

## Checklist for organizing meetings in WHO

This guide to organizing meetings at WHO offices will help all admin support officers when preparing any seminar, consultation meeting or conference, but includes information to ensure access to people with disabilities. Planning well in advance is essential to ensuring all relevant access requirements are met and saves embarrassment or unfair discrimination on the day.

	<b>Issue</b>	<b>Task</b>	<b>Barrier removal</b>
1	Title	Establish exact title.	Is it appropriate, non-discriminatory?
2	Date	Before fixing date, ensure meeting room is available (e.g. does it clash with other events (in or outside WHO such as WHA, Car show etc), has sufficient notice been given?)	Are accessible facilities available?
3	Reserve meeting room	Conference Services on-line and prepare PTAE0 if more than 10 participants from outside WHO	Is the proposed meeting room accessible? (see appendix 1)
4	Participants	Prepare provisional list	Do you know if any proposed participant has access needs that require accommodations? (see appendix 2)
5	Draft agenda and background papers	Prepared by responsible technical officer and participants	Have you ensured papers are available in accessible formats? (see appendix 3)
6	Costing	GSM event home page	Who is responsible for supporting access? Ensure you add relevant costs.
7	Contact participants informally	Pending approval of meeting	Have you asked participants to notify you of their access needs? (see appendix 2)
8	Approval	GSM event home page. Approval by award manager	
9	Hotel	Make reservations and confirm with names & flight ETA/ETD. Block bookings are difficult to arrange with hotels in Geneva unless Unit is willing to provide the guarantee and pay for no-shows.	Ensure accessible accommodation (see contact details)
10	Confirmation to participants	Request full bank information to create participants as suppliers. Provide information note on Geneva, weather, public transport, Tourist office, access info	Include information on access to WHO premises if required. Advise participants of beds in rest room on 8 <sup>th</sup> floor and in UNAIDS building
11	Request government release	If necessary	
12	Tea/coffee/catering/reception	Complete Request for catering services form (WHO 151) (ensure appropriate for dietary restrictions)	Ensure venue is accessible and appropriate for dietary restrictions

13	Travel	Request that participants make travel booking and provide you with itinerary and costing (see instructions on intranet: <a href="http://intranet.who.int/homes/tat/travel_information/">http://intranet.who.int/homes/tat/travel_information/</a> )	Highlight accessible transport from airport, disabled car parking at venue
14	Confirmation of meeting arrangements	Complete Request for Arrangements for a meeting form (WHO 37)	Advise if extra requirements for people with disabilities (see appendix 1)
15	Opening speech	Prepare draft for officer opening the meeting	Have copies available for people with hearing impairment
16	Request stationery	Complete Standard stationery items order form for meetings with PTAE0	
17	Request for payment of per diem	Automatic through GSM or request to FNM/ACT for issuance of cash or TC payment on arrival. NB: Electronic transfer is preferred method of payment	
18	Seating plan		Ensure accessibility
19	Access to WHO		Advise Security of participants with disabilities for evacuation purposes
20	Name badges	Send list of participants meeting badges (meetingbadges@who.int)	Make oral introductions where participants unable to read name badges
21	Overtime	Prepare advance request if necessary	
22	Files/documents	Prepare files for participants	Have you ensured papers are available in accessible formats? (see appendix 3) Have they been circulated with sufficient time for people to convert to desired format and read? Make papers available to interpreters in advance.
23	Welcome/information letter to participants	To be sent electronically in advance. Copies should be made available at the meeting.	Have you checked the bus or tram route is accessible to wheelchairs? Or have you provided contact details for accessible taxi service? Have you provided map or transport information in appropriate format? Do participants need to be met at drop off point?
24	Final list of participants	Send to necessary people. Send bus routes & directions to hotel	Ensure Security alerted to presence of wheelchair users and provide sufficient Evacu chairs. Notify security and GBS/GOV of any dignatories
25	Notes for chairman/secretary		Remind participants of need to use microphones and not speak over each other or too fast. Remind presenters using Powerpoint to voice over images

			and text for people with visual impairment. Inform participants of nearest accessible toilet and emergency arrangements.
26	Prepare meeting room		Ensure communication support (e.g. interpreters) are briefed and located appropriately. Sufficient chairs removed to make space for wheelchair users and sign language translators.
27	Registration of participants	Files to be made available to participants during registration	

When possible, it can be useful to open a Sharepoint site for your meeting to provide all documentation for participants

# Organizing meetings in WHO

## Appendix one

Access provision includes, but is not limited to:

- Step free access
- Ground floor or elevator access internally
- Hearing loop
- Good lighting, clear lines of sight
- Adjacent accessible toilets
- Clear and prominent signage (large print, contrasting colours)
- Clearance space for wheelchair users to move around
- Safely cabled electric appliances e.g. computers, projectors.

Check before meeting to ensure necessary technologies are working and that someone knows how to use them! Have the number of an IT person/s to hand in case of technical problems.

## Appendix two

Accommodation for access needs may include:

- Personal assistant or supporter
- Sign language interpretation (clarify national sign language)
- Lip speakers
- Real time captioning
- Note takers
- Print access (eg for people with dyslexia, visual impairment or intellectual disability)
- Accompanying assistance animal
- Level access for wheelchair or other mobility needs
- Dietary requirements (eg Halal, gluten free) and allergies (including scent-free environment)

Programme breaks need to be long enough to give interpreters rest and recovery time. Some people with disabilities become fatigued and need time to rest during the day. Others need extra time for self-medication or other bodily processes. Communication support is required during socialising and cultural activity as well as during work time: restaurants after work should also have level access and preferably also accessible bathroom.

If in doubt, check requirements with participant(s). Participants needs should be accorded privacy and discretion.

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## Appendix Three

Information access may require alternative formats:

- Clear print
- Braille (See Appendix Four for supplier)
- Large print
- Particular colour or contrast (for example, for people with dyslexia)
- Computer file

Please see Disability Taskforce Intranet site (<http://intranet.who.int/sites/taskforce/>) for technical guidance on alternative formats. Preparing information in Braille and other formats can take up to a month, so plan ahead to provide sufficient lead-in times. If in doubt, check requirements with participant rather than making assumptions.

## Appendix Four

### Useful Contact details (Geneva)

Refer to the website for "L'Association Handicap Architecture Urbanisme" (<http://www.hau-ge.ch/association.php>), which provides a complete guide on accessibility for persons with disabilities for the whole of Geneva (French version only). A selection of contacts and information from the guide is provided in English below.

### More information:

<http://www.geneve.ch/handicap/>

<http://geneva.angloinfo.com/information/11/disabled.asp>

### Sign language interpreters:

Geneva Interpreter Service  
Contact : Procom, Ch. du Couchant 46, 1007 Lausanne  
Phone : 021 625 88 22  
Mail : [interprete@procom-deaf.ch](mailto:interprete@procom-deaf.ch)  
[www.procom-deaf.ch](http://www.procom-deaf.ch)

Swiss Federation of the Deaf  
Address: Avenue de Provence 16, CH-1007 Lausanne  
Contact details: [info-f@sgb-fss.ch](mailto:info-f@sgb-fss.ch)  
Phone: +41 (0)21 625 65 55  
Fax: +41 (0)21 625 65 57  
Website link: [www.sgb-fss.ch](http://www.sgb-fss.ch)

### Independent interpreters:

<http://www.interpretes-lsf.ch/Bienvenue.html>

**Simultaneous note takers:**

Mr Wim Gerbecks  
Veyboard  
Radex Innovation Centre  
Rotterdamseweg 183C  
2629 HD Delft  
Postbus 84022  
2508 AA Den Haag  
Tel: +31 (0) 15 268 26 82  
Email: [info@veyboard.nl](mailto:info@veyboard.nl)

**Accessible accommodation:**

- **Calvy\*\*\*:** Ruelle du Midi 5, 1207 Genève, Tel. 022 700 27 27 ([www.original.ch/calvy](http://www.original.ch/calvy)) Bathroom (facilities): door 70 cm
- **Crowne Plaza Genève\*\*\*\*\*:** La Voie-de-Moëns 26, 1218 Le Grand-Saconnex, Tel. 022 747 02 02 ([www.crownplazageneva.ch](http://www.crownplazageneva.ch))
- **Ibis Genève Aéroport\*\*:** Chemin de la Violette 10, 1216 Cointrin, Tel. 022 710 95 00 ([www.hotelibis.com](http://www.hotelibis.com))
- **Citadines Genève Ferney Voltaire:** Rue de Genève 34, 01210 Ferney-Voltaire France, Tel. +33 1 41 05 79 05 . This hotel has 2 accessible studios, on bus route F to WHO. ([http://www.citadines.com/en/france/geneva/ferney\\_voltaire.html](http://www.citadines.com/en/france/geneva/ferney_voltaire.html))

**Accessibility of trains, trams, bus routes:****Bus:**

Transport Publics Genevois runs buses: modern vehicles have a ramp for access, and a button for requesting assistance from the driver. Older vehicles are inaccessible, and so it may not be possible to use the first bus which arrives at the stop. Because buses generally run frequently, wheelchair users can generally expect an accessible bus to arrive within a reasonable period. Tram lines 13, 14, 16 are also wheelchair accessible. Most buses and trams have display screens and announcements of each stop.

Details of accessibility can be found at:

<http://www.tpg.ch/fr/au-sujet-des-tpg/engagements/accessibilite.php>

Timetables can be found at:

<http://www.tpg.ch/fr/index.php>

**Train:**

(<http://mct.sbb.ch/mct/en/reisemarkt/services/wissen/handicap.htm>)

SBB Call Center Handicap: Open from 6.00 to 22.00

Tel. 0800 007 102 Number for callers from abroad +41 (0)51 225 71 50

To request assistance with using trains at the staffed "Support Stations", please contact SBB Call Center Handicap, which can tell you which stations and trains have wheelchair access and help you select the most suitable trains. Assistance is available free of charge to wheelchair users, passengers with impaired mobility, the blind and visually impaired and people with intellectual disabilities, but needs should be requested 24 hours in advance, so that assistance can be arranged.

The SBB's night buses and Nightbirds do not have low floor wheelchair access.

For the blind and visually impaired, SOS-Bahnhofhilfe ([http://www.aide-en-gare.ch/Sites/Geneve\\_Cornavin.html](http://www.aide-en-gare.ch/Sites/Geneve_Cornavin.html)) (Tel. 022 732 00 90, Cell. 079 505 09 11) can also be contacted directly at whichever station you are at, but be sure to have your white stick or your guide dog with you. You can obtain information in Braille, large print and on cassette from organizations for the blind and visually impaired.

#### **Accessible taxi services:**

- **Mobile-Service** - Tel: 079 606 27 60, mser@bluewin, wheelchair available
- **Aloha Transport** - Tel: +41(0)22 321 12 21 [www.alohatransport.ch](http://www.alohatransport.ch), also groups of wheelchair users. Reservation 24h in advance for private, individual travel and 48h for corporate trips.
- **Paramedica** - Tel: +41 (0)22 348 53 15
- **Transport One** - Tel: +41 (0)79 776 26 17
- **Transport Handicap** - Tel: +41 (0)22 794 52 52, only wheelchair users (Tel: +41 (0)22 794 52 54 for atelier (wheelchair rental))
- **Wangeler - Transports** - Tél : 022.757.39.39 Tél : 022.757.39.39, reduced mobility and wheelchair users

#### **Production of documentation in Braille:**

Bibliothèque Braille Romande et livre parlé  
34, Bourg-de-Four  
CH-1204 Genève  
Tel: +4122 317 79 00  
Fax: +41 22 317 79 11  
Contact: Olivier Annen

Email: [bbr@abage.ch](mailto:bbr@abage.ch)

Site: [www.abage.ch](http://www.abage.ch)

GSM supplier number: (in process)

#### **Accessible restaurants:**

- **Atmosphère Lounge:** Rue Kléberg 8, 1201 Genève, +41 (0)22 732 42 42
- **Au Grütli:** Général Dufour 16, 1204 Genève, +41 (0)22 321 51 58 enter from the side.
- **Bollywood Café:** Place de la Navigation 6, 1201 Genève, +41 (0)22 731 88 77 has one step
- **Balexert Shopping Centre:** has a number of accessible restaurants
- **Buffet de la Gare des Eaux-Vives:** Avenue de la Gare des Eaux Vives 7, 1207 Genève, +41 (0)22 840 44 30, enter behind the restaurant
- **The Melting Pot:** Rue de la Navigation 8, 1201 Genève, +41 (0)22 731 31 51, there is a little step though
- **Nologo:** Rue de Fribourg 11, 1201 Genève, +41 (0)22 901 03 33 toilets not accessible.
- **Sam Lor Thai:** Rue de Monthoux 17, 1201 Genève, +41 (0)22 738 80 55