

**ACCESSIBILITY GUIDE
TO THE
HUMAN RIGHTS
COUNCIL
FOR PERSONS WITH
DISABILITIES**

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Foreword

Improved accessibility for persons with disabilities to the work of the human rights mechanisms is both a priority and a deliverable in the specific thematic strategy of my Office. Enhanced accessibility is also part of the global management output for the whole Office to increase and strengthen our effectiveness in supporting the human rights mechanisms over the next four years (2014-2017).

As provided in article 9 of the Convention on the Rights of Persons with Disabilities:

Accessibility enables persons with disabilities to live independently and participate fully in all aspects of life, on an equal basis with others, to the physical environment, to transportation, to information and communications, including information and communications technologies and systems, and to other facilities and services open or provided to the public, both in rural and urban areas.

This practical guide aims to enable persons with disabilities to access the Human Rights Council and participate in its work on equal terms with others. The publication of this guide coincides with our celebrations of the 20th anniversary of the Office and we hope that it will be one modest but significant step towards enhancing awareness amongst everyone on the rights of persons with disabilities.

We all have a role to play in making the UN accessible to all people, including persons with disabilities. This guide provides us with the opportunity to continue working towards a more inclusive society.

*Navi Pillay
United Nations High Commissioner for Human Rights
December 2013*

Introduction

Accessibility for persons with disabilities is a priority for the Human Rights Council. In March 2011, the Council established a Task Force on Secretariat Services, Accessibility for Persons with Disabilities and the Use of Information Technology, who formulated concrete recommendation on how to enhance accessibility for persons with disabilities to the Council's work. Since then, the Council has made significant progress. Throughout this year, the Task Force has continued to work constructively with all relevant stakeholders. However, some recommendations to further enhance accessibility still need to be implemented and the Council will continue to closely follow-up on this matter. Awareness raising efforts should not stop.

*Remigiusz A. Henczel,
President of the Human Rights Council
Seventh Cycle (2013)*

The Human Rights Council can and should do more to make the legal obligation under Article 9 of the Convention on the Rights of Persons with Disabilities a reality. With the support of the Office of the High Commissioner of Human Rights, no effort will be spared in our determination to fulfil the provisions of the Convention. To this end, we will continue working with other UN agencies and civil society organizations to further promote the right of persons with disabilities.

*Ambassador Luis Gallegos Chiriboga
Bureau Focal Point on Accessibility
Seventh Cycle (2013)*



About this Guide

This guide has been written to provide participants with disabilities information about accessibility to the Human Rights Council (“Council” or “HRC” will be used throughout this guide). The guide lays out the procedures that have been put in place by the Human Rights Council Secretariat in collaboration with the United Nations Office at Geneva (UNOG) to enable persons with disabilities to participate with ease in the Council sessions.

While the UNOG is committed to improving physical accessibility of Palais des Nations but this heritage building is not fully accessible yet. Therefore this guide also highlights a selection of the best accessible routes that can be used to access the various facilities in the building.

At the Human Rights Council Secretariat, we are constantly working towards improving the quality of accessibility to enable participation for persons with disabilities at the Council sessions.

An **Accessibility Focal Point of the Human Rights Council Secretariat** is available to answer any queries.

Office of the United Nations High Commissioner for Human Rights
Human Rights Council Branch

tfaccessibility@ohchr.org – Fax +41 22 917 9011

Your feedback is important for us to evaluate and improve. The guide and feedback form are available at the following dedicated **web page on Accessibility** www.ohchr.org/hrc/accessibility. Please complete and return the feedback form to the Accessibility Focal Point.

The work of improving accessibility at the Council sessions is very much in progress. We do hope to regularly revise this guide as more progress is made.



What is the Human Rights Council?

The Human Rights Council is an inter-governmental body made up of 47 member States that is responsible for strengthening the promotion and protection of human rights around the globe, for addressing situations of human rights violations, and for making recommendations on them. It also discusses thematic human rights issues and situations that require its attention throughout the year. It meets in Room 20 (XX), also known as the Human Rights and Alliance of Civilizations Room at Palais des Nations in Geneva.

Who can participate in the Council?

Rule 7 of the Council's rules of procedure lists the following:

- United Nations Member States;
<http://www.un.org/en/members/index.shtml>
- Non-member States;
<http://www.un.org/en/members/nonmembers.shtml>
- UN specialized agencies;
<http://www.un.org/en/aboutun/structure/index.shtml>
- Other intergovernmental organizations and entities;
<http://www.un.org/en/members/intergovorg.shtml>
- National human rights institutions;
<http://nhri.ohchr.org/EN/Pages/default.aspx>
- NGOs in consultative status with ECOSOC;
<http://esango.un.org/civilsociety/login.do>

For participation of non-governmental organizations (NGOs) in the Human Rights Council, please see: <http://www.ohchr.org/EN/HRBodies/HRC/Pages/NgoParticipation.aspx>



Preparing to attend a Council session

Accreditation and Conference Registration Form



If you are planning to participate in a Council session you must belong to one of the categories of participants listed above, and you need to announce yourself to the Council Secretariat by sending a letter of request for accreditation.

- If you have an annual photo badge issued by the Security and Safety Section of UNOG or United Nations Headquarters in New York (UNHQ) you will have unrestricted access to conference rooms, including room XX. Please announce to the Council Secretariat (email: hrcaccreditation@ohchr.org) that you will be participating in the session.
- If you need a badge, you must send a letter of request for accreditation to the Council Secretariat and you must also complete the **UNOG Conference Registration Form**.

Instructions and forms in English and French available at www.ohchr.org/hrc/accessibility.

To get a badge, come in person at the “Pregny Gate” of Palais des Nations with copies of your letter of request for accreditation, and the completed UNOG Conference Registration Form, together with your photo identity, such as passport.

Pregny Gate Security entrance
Palais des Nations, 8-14, avenue de la Paix
1211 Geneva 10
Tel. +41 22 917 50 42, Fax + 41 22 917 04 94

Open Monday to Friday from 8 a.m. to 5 p.m.

A priority lane is available for persons with disabilities at Pregny Gate Security entrance. There is signage directing to the priority lane. You may also approach any UNOG Security Officer who will direct you to the priority lane.

Always remember to carry your badge and photo identity card without which you would not be permitted to enter.

Large luggage cannot be taken into Palais des Nations. After airport-type security control, large pieces of luggage need to be stored at the storage area available.

Requesting accommodation



As per the General Assembly resolutions UNOG is responsible for making provisions for International Sign, captioning and Braille services to the sessions of the Committee on the Rights of Persons with Disabilities and to its pre-sessional Working Group. It also makes provisions for the accessible Panels of the Human Rights Council as mandated by HRC resolutions and supported by an oral statement of financial implications. These are announced in advance on the **web page on Accessibility**; www.ohchr.org/hrc/accessibility



Braille



Any additional request for the provision of accessibility services would need to be discussed with the Accessibility Focal Point, and are subject to extra-budgetary funding and availability of resources.

While there is no extra budget presently available to provide most reasonable accommodation services, the Council Secretariat is committed to supporting participants with disabilities by finding ways of providing reasonable accommodation at the Council sessions. Services that can be made available during meetings of the Human Rights Council include:

- International Sign and captioning; Since both these services are procured from external service providers, significant efforts for budgetary resource and planning are required to be undertaken by the Council Secretariat. Please inform the Accessibility Focal Point in writing at least three months in advance of the meeting you are planning to attend.



- UNOG has arrangement for providing hearing loops and embossing of your oral statement in Braille during meetings of the Human Rights Council.

If you are a person with a disability or require accommodation, please check the box on page 1 of the **UNOG Conference Registration Form** and complete Annex 1, even if you have an annual photo badge.

- Email the UNOG Conference Registration Form, together with the letter of request for accreditation, if necessary, to the Council Secretariat (email: hrcaccreditation@ohchr.org); with copy to the Accessibility Focal Point (email: tfaccessibility@ohchr.org) at least two days in advance of the meeting you are planning to attend.

If a support person such as a personal assistant or a sign language or International Sign interpreter(s) will accompany you, please attach in a single email the scanned copies of:

- the letter of request for accreditation including your name and the name of the support person, and
- the UNOG Conference Registration Form, duly completed by yourself, including Annex 1;
- separate UNOG Conference Registration Form for the support person, if applicable;
- mark in the subject line of your email "Accessibility arrangements: HRC session number ___";

We are unable to confirm provision of accommodation in the case of on the spot registration, i.e. if you do not inform us in advance of your arrival. However, you can contact the Accessibility Focal Point of the Secretariat of the Council in Room 20 during the session.

Using the public gallery

If you do not wish to be accredited as a participant, or if you do not belong to any of the categories of participants, you can observe the proceedings from the public gallery, situated above the main conference Room 20. Access to the public gallery is granted to individuals or groups depending on the availability of seating and other circumstances. You need to send a request by email to the Council Secretariat (hrcaccreditation@ohchr.org) 24 hours in advance of the meeting you are planning to attend with the following information:

- Date(s) of the visit;
- Purpose of the visit; and
- Full name(s) of those wishing to attend (if a group of more than five, please submit full names in an Excel file attached to the email request).

Please note that there is no specific seating reserved for wheelchair users in the public gallery. While access to the gallery is step free, wheelchair users may find it difficult to access the earphones for listening to the meeting. The monitors displaying the speaker and their names are not visible in the public gallery.



About Room 20

Room 20 is a round shaped room with a distinct ceiling sculpture made by the contemporary Spanish artist Miquel Barceló. The podium is located right opposite the main entrance. Seating in room 20 is organised in alphabetical order (French language) starting from the left-hand side of the room to the right-hand side. The first three rows in front of the podium are occupied by the member States of the Council. The remaining rows are for observer States of the Council, and other observers, including inter-governmental organizations, and UN specialized agencies. Observers for non-governmental organizations (NGOs) are seated in the last row. Towards the left as you enter room 20, along the periphery are additional seats for NGOs and the media. The UNOG Conference officers and the Council Secretariat are seated on the right periphery.

While equipped with the latest technology, Room 20 is not the most accessible room for persons with disabilities. However, four seats are reserved for participants with disabilities in the last (seventh) row. Each of these seats has a device for listening to the meeting.

If you have requested hearing loops in Annex 1 of your UNOG Conference Registration Form (see section on Requesting Accommodation), you can collect them from the Accessibility Focal Point, during the session at the Secretariat desk in room 20.



Directions to room 20: Room 20 is located in building E, door 40, level 3. After getting your badge at Pregny Gate building, use the lift or the stairs to go down to level RI (rez inferieur in French or lower ground). Exit the lift or the stairs and walk straight out of the automatic sliding door and out of the building.

Then follow the signage for guided tours leading to door E39. Door E40 is just after that.

Go straight and cross the road over the pedestrian crossing. Then turn left and follow the sidewalk. After about 50 meters there is another pedestrian crossing. Cross and continue straight for about another 30 meters until you reach door E40 of building E from where you can enter the building through the automatic sliding doors. The sliding doors are to the left of the first rotating door when you arrive at door 40.



The building E entrance lobby is on level 2 of the building. To get to Room 20, you need to take lift number E47, which is located at the rear wall diagonally towards the left from the entrance, behind the steel finish staircase. (Lift E47 has Braille on the control panel buttons.) Room 20 is located on level 3 next to the lift towards the left.



Persons with visual impairments may prefer to use the small lift directly to the right of door 40 upon entering as it announces the floors.

Printing of oral statements, and embossing in Braille

The Human Rights Council is committed to promote the use of electronic media and provide participants with electronic access to meeting programmes, agendas, documents and statements.

To facilitate the work of participants, **public computers are available next to the Serpent Bar and in the Library** (see section on Accessibility and way-finding in Palais des Nations). The computers available for public use are not yet configured with screen readers. Both these locations include a facility to print a limited amount of printouts per person.



You can have your **oral statement embossed in Braille** from any of the six official UN languages.

- Email your oral statement to the UNOG Printing Office (email: embossing@unog.ch); with copy to the Accessibility Focal Point (email: tfaccessibility@ohchr.org) at least one hour in advance of the meeting you are planning to deliver it. Large documents can take longer to emboss.
- In the email attach ready to emboss file transcribed in Duxbury format, configured to print 32 characters per line and 27 lines per page (contact the UNOG Printing Office at least a day in advance, if you require assistance to configure the Duxbury software);
- Mark in the subject line of your email "Braille embossing for [theme and date of plenary meeting in which you are making an oral statement]: HRC session number ___";

The UNOG Printing Office is unable to verify the Braille version once embossed. You can collect the Braille document from the **Document distribution counter located at** building E, second floor, near door 40 entrance.

Directions to the Printing Office located in building E, level RC (rez-de-chaussée in French, ground floor). Take lift number E47 (which is opposite the entrance to room 20 on the third floor) down to level RC. Once out of the lift turn left and walk straight enter double transparent doors, and then continue straight to office E-48 nearly at the end of the room.

Hard copies of documents available at the Document distribution counter



Hard copies of the daily Order of the Day and the list of official documents contained therein are also available at the Document distribution counter at door 40 of Palais des Nations. The counter can also provide participants all other official United Nations documents, upon completing a request form available at the counter.

Directions to the Document distribution counter: located in building E, level 2, near door 40 as you come in from outside.

Finding information on OHCHR Council website



Official United Nations documents issued for the specific session of the Council, including the daily Order of the Day, which contains a detailed programme and the list of official documents for each day of the session, are available online on the OHCHR website on the Human Rights Council web page at the following link: www.ohchr.org/hrc

These documents can be downloaded in Word format. The web page is continuously updated as new reports or information become available. OHCHR is aiming to post all documents in accessible format. However this is still work in progress.

Access all documents relating to the session at: <http://www.ohchr.org/EN/HRBodies/HRC/Pages/Sessions.aspx>

OHCHR publications, most available in all six official United Nations languages, can be downloaded free of charge at: <http://www.ohchr.org/EN/PublicationsResources/Pages/Publications.aspx>

Stay in touch with the work of the HRC through social media for updates during HRC sessions:

- Twitter: [@UN_HRC](https://twitter.com/UN_HRC)
- Facebook: www.facebook.com/UNHRC
- YouTube: [UN Human Rights Council](https://www.youtube.com/UNHumanRightsCouncil)

Finding information on OHCHR Council Extranet

Non-official United Nations documents such as oral statements, draft proposals to be considered by the Council as submitted by delegations, informal written contributions by States and other stakeholders, minutes of the Bureau meetings, and the NGO calendar of parallel events are available on the Human Rights Council Extranet.

To access the password-protected Council Extranet page, complete the online form at the following link to receive a username and password by e-mail to log-in.

<http://www.ohchr.org/EN/HRBodies/HRC/Pages/HRCRegistration.aspx>

Other document search tools



The UN Official Documents System (ODS) is the quickest way to access electronic versions of all UN official documents both in Word and pdf format in the six UN official languages [<http://documents.un.org>].

Since 2 December 2013, all United Nations official documents bear Quick Response (QR) codes that enable them to be accessed via smart phones and tablets. Documents in all UN languages can be accessed through these QR codes.



Webcast



Public meetings of the Human Rights Council and some of its mechanisms can be viewed live and are also archived [<http://webtv.un.org>]. Some Human Rights Council meetings have been made accessible by providing International Sign and captioning. Links to the accessible webcast archives Links to the accessible webcast archives are available at the web page on Accessibility [www.ohchr.org/hrc/accessibility].

Planning a parallel event

Council participants accredited to the session of the Council can organize parallel events

- If you are representing a State, specialized agency, intergovernmental organization, national human rights institution, or special procedure mandate holder you must make a request by following the instructions and completing the room reservation form available at: www.ohchr.org/hrc/accessibility
- If you are representing an NGO, please check the Practical Guide for NGO Participants (available in pdf format only): http://www.ohchr.org/Documents/HRBodies/HRCouncil/PracticalGuideNGO_en.pdf

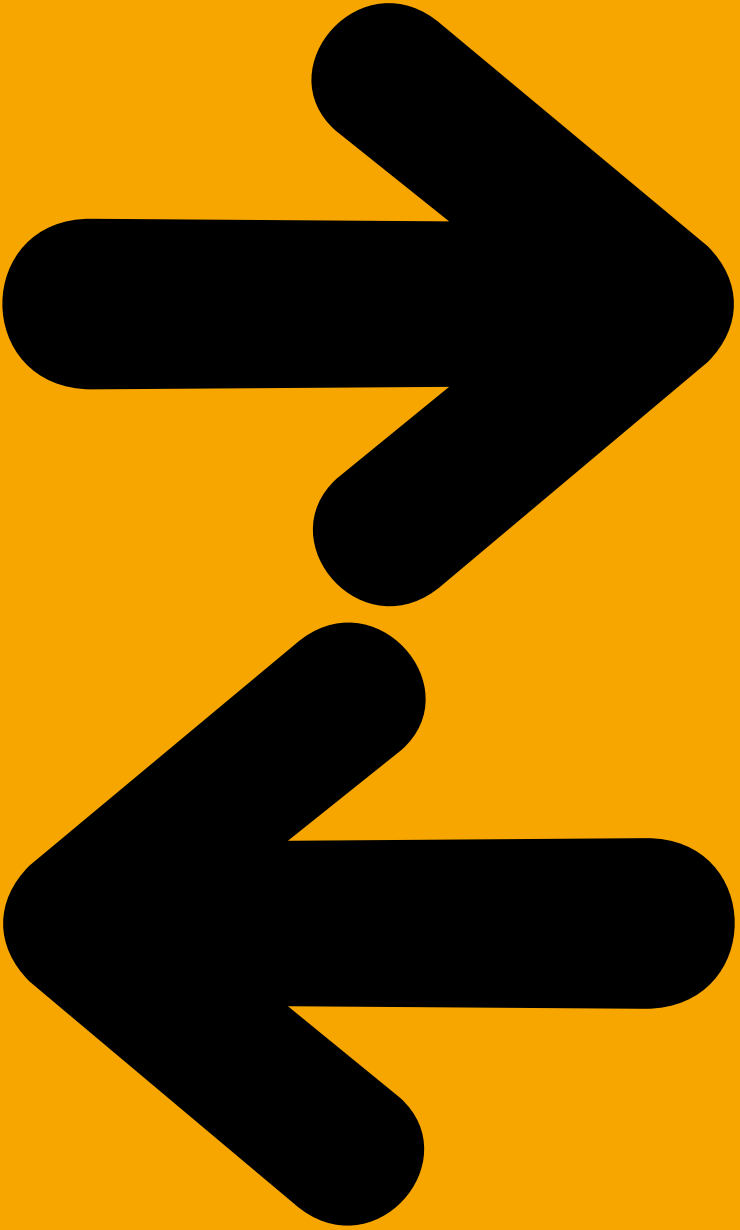
As the organizer of the parallel event, you must provide the Council Secretariat (email: hrcaccreditation@ohchr.org) with a complete list of its guests in excel format, with the first name in one column and the family name in a second column at least 48 hours prior to the meeting.

Parallel events are announced in the daily Bulletin of Informal Meetings (BIM) which is posted the night before on the Council's website. Although the BIM is not an official UN document, hard copies of the BIM can be picked up at the Documentation distribution counter.

Parallel events are usually organised in rooms 17 (XVII), 18 (XVIII), 19 (IXX) 21 to 28 (XXI to XXVIII) located in the building E, level 1.

The podiums in all the parallel event rooms are up one step and there are no permanent ramps as of now. Temporary ramps are available if notified in advance. If you require a ramp to be available, please specify so while filling the room reservation form.

For advice on how to request for accommodation at the parallel event, please contact the Accessibility Focal Point.



Accessibility and way-finding in Palais des Nations

Entry to Palais des Nations

- **Pregny Gate:** Enter Palais des Nations through Pregny Gate if you need to pick up a badge to participate in the Council session.
- **Nations Gate:** Enter Palais des Nations through Nations Gate if you already have an annual photo badge issued by the Security and Safety Section of UNOG or United Nations Headquarters in New York (UNHQ).

Exit from Palais des Nations

- **Pregny Gate:** Exit Palais des Nations by taking the same route back as for entry. Once you reach the Pregny Gate building where badges are issued use the ramp on the side of the building to get to the exit gate. The way back to the Pregny Gate building is uphill followed by an upward ramp.

At the exit gate if you are a wheelchair user, call UNOG Security on the intercom to open the gate for you. Be cautioned that the gate will open towards you.

All buildings in Palais des Nations are locked by 7 p.m. We therefore strongly recommend you exit Palais de Nations before 7 p.m. If for any reason you are delayed then call the UNOG Security on extension 71449 for assistance to exit the building. You may call from an internal telephone at the Security desk in building E, level 2. Exit is only allowed from the Pregny Gate after 7 p.m.

There is a Security Officer on duty at Pregny Gate around the clock.

- **Nations Gate:** Exit Palais des Nations through Nations Gate until 7 p.m. The Nations Gate may be more comfortable to exit especially for persons using manual wheelchair as it is not uphill.

Directions to the Nations Gate from room 20: Take lift number E47 to level RC, turn left into the corridor and go straight past the cafeteria. Turn left at the end of the main corridor towards building C. Turn right and then left again. Go straight till you reach door C6, which is equipped with a ramp. Exit through the semi-automatic door. Once outside the building, turn left and continue straight until you reach the Nations Gate.

At the Nations Gate if you are a wheelchair user indicate to the Security Officer to open the gate for you. Be cautioned that that gate will open towards you.

The Nations Gate is open from 7 a.m. to 7 p.m.

Accessibility to Palais des Nations by public transport

The Palais des Nations can be reached by the following tram and bus lines.

- **Pregny Gate:** Buses 8, 28, F, V and Z (Appia stop) provide the closest access to Pregny Gate Security entrance, which is where you need to go to get your badge.



- **Nations Gate:** Tram number 15, as well as buses 5, 8, 11, 14, 28, V, F, and Z. Nations Gate is located approximately 500 metres away from the Pregny Gate, uphill along Avenue de la Paix.



Further information on public transportation in Geneva, such as itineraries, timetables and fares is available only in French on the website of the Geneva Public Transport service [<http://www.tpg.ch>].

Accessibility to Palais des Nations by taxi



- **Pregny Gate:** You can arrive at the Pregny Gate by taxi. Taxis are prohibited from entering Palais des Nations grounds. As an exception the UNOG Security may give special permission to persons with disabilities requiring door-to-door taxi service. If so required, please mention this in Annex 1 of the Conference Registration Form.

When you go in person to pick up your badge, you will have to show your official 'disability card or certificate issued by your government' to the UNOG Security at Pregny Gate to get a 'taxi access pass' (also called 'taxi access vignette'). This pass will be valid for the duration of your participation in the Council session. You must carry the 'taxi access pass' with you on all days to be able to display it while entering or exiting Palais des Nations.

When you go out from Pregny Gate, there is a taxi stand located about 25 meters down the road towards the Nations Gate. Taxis are usually available round the clock.

Alternatively, when leaving Palais des Nations, approach any uniformed UNOG Security Officer and ask them to call a taxi for you by showing your 'taxi access pass'.

Accessibility to Palais des Nations by private vehicle

Private vehicles are not normally allowed into the premises. Special vehicle authorization may be granted only to persons with disabilities who possess a 'special parking badge' issued by the relevant authority in the country of residence.

If you need a special vehicle authorization, specify so in Annex 1 of the UNOG Conference Registration Form. The UNOG Security will issue a 'T1 HAN vehicle pass', after verifying your 'special parking badge'. The 'T1 HAN vehicle pass' will be valid for the duration of your participation in the Council session. The pass will allow private or hired adapted vehicle to enter the premises.

Remember to also get a badge for the driver to enter the premises. The driver will be issued a different badge, with no access to meeting rooms.

Accessible parking bays are indicated on the UNOG Palais des Nations map available at the Pregny Gate building and on-line at: www.ohchr.org/hrc/accessibility

Please note that all vehicles (private or hired) entering or leaving Palais des Nations as well as passengers can be subject to searches by UNOG Security.



Restaurants and bars



There are a number of restaurants and bars at Palais des Nations. The staff is able to assist persons with disabilities. Upon entering the restaurants and bars, please indicate to the staff if you need assistance knowing what is on the menu, getting your food, getting through the cashier line and getting to a table with your food. The menu is not currently provided in accessible formats.



All bars and restaurants are closed on weekends. With the exception of the Delegate's restaurant, payment is in cash only (Swiss Francs).

Serpent bar

The Serpent bar is located in building E, level 1. It is open from 9 a.m. to 5:15 p.m. and, exceptionally, remains open beyond that hour in case of extended meetings. Tables and the height of the service counter at the Serpent Bar are not very accessible to wheelchair users. The Serpent Bar is self-service.

Cafeteria

The Cafeteria is located in building A, level RC (ground floor). It is open from 8.15 a.m. to 5 p.m. Lunch is served from 11.30 a.m. to 2 p.m. The Cafeteria is self-service.

Directions to cafeteria: Use lift number E47 to go down to level RC. Go straight after exiting the lift and turn left into the corridor. Continue straight for over 50 meters until you reach the Cafeteria.

Delegates' lounge

The Delegates' Lounge is located in building A, level 3. It is open from 8.30 a.m. to 5 p.m. The Delegates' Lounge is self-service.

Directions to Delegates' lounge: Go across the passage connecting buildings E and A on level 3. Turn right and continue along the corridor. The Delegate's Lounge has some tables that can be accessed by wheelchair users. The Delegate's Lounge is self-service.

Delegates' restaurant on the 8th floor

The Delegates' restaurant is located in building A, level 8, use lift A29 from level 3. It is open from noon to 2.30 p.m. It is a sit-down à la carte restaurant and it is advisable to reserve in advance.

Accessible restrooms



There are a number of accessible restrooms in Palais des Nations. Some that you may access are at the:

- Pregny Gate accreditation building on both levels;
- Building E, level 3 - the closest unisex accessible restroom to Room 20 is located just behind the podium of Room 20. To access, go right after coming out of Room 20. Walk along the external periphery and enter the Council Secretariat office area behind Room 20. Continue until the end of the corridor on the right;
- Building A, level 3 - accessible toilet cubicles are located in the women and men restrooms along the corridor right from the connecting passage from building E;
- Building E, level 1 - an accessible restroom is located after Room 23 (XXIII) towards the left, next to the women restroom;
- Building A, level RC (ground floor) - a unisex accessible restroom is located just before the cafeteria when accessing from building E.

Library



The Library is located in building B, level 1. It is open Monday to Friday, from 8.30 a.m. to 5.30 p.m. Library staff provide general assistance and can be contacted as follows:

Tel.: +41 22 917 4181 or from an internal phone dial extension 74181

Email: library@unog.ch

The library catalogue is available online and librarians can assist in finding the reference books required. Apart from the reference books a large online electronic database is available with a number of commercial databases that the Library subscribes to. This database can only be accessed within the Palais des Nations premises by using the free Wi-Fi.

All library resources are available at: <http://libraryresources.unog.ch>

The library resources are not fully accessible to persons with visual impairments.

Directions to the Library: Go across the passage connecting buildings E and A on level 3. At the end of the passage turn left and then left again at the end of the corridor. Then turn right and left again. Continue straight to reach lift number B20. Take the lift down to level 1. The Library is located opposite the League of Nations Museum, which is next to the lift.

WI-FI



Palais des Nations has free WI-FI access in all buildings. You may connect to “UNOG-Public-WiFi”

General services



Post office: The post office is located in building C, next to door 6. It is open Monday to Friday, from 8.00 a.m. to 5.00 p.m.



Bank: Two branches of UBS bank are located in building C, close to door 6, and in building E, level 2, door 40. They are open from Monday to Friday, from 8.30 a.m. to 4.30 p.m. Cash machines are available at both banks, but the machines are not very accessible for persons with disabilities. The staff of the bank can offer assistance upon request.



Travel agency: The two travel agency offices are located in building C, close to door 6, and in building E, level 2, door 40. They are open from Monday to Friday, from 9 a.m. to 5 p.m. Persons with disabilities can easily access both travel agencies.



UN Bookshop: The United Nations Bookshop sells UN Publications and souvenirs. It is located in building E, level 2, near door 40. It is open from Monday to Friday, from 9 a.m. to 5.30 p.m. A small discount is given to delegates, and accredited representatives of intergovernmental and non-governmental organisations. To place an order email: bookshopadm@unog.ch



Newspaper kiosks: There are two newspaper kiosks. One is located in building E, level 2, close to door 40 and is open from Monday to Friday, 7:30 a.m. to 5 p.m. The other one is located in building C, close to door 6 and is open from Monday to Friday, from 8 a.m. to 5:30 p.m.



Cultural Kiosk: The Cultural Kiosk is located in building C, close to door 6 and has information about Geneva in general and sells tickets for cultural activities in the region, such as festivals, concerts, theatre plays, exhibits, etc. It is open from Monday to Friday, from 9 a.m. to 5 p.m.



UN Postal Stamps: A United Nations Postal Administration kiosk is located in building C, close to door 6, and it sells United Nations postage stamps. It is open from Monday to Friday, from 9 a.m. to 4 p.m.



SAFI Shop: A small supermarket located in building S, level -1 and can be accessed through door S1. It is open from Monday to Friday from noon to 6:30 p.m. The SAFI is not accessible to wheelchair users except through the A building. Ask for directions from a Security Officer or the Accessibility Focal Point.



First aid: In case of an emergency, **dial 112.**

Evacuation procedures



Standard evacuation procedures are followed at Palais des Nations. For your safety and convenience at the time of evacuation, please notify the UNOG Conference officers and the Council Accessibility Focal Point of any specific evacuation requirements by completing Annex 1 of the UNOG Conference Registration Form.

We recommend that you identify members from your delegation to act as your 'buddies' in case of any emergency.

Accessibility in Geneva

General information about accessibility in Geneva is posted on the web page on Accessibility www.ohchr.org/hrc/accessibility.

Acknowledgment

The Council Secretariat would like to thank Ms. Shivani Gupta, Accessibility Consultant, for her work in the drafting of the present guide. We further wish to express our gratitude to the members of the Council Task Force, especially the International Disability Alliance, for their valuable input during the draft and final versions of this guide.



UNITED NATIONS
HUMAN RIGHTS
OFFICE OF THE HIGH COMMISSIONER

**OFFICE OF
THE UNITED NATIONS
HIGH COMMISSIONER
FOR HUMAN RIGHTS**

Palais des Nations
CH 1211 Geneva 10
Switzerland

Tel + 41 (0)22 917 9000

Fax + 41 (0)22 917 9011

HRCAdvisoryCommittee@ohchr.org

www.ohchr.org/EN/HRBodies/HRC