to agree that WHO may, at its sole discretion, reproduce and publicly disseminate any of these photographs and/or any such video footage on its website and/or in other materials and through other outlets, and/or authorize third parties to do the same.

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.

¹ See documents EB136/6 and EB136/2015/REC 2, summary records of the fourth meeting.

Official records of the Executive Board

Several documents already considered by the Executive Board at its 141st and 142nd sessions are referred to under the relevant items in both the *Journal* and the provisional agenda (document A71/1).

Basic documents

The Constitution of WHO and other relevant documents of a legal nature are contained in the publication entitled *Basic documents* (48th edition, 2014), an updated, online version of which is also available on the Governance page of the WHO website (<http://apps.who.int/gb/bd/PDF/bd48/basic-documents-48th-edition-en.pdf>).

Internet access

The WHO website (Governance page (<http://apps.who.int/gb/gov/>)) provides easy electronic access to documentation, such as the Rules of Procedure of the World Health Assembly, and offers options to download documents for the current meetings of the governing bodies and to consult documents of previous sessions and other relevant documentation.

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

Documentation may also be downloaded using the QR codes displayed at the documents distribution counter, the Distribution Desk for badges, the entrance to the Assembly Hall and inside the committee conference rooms.

DISTRIBUTION OF DOCUMENTS

A document distribution service operates at the counter in the “Concordia” lobby, located between Doors 13 and 15 of the Palais des Nations.

NON-STATE ACTORS IN OFFICIAL RELATIONS WITH WHO: LIAISON OFFICE

A liaison office is set up in room A.235 (ext. 77325) to facilitate the participation of non-State actors in the Health Assembly. The document *Practical information for representatives of non-State actors in official relations with the World Health Organization*, transmitted to non-State actors with the invitation letter to the Health Assembly, provides information of particular relevance to delegates of non-State actors, concerning such matters as registration, document display and statements by non-State actors.

Room A.817 (ext. 77227) will be available for use by non-State actors 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.

Non-State actors in official relations with WHO may participate, without right of vote, in the Health Assembly. Seating in the plenary meetings 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 non-State actors 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 OMS (WHO headquarters, Avenue Appia), passing through Rive (town centre), Place de Montbrillant (behind 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 de Montbrillant (behind the railway station) to Ferney-Voltaire, France, with stops at Place des Nations and OMS, next to the headquarters building. In addition, bus “5” runs daily from Thonex to Aeroport, with stops at Place Cornavin and Place des Nations, and bus “28” runs from Jardin Botanique with stops at Appia for UNOG Palais des Nations, Pregny Gate, and OMS for headquarters.

Tram “15” runs daily from Palettes to Place des Nations, passing by Cornavin station.

Tickets must be purchased and validated **before** entering buses or trams. 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’ use of public transport free of charge, 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 and Convention Bureau (accessible at <http://www.geneve-tourisme.ch>).

Geneva taxi drivers know the headquarters building as “OMS” (Avenue Appia).

There are taxi ranks in almost all the main squares in Geneva and outside the Palais des Nations. Taxis can be called by telephone by dialling the following numbers: +41 22 320 2020, +41 22 320 2202 and +41 22 331 4133. Taxis can also be ordered through the security guard on duty at the entrance gate on Route de Pregny.

CAR PARKS

A very limited number of parking spaces is available for delegates' cars with "World Health Assembly" stickers, on a first-come, first-served basis. The spaces are in reserved areas in car park P10, near Door 40, at the Palais des Nations. Requests on the part of Permanent Missions for temporary ground passes for their drivers and for access authorization for rental or replacement vehicles must be sent through a "Note Verbale" to the United Nations Office at Geneva Identification and Garage Management Unit (ID Unit). The Note Verbale, with inclusion of a copy of the vehicle registration documents (Carte grise) as well as a copy of each temporary driver's passport or ID card, should include the following items:

Name of the driver (first and last name as marked on the passport/ID card)

Number plate of vehicle

Make of vehicle

Type of vehicle

Colour of vehicle.

The Note Verbale can be sent to the ID Unit via fax, +41 22 917 0494 or to the ID Unit's direct email UNOGID@UNOG.CH. Please note that this is for **vehicles and temporary drivers for the Seventy-first World Health Assembly ONLY**.

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, including Monday 21 May (public holiday) (ext. 71108 for reservations). The restaurant can organize private receptions and luncheons for a minimum of 25 participants. These services can also be provided on Saturdays and Sundays (conditions apply). Arrangements for dinners should be discussed with Eldora/UN (ext. 71108).

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 15:00, Monday to Friday, and from 11:30 to 14:30 on Saturday. Hot meals are served from 11:30 to 14:30.

The snack bar in the "Concordia" lobby, between Doors 13 and 15, is open from 07:30 to 18:00 or until the close of meetings (on Saturday, 26 May, it will be open from 07:30 to 09:00).

The Delegates' Lounge, 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 08:30 to 17:30, Monday to Friday or until the close of meetings (on Saturday, 26 May, it will be open from 09:00 to 12:30); it also serves sandwiches.

The Pasta corner, adjacent to the Bar du Serpent, is open daily from 11:30 to 14:30, including Monday 21 May 2018 (public holiday).

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 Conference Services at WHO (room 9016, ext. 14004 or cmpmail@who.int) before the opening of the Health Assembly, or to the Room Reservation Service (room A.237, ext. 77120), on the second floor of the Palais des Nations, from Monday, 21 May.

ARRANGEMENTS FOR RECEPTIONS AT WHO

The WHO restaurant can organize receptions 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 Department for Governing Bodies.

As from 21 May, arrangements can also be made by contacting room A.237 (ext. 77120), on the second floor of the Palais des Nations.

NEWSSTAND

Newspapers, magazines, books, postcards and other items are on sale at the main kiosk in the hall near Door 6. It is open Monday to Friday from 08:15 to 17:00. It will be closed on Monday 21 May (public holiday).

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 and postal and money orders. There is another post office at WHO headquarters, which is open from 08:30 to 11:30 and 12:30 to 16:30, Monday to Friday. It will be closed on Monday 21 May (public holiday).

Delegates who wish to stamp their mail with United Nations Postal Administration stamps should apply to the Administration's office, 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 Enquiry Office.

PERSONAL SECURITY

Geneva can generally be regarded as a safe city with a low rate of violent crime. However, pickpocketing and snatching of handbags or mobile phones do occur in the vicinity of, or within, the train and bus stations, the airport and in 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, 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 telephone numbers are:

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

If you face a security-related emergency at WHO headquarters, please contact WHO security by phone at ext. 11117 (+41 22 791 1117) or by email at security@who.int.

Security screening has increased for both vehicles and pedestrians seeking access to the Palais des Nations. Please ensure that 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

Telephones are available in the Palais.

1. Calls inside the Palais des Nations

- (a) Lift the receiver and wait for the dialling tone
- (b) Dial the required five-digit extension beginning with 7

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 five-digit extension required (see WHO telephone directory) | | (c) Dial 022-79 followed immediately by the five-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 dialling tone
- (b) Dial 0 and wait for the second dialling tone
- (c) Dial 022 and the required number within the Geneva area

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, 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 Carlson Wagonlit Travel office on level 2 of the E Building near Door 40. Opening hours are 09:00 to 17:00, Monday to Friday.

BANK

The UBS branch near Door 6 is open from 08:30 to 16:30 from Monday to Friday. It will be closed on Monday 21 May (public holiday). An ATM machine is available on the second floor of the E building near Door 41.

MEDICAL SERVICE

A nurse will be on duty from 08:00 to 18:00, at the WHO headquarters Medical Service (tel. +41 22 791 3040) for non-emergency medical consultations.

For a medical emergency during the working hours of the United Nations Medical Service (08:00 to 17:00), the United Nations medical emergency protocol will be applied. After 17:00 the emergency number 144 will be called.

Delegates requiring urgent medical attention when they are not in the conference buildings are advised to dial 144 for medical or ambulance services.

WHO PUBLICATIONS

WHO publications can be purchased from the WHO Press sales counter located in the "Concordia" lobby between Doors 13 and 15 at the Palais des Nations and from the WHO Bookshop at headquarters. A 50% discount is granted to delegates. WHO souvenirs are also available. Opening hours are 09:00 to 16:30.

LIBRARY

The WHO Library located in the WHO main hall provides access to information on WHO, as well as other sources of scientific literature produced around the world in digital and print format. WHO Library resources are accessible on a 24-hour basis. Nine computer stations are available – with printing option, internet and intranet access, and access to major WHO applications. Work, study and informal meeting areas, as well as staff with reference and research expertise, are available Monday to Friday from 09:00 to 16:00. The WHO Library guarantees staffing of the information point from 09:00 to 12:00 and from 14:00 to 16:00, Monday to Friday. However, do not hesitate to visit the Library reference area, as library staff are always willing to assist any time between 07:00 and 19:00, based on staff availability (<http://www.who.int/library>). Requests for an appointment or for information can be sent in advance by emailing LNK@who.int.

THE “CYBERCAFÉ” AND INTERNET ACCESS

Delegates are invited to visit the WHO Cybercafé, located in the Bar du Serpent in the E Building (Palais des Nations). Workstations will be available, providing full access to the internet, including the WHO website (<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 catering exclusively for Health Assembly delegates will also be available on the eighth floor of the A Building.

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