

ACCESSIBILITY GUIDE TO THE HUMAN RIGHTS COUNCIL FOR PERSONS WITH DISABILITIES

Second version - updated in November 2018



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

the \mathbb{R}^n is the n -dimensional Lebesgue measure.

Let \mathcal{A} be a σ -algebra of subsets of \mathbb{R}^n . A μ -measurable function $f: \mathbb{R}^n \rightarrow \mathbb{R}$ is called μ -integrable if

$$\int_{\mathbb{R}^n} |f| d\mu < \infty.$$

Let $f, g: \mathbb{R}^n \rightarrow \mathbb{R}$ be μ -measurable functions. Then $f + g$ is μ -integrable and

$$\int_{\mathbb{R}^n} (f + g) d\mu = \int_{\mathbb{R}^n} f d\mu + \int_{\mathbb{R}^n} g d\mu.$$

Let $f: \mathbb{R}^n \rightarrow \mathbb{R}$ be a μ -measurable function. Then f is μ -integrable if and only if f^+ and f^- are μ -integrable and

$$\int_{\mathbb{R}^n} f d\mu = \int_{\mathbb{R}^n} f^+ d\mu - \int_{\mathbb{R}^n} f^- d\mu.$$

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Let $f: \mathbb{R}^n \rightarrow \mathbb{R}$ be a μ -measurable function. Then f is μ -integrable if and only if f^- is μ -integrable and

$$\int_{\mathbb{R}^n} f d\mu = \int_{\mathbb{R}^n} f^+ d\mu - \int_{\mathbb{R}^n} f^- d\mu.$$

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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, mandated to formulate concrete recommendations on how to enhance accessibility to the Council's work for persons with disabilities.

Since its establishment, the Task Force has continued to work constructively with all relevant stakeholders and helped the Council achieve significant progress in increasing accessibility for persons with disabilities to its work.

However, awareness-raising on this issue should not stop: efforts should continue until the work of the United Nations bodies and human rights mechanisms is accessible for all.

The present guide is an updated version of the first one, produced by OHCHR in 2014.

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

Geneva, November 2018

From the Easy-to-read version of the Convention on the Rights of Persons with Disabilities:

Article 9: Accessibility

Countries should make sure disabled people have better access to things in all areas of life. There should be better access to public buildings like hospitals and schools, and transport. There should be better access to information. Signs should be in easy read and Braille.

More guides and sign language interpreters should be available in public buildings. There should be guidelines about how to make access to public services better. Anyone providing services should plan for good access for disabled people. Accessibility training should be given. They should make sure that disabled people have access to new technology.

The easy-to-read version of the Convention on the Rights of Persons with Disabilities, as well as of many other United Nations documents, are available on the United Nations Enable website at: <https://www.un.org/development/desa/disabilities/convention-on-the-rights-of-persons-with-disabilities.html>



About this Guide

This guide provides information about accessibility to the Human Rights Council (“Council” or “HRC” will be used throughout this guide) to participants with disabilities.

The guide lays out the procedures put in place by the Council Secretariat in collaboration with the United Nations Office at Geneva (UNOG) that ensure accessibility for persons with disabilities in their participation to the sessions of the Council. While UNOG is fully committed to improving physical accessibility of Palais des Nations, this heritage building is not fully accessible yet. Therefore this guide also highlights a selection of the best accessible routes that may be used to access facilities in the buildings.

At the Human Rights Council Secretariat, we are constantly working towards improving the quality and availability of accessibility for persons with disabilities, and to remove barriers to their participation in the Council's sessions and work.

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

- **Accessibility Focal Point – Human Rights Council**
Office of the United Nations High Commissioner for Human Rights (OHCHR) - Human Rights Council Branch
Email : HRCouncil@ohchr.org (please write in the subject line: “Accessibility focal point”)

Your feedback is important for us to monitor and improve our work. Please feel free to email us your feedback on this guide at HRCouncil@ohchr.org (with the subject line: “Accessibility focal point”).

The work to improve accessibility at the Council is very much in progress. We will regularly revise and update this guide as more progress is made.



What is the Human Rights Council?

The United Nations Human Rights Council is an intergovernmental body made up of 47 member States. It 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.

The Council meets three times per year for regular sessions, and holds special sessions when needed. It convenes in Room XX (20) of the Palais des Nations in Geneva, which is also known as the "Human Rights and Alliance of Civilizations Room".

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/sections/member-states/non-member-states/>
- UN specialized agencies:
<http://www.un.org/en/sections/about-un/funds-programmes-specialized-agencies-and-others/index.html>
- Other intergovernmental organizations and entities:
<http://www.un.org/en/sections/member-states/intergovernmental-organizations/index.html>
- National human rights institutions:
<http://nhri.ohchr.org/EN/Pages/default.aspx>
- Non-governmental organizations (NGOs) in consultative status with the ECOSOC:
<http://esango.un.org/civilsociety/login.do>

For information about the participation of NGOs
in the Human Rights Council, see:

<https://www.ohchr.org/en/hrbodies/hrc/pages/ngoparticipation.aspx>



Attending a Council session

Accreditation and Conference Registration Form



If you are planning to participate in person to a Council session you must belong to one of the categories of participants listed above. Information on how to request accreditation is detailed below.

- **If you already have an annual 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 (20). Please announce to the Council Secretariat (via email: hrcaccreditation@ohchr.org) that you will be participating in the session.
- **If you need a badge:** you must register in the online accreditation system (<https://reg.unog.ch/>). You must then create a new user profile and follow the procedure to request accreditation (<https://reg.unog.ch/user/register>) (and other UNOG) meetings. After requesting accreditation, you will receive an email confirmation (also called “e-ticket”). To get your badge, print the e-ticket from the online system and come in person at the “Pregny Gate” of Palais des Nations with your e-ticket confirmation, the completed UNOG Conference Registration Form and its Annex 1 if needed (see section on ‘Requesting accommodation’ on page 14), and your photo identity document, such as a passport.

Please note that accreditation requests take up to 3 working days to be processed.

If you experience any difficulty or would need support in requesting accreditation, please contact hrcaccreditation@ohchr.org and HRCouncil@ohchr.org (please write in the subject line: “Accessibility focal point”).

More information on accreditation is available on <https://www.ohchr.org/EN/HRBodies/HRC/Pages/Accreditation.aspx>

More information and instructions on how to use the online registration system are available at <https://reg.unog.ch/faq>

- **Pregny Gate Security entrance**

Palais des Nations, 8-14, Avenue de la Paix, 1211 Geneva
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 can offer help and direct you to the priority lane.

Always remember to carry your badge and photo identity document: without them you would not be permitted to enter the Palais des Nations.

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 indicated by General Assembly resolutions, UNOG is responsible for making provisions for International Sign, captioning and Braille services to the meetings of the Committee on the Rights of Persons with Disabilities.



It also makes provisions for accessible panels and discussions of the Human Rights Council as mandated by Council resolutions and supported by a statement of financial implications. These are announced in advance on the web page on Accessibility (www.ohchr.org/hrc/accessibility), reflected in the agenda of Council sessions and the programme of work.



Any additional request for the provision of accessibility services would need to be discussed with the Accessibility Focal Point, and is 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 resources and planning are required to be undertaken by the Council Secretariat. Should you need these provisions, please inform the Accessibility Focal Point via email (HRCouncil@ohchr.org, subject line "Accessibility Focal Point") at least three months in advance of the meeting you are planning to attend.



- **Hearing loops and embossing:** UNOG can provide hearing loops and embossing of statements and documents in Braille during meetings of the Council (upon request, see page 18).

If you are a person with a disability and/or require specific accommodation, please follow the procedure below when you request accreditation through the online registration system (as explained on page 11):

- In the online registration system, check the box in the section “information on accessibility for persons with disabilities”.
- Fill out the UNOG Conference Registration Form and its Annex 1, even if you have an annual photo badge. A link to the form is available in the online page as well as on <https://www.ohchr.org/hrc/accessibility> (interactive PDF).
- Email the UNOG Conference Registration Form to the Council Secretariat (hrcaccreditation@ohchr.org, subject line: Accessibility focal point) at least two days in advance of the meeting you are planning to attend.

If you are accompanied by a support person such as a personal assistant or sign language interpreter(s), please ensure that they also request accreditation via the online accreditation system and attach in a single email to hrcaccreditation@ohchr.org (subject line: Accessibility arrangements: HRC session ____") copies of:

- All online requests for accreditation (yours and the support person's);
- the filled UNOG Conference Registration Form, including Annex 1;
- a separate UNOG Conference Registration Form for the support person, if applicable.

Please note that we are unable to confirm accommodation in the case of on-the-spot registration (i.e. if you do not inform us in advance of your arrival).

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 outlined above on page 11 (for example, if you're a student or an Academic), you can still come to the Palais des Nations and observe the proceedings of the Council from the public gallery, situated above the main conference Room XX (20).

Access to the public gallery is granted to individuals or groups, depending on the availability of seating and other circumstances.

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 to listen to the meeting. In addition, the monitors displaying the speakers and their names are not clearly visible from the public gallery.

If you wish to observe the proceedings from public gallery, you have to register on the online registration system (<https://reg.unog.ch/>) following the modalities described above (on page 12).



About Room XX (20)

The Council meets in Room XX (20), which is a round shaped room with a distinct ceiling sculpture made by the contemporary Spanish artist Miquel Barceló.



Directions to Room XX (20) from Pregny gate :

Room XX (20) is located in building E, Door E40, level 3.

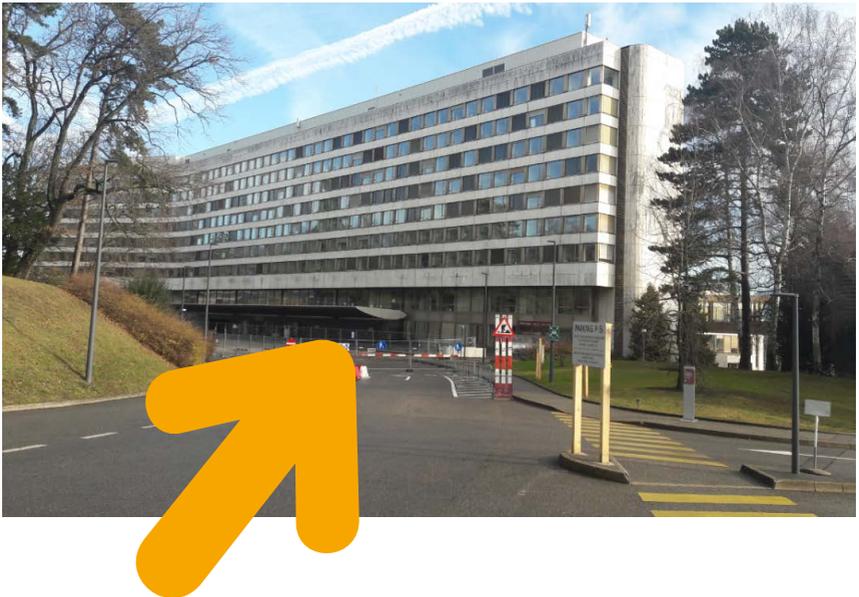
After getting your badge at the Pregny Gate building, you can reach Room XX (20) by taking the lift or the stairs to go down to level RI (*rez inferieur* in French, or lower ground). Exit the building through automatic sliding door.

Once out of the building, you can follow the signage for guided tours leading to Door E39 (as Door E40 is just after that) by going straight and crossing 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 building through the automatic sliding doors. The sliding doors are to the left of the first rotating door when you arrive at Door E40.

The building E entrance lobby is on level 2 of the building. To get to Room XX (20), you need to take lift number E47, located just behind the steel staircase at the rear wall – diagonally towards the left as you enter Door E40. Lift E47 has Braille on the control panel buttons. Room XX (20) is located on level 3 towards the left as you exit the lift.

Persons with visual impairments may prefer to use the small lift located directly to the right of Door E40 upon entering, as the lift announces the floors.

Image: Palais des Nations, E building, viewed if entering from Pregny Gate. An arrow shows where door E 40 is located.



In Room XX (20)

The podium of Room XX (20) is located opposite the main entrance. Seating is organised in alphabetical order (French language) starting from the left-hand side of the room to the right-hand side, when facing the podium. The first three rows in front of the podium are occupied by the 47 States that are Members 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 NGOs are seated in the last row.



Towards the left as you enter Room XX (20), along the periphery are additional seats for NGOs and the Media.

During the session, UNOG Conference officers and the Council Secretariat (including the Accessibility focal point) are seated at the “Secretariat Desk”, situated on the right periphery, when facing the podium.

While equipped with the latest technology, Room XX (20) is not the most accessible room for persons with disabilities. However, there are four desks reserved for wheelchairs users in the last (seventh) row. Personal assistants can sit just behind if needed. Each of the seats has a device for listening to the meeting in all the 6 official languages of the United Nations.

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 or UNOG conference officers during the session at the “Secretariat desk”, directly in Room XX (20).

If you need help in locating accessible desks or if you need assistance, feel free to approach any of the Security Officers, Conference and Secretariat Officers at the “Secretariat desk” .

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.

Public computers are available next to the Serpentine Bar and in the Library (see section on 'Accessibility and way-finding in Palais des Nations', page 27). Both locations include a facility to print a limited amount of printouts per person. Please note that the computers available for public use are not yet configured with screen readers.



If you need your oral statement or another document embossed in Braille from any of the six official UN languages, please:

- Email your document to the UNOG Printing Office at print@un.org (with copy to HRCouncil@ohchr.org) as soon as possible and at least one hour in advance of the meeting in which you plan to deliver it. Please note that large documents can take longer to emboss.
- In the email, attach a ready-to-emboss file, transcribed in Duxbury format, configured to print 32 characters per line and 27 lines per page. If you require assistance to configure the Duxbury software, please email print@un.org at least a day in advance.
- In the subject line of your email, please write "Braille embossing for [name and date of meeting]: HRC session number ___";

Please note that the UNOG Printing Office is unable to verify the Braille version once embossed.

UNOG Printing Office

Palais des Nations

Email: print@un.org

Once you receive confirmation from the Printing service that your Braille document is ready, you can collect it from the **Document distribution counter** located in building E, level 2, near Door E40 (on the left-hand side if you come from outside).

Document distribution counter

The Document distribution counter also provides participants with hard copies of official documents that are being considered by the Council, as well as the programme of work, the daily Order of the Day, the Bulletin of Informal Meetings, and the list of official documents of a given session.

The counter can also provide participants with other official United Nations documents, upon completing a request form available at the counter.

UNOG Document distribution counter

Palais des Nations, building E

Tel : +41 22 917 4700

Email: Distribution-counters@un.org

Open Monday to Friday

from 8:30 a.m. to 12.30 p.m. and from 1.30 to 5.30 p.m.



Finding information on the Council website



Official United Nations documents issued for all sessions 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 website on the Human Rights Council at the following link: www.ohchr.org/hrc

All documents can be downloaded in Word and PDF format.

The web page of the Council is continuously updated as new reports or information becomes available, before and during any given Council session.

You can access all documents relating to specific Council sessions at: <http://www.ohchr.org/EN/HRBodies/HRC/Pages/Sessions.aspx>

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

For in-session updates, including on changes in the programme of work, you can subscribe to the HRC SMS alert, by sending a request to HRCouncil@ohchr.org (subject line: 'inscription to the SMS alert') and indicating your full name, organization or State, and mobile phone number.

You can also follow the work of the Council on **social media** :

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

Finding information on the Council Extranet

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

The Council Secretariat has an “Accessible-only” document policy, according to which statements and documents that are uploaded on the Extranet have to be in accessible (Word) format.

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 login.

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



Other document search tools

The United Nations Official Documents System (ODS) is the quickest way to access electronic versions of all United Nations official documents both in Word and pdf format in the six United Nations 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 United Nations languages can be accessed through these QR codes.

Following the Council remotely (Webcast)



Public meetings of the Human Rights Council and some of its mechanisms can be viewed live and are also archived on <http://webtv.un.org>.

Some Council meetings are made fully accessible by providing International Sign and captioning. Links to the accessible webcast archives are available on the Council web page on Accessibility www.ohchr.org/hrc/accessibility.

Parallel events

Council participants accredited to the session of the Council can organize parallel events on the margins of Council sessions.

If you wish to **organize** a side event:

- If you are representing a State, specialized agency, intergovernmental organization, national human rights institution, or accompanying a special procedure mandate holder, you must make a request by following the instructions and completing the room reservation form available at: <https://www.ohchr.org/EN/HRBodies/HRC/Pages/RoomReservation.aspx>
- If you are representing an NGO, please consult the dedicated webpage at <https://www.ohchr.org/en/hrbodies/hrc/pages/ngoparticipation.aspx>, and follow the procedure contained in the OHCHR Practical Guide for NGO Participants (available in pdf format only): http://www.ohchr.org/Documents/HRBodies/HRCouncil/PracticalGuideNGO_en.pdf

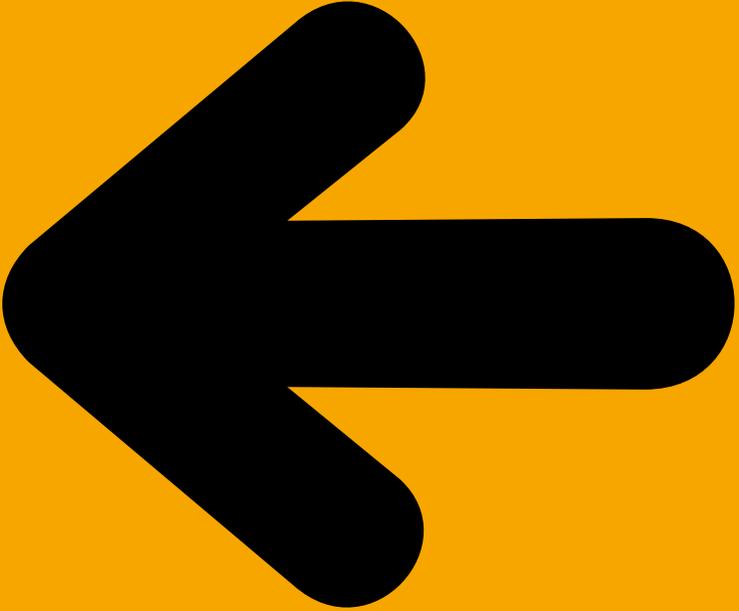
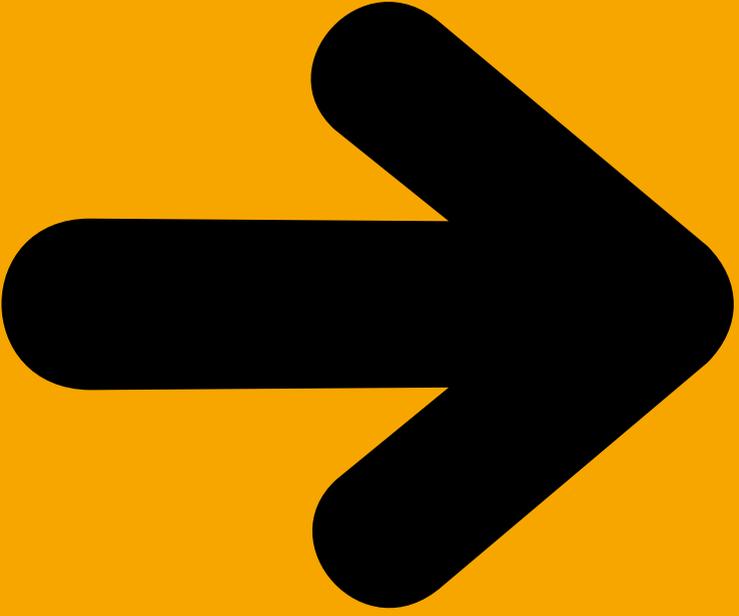
If you wish to **attend or participate** in a parallel event:

- If you hold a badge and are accredited for the Council session, you are free to go to side events held in the Palais des Nations.
- If you do not have a badge and are invited to attend or participate to a side event, you need to contact the organizer of the event itself.

Parallel events are announced in the daily Bulletin of Informal Meetings (BIM) which is posted the night before on the Council's website. Although it is not an official United Nations document, hard copies of the BIM can be picked up at the Document distribution counter together with the other official documents of the session (see page 19 above).

Parallel events are usually organised in rooms XXI to XXVII (21 to 27) located in 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 Conference room reservation form or contacting the organizers of the event.



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 (see page 12).
- **Nations Gate:** You may also enter the Palais des Nations through the "Nations Gate" (located in the Place des Nations) only 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).

Nations Gate is located approximately 500 metres away from Pregny Gate (uphill along Avenue de la Paix).

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 or need assistance, call UNOG Security on the intercom to open the gate for you. Please be mindful 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 that time. If for any reason you are delayed, you can contact UNOG Security by calling extension 71449 to request assistance to exit the building. You may call from an internal telephone at the Security desk in building E, level 2. After 7 p.m., exit for vehicles and wheelchair users is only possible from the Pregny Gate.

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 XX (20): Take lift number E47, located on the right-hand side as you exit Room XX (20) by the rear wall and in front of the steel staircase - 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 until you reach door C6 (you will find it on the right-hand side if you see the Post office in front of you), which is equipped with a ramp and semi-automatic doors. Once outside the building, turn left and continue straight until you reach the Nations Gate (where all the flags are).

Once at the Nations Gate, if you are a wheelchair user, please indicate to the Security Officer to open the gate for you. Be careful as 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

Accessibility measures are available on public transports in Geneva.

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, 22, 28, V, F, and Z reach Place des Nations ("Nations" stop).

Further information on public transportation in Geneva, such as itineraries, timetables and fares is available (in English and French) on the website of the Geneva Public Transport service at <http://www.tpg.ch/> and <http://tpg.ch/en/web/site-international/service-clients/mobilite-reduite>

A smartphone application is also available for iOS and Android (download "TPG"), which contains maps and itinerary planning tools.

Tickets can be bought directly at the bus/tram stop (through the dedicated – touch-screen machines), via SMS or the App. Please note that tickets are not available inside buses or trams.

Accessibility to Palais des Nations by taxi



- **Pregny Gate:** You can arrive at the Pregny Gate by taxi. Taxis are not allowed to enter Palais des Nations grounds. As an exception, UNOG Security may give special permission to persons with disabilities requiring door-to-door taxi service.

If this is your case, please do the following:

- Make sure to mention your request for door-to-door taxi service in Annex 1 of the **Conference Registration Form** when you request accreditation (see pages 13 and 14).
- 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 every day 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 around the clock.

Alternatively, when leaving Palais des Nations, you may 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 Palais des Nations. **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**, please specify so in Annex 1 of the UNOG Conference Registration Form when you request accreditation. After verifying your 'special parking badge', UNOG Security will issue a temporary vehicle authorization, which will be valid for the duration of your participation in the Council session. The temporary vehicle authorization 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 from yours, 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: <https://bit.ly/2DfqjKU> (PDF only).

Please note that all vehicles (private or hired) entering or leaving Palais des Nations as well as passengers may 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. All bars and restaurants are closed on weekends, with the exception of the Delegates' restaurant.



Payment is accepted in cash only in most of the facilities, but some accept credit cards like the Cafeteria. Both Swiss Francs (CHF) and Euros notes/bills are accepted, although change is given in Swiss Francs. Below are some of the facilities that are accessible.

Serpentine bar and Pasta corner

The Serpentine Bar is located in building E, level 1. It is open from 9 a.m. to 5 p.m. Although the height of the service counter is not very accessible to wheelchair users, most of the tables now are accessible. The Serpentine Bar serves snacks and beverages and only provides service at the counter. The Pasta corner is located just behind the Serpentine Bar, and is open from 11:30 am to 2:30 pm. To reach the Serpentine Bar and Pasta corner from Room XX, use lift number E47 to go down to level 1. Take a left along the periphery and follow the corridor, then take a left again.

Cafeteria

The main Cafeteria is located in building A, level RC (ground floor). It is open from 8.15 a.m. to 3 p.m. and is self-service. It serves a variety of food and beverages. Lunch is served from 11.30 a.m. to 2:30 p.m. To get to the 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 about 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 4:45 p.m. and serves snacks and beverages. Some of the table tops are at a height that is accessible for wheelchair users. The Delegate's Lounge has some tables that can be accessed by wheelchair users, and only provides service at the counter. To get to the Delegates' lounge, go across the passage connecting buildings E and A on level 3. Turn right and continue along the corridor.

Delegates' restaurant

The Delegates' restaurant is located in building A, level 8. To access it, use lift A29 from the long corridor (called "Salle des Pas Perdus") on level 3. It is open from noon to 2 p.m. The Delegate's restaurant is a sit-down à la carte restaurant and it is advisable to reserve in advance, by phone at +41 22 917 11 08, or via the online form available at <http://myplanetfood.ch/le-restaurant-des-delegues/>.

Accessible restrooms



There are a number of accessible restrooms in Palais des Nations, some that you may access are the following (non-exhaustive):

- Pregny Gate accreditation building, on both levels;
- Building E, level 3 - the closest unisex accessible restroom to Room XX (20) is located just behind the podium. To access it from inside Room XX (20), come out from any of the doors behind the podium: the restroom is end of the corridor on the right;
- Building E, level 1 - an accessible restroom is located after Room XXIII (23) towards the left, next to the women restroom;
- Building A, level 3 - accessible toilet cubicles are located in the women and men restrooms along the corridor "Salle des Pas Perdus";

- Building A, level RC (ground floor) - a unisex accessible restroom is located just next to the Cafeteria;
- Building B, level RC (ground level), a unisex accessible restroom is located at the main lobby of the Library building next to door B20;
- Building B, level 3, a unisex accessible restroom is located next to the bridge entrance at wing AB.

Library

The UNOG 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 UNOG library resources are available at [http:// libraryresources.unog.ch](http://libraryresources.unog.ch) . Please note that the library resources are not fully accessible to persons with visual impairments.

- **Directions to the Library:** The Library is located in building B, level 1. If you are in Room XX, take a left as you exit and 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.

UNOG Library

Palais des Nations, Building B

Tel.: +41 22 917 4181

Email: library@unog.ch

Open Monday to Friday from 8.30 a.m. to 5.30 p.m.





WI-FI

The Palais des Nations has free and open WI-FI access in all buildings. You may connect to “UNOGPublic WiFi”.

General services



Post office: The post office is located in building C, by door 6. It is open Monday to Friday, from 8.30 a.m to 11:30 a.m. and from 12:30 p.m. to 5.00 p.m.



Bank: A branch of UBS bank is located in building C, close to door 6. It is open from Monday to Friday, from 8.30 a.m. to 4.30 p.m. There are cash machines by the bank as well as in building E, level 2, Door E40. The cash machines are not very accessible for persons with disabilities, but the staff of the bank can offer assistance upon request.



UN Bookshop: The United Nations Bookshop sells UN Publications and souvenirs. It is located in building E, level 2, on the right-hand side if coming in from Door E40. It is open from Monday to Friday, from 9 a.m. to 5.30 p.m. To place an order, email: bookshopadm@unog.ch



Newspaper kiosk: There is a newspaper kiosk in the Palais des Nations. It is located in in building C, close to door 6 and is open from Monday to Friday, from 8:15 a.m. to 5 p.m.



Cultural Kiosk: The Cultural Kiosk is located in building C, close to door 6 and has information about Geneva 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.



SAFI Shop: A small shop and supermarket is located in building S, level -1 (lower ground) and can be accessed through door S1. It is open from Monday to Friday from noon to 6 p.m. The SAFI is accessible to wheelchair users through the A building.



Medical service: A medical service is located inside the Palais des Nations, in building S (Door S2), level -1 (lower ground). The entry is located near the Nations gate, on the right-hand side under the arch of the first building past the flags. It is open from Monday to Friday from 8 a.m. to 5 p.m. and is accessible to all persons in the Palais. The Medical service is accessible to wheelchairs and staff is able to help and assist persons with disabilities.

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, please notify the UNOG Conference officers and the Council Accessibility Focal Point (HRCouncil@ohchr.org, subject line 'Accessibility Focal Point) of any specific evacuation requirements by completing Annex 1 of the UNOG Conference Registration Form. This will ensure that your specific requirements be taken into account during the planning for a possible evacuation.

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:

<https://www.ohchr.org/EN/HRBodies/HRC/Pages/InfoAboutAccessibility.aspx>

The first version of this guide was written by Ms. Shivani Gupta, Accessibility Consultant, in 2014. It was prepared in collaboration with the members of the Human Rights Council Task Force on Accessibility for persons with disabilities, including the Office of the High Commissioner for Human Rights, the United Nations Office at Geneva, and the International Disability Alliance. The guide has been updated and revised by the Human Rights Council Secretariat in November 2018.



UNITED NATIONS
HUMAN RIGHTS
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