



World Health
Organization

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HEALTH
FOR ALL



WHO-ITU Consultation Make Listening Safe

HANDBOOK

7 -9 JUNE 2023
WHO HQ, GENEVA



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I. Concept note

It is estimated that more than one billion young people worldwide are at risk of hearing loss due to unsafe listening practices. In response to this growing public health problem, WHO launched the Make Listening Safe initiative in 2015. The initiative aims to reduce the risk of hearing loss posed by unsafe listening behaviour. In order to facilitate safe listening, WHO has identified the following three strategies:

1. Create evidence-based standards that outline safe listening features for a variety of situations where unsafe practices are common.
2. Increase awareness by developing and disseminating evidence-based awareness materials for safe listening.
3. Invest in safe listening research to understand the current state of safe listening, leverage best practices and uncover future need of interventions.

To advance this agenda, WHO and ITU have adopted a consultative approach. Since 2015, WHO has been regularly organizing stakeholders' consultation with experts in the field of hearing and sound; civil society organizations; professional groups; private sector and youth groups.

This consultation with experts and other stakeholders is held with the objectives to:

1. Discuss ways and means for promoting the existing WHO standards for 'Safe listening devices and systems' and 'Safe listening venues and events' to increase adoption and implementation.
2. Share the progress made in different areas of work such as online approaches for raising awareness among different target audiences; a media brief on safe listening, and the Be Healthy, Be Mobile mHealth tool for safe listening.
3. Brainstorm ways to promote safe listening among gamers and esports athletes.
4. Agree on the next steps for achieving the vision of the 'Make listening safe' initiative.

II. Provisional agenda

7 June 2023

Day 1	Plenary Auditorium Z1-2	Presenter
8:45-9:15	Registration	
9:15-9:35	Opening session	Bente Mikkelsen, WHO Reinhard Scholl, ITU Alarcos Cieza, WHO
9:35-10:05	Youth panel on 'Why we need a safe listening initiative'	Patrik Žúdel Nick Peverett Meghan Taylor Michelle Olguin Terez Lord Moderator: Ricky Kej
10:05-10:45	Introductions	All
10:45-11:15	Coffee break	
11:15-13:00 Setting the stage		
11:15-11:45	Make Listening Safe – where did we start, where are we now, where do we want to go?	Shelly Chadha WHO Simão Campos, ITU
11:45-12:15	Reflections	All
12:15-12:40	Raising awareness on safe listening: what WHO does	Sara Rubinelli Peter Mulas
12:40-13:00	Questions	All
13:00-14:15	Lunch break	
14.15-15.45 Raising awareness for safe listening		
14:15-14:45	The World Hearing Forum and its actions to promote safe listening	Mark Laureyns Amarilis Melendez Stephen Wheatley Michael Santucci
14:45-15:45	Group Work: Opportunities for raising awareness	Groups

15:45-16:15	<i>Coffee break</i>	
16:15-17:00	Group work presentations and discussion	Group rapporteurs
17:00-17:05	Research initiatives	Alarcos Cieza, WHO
17:05-17:15	Risk of hearing loss due to unsafe listening: what does published evidence say?	Lauren Dillard
17:15-17:25	Relevance of a research protocol	Katya Feder
17:25-17:35	Discussion	All
17:45	Group photograph	
18:15-19:30	<i>Reception</i>	

8 June 2023

Day 2	Plenary Auditorium Z1-2	Presenter
8:45-9:00	Welcome and introduction to Day 2 Review and preview	Alarcos Cieza, WHO
09:00-10:30 <i>Global standard for safe listening devices and systems</i>		
09:00-09:15	The Global standard for safe listening devices and systems: current status and future plans	Masahito Kawamori Simão Campos, ITU
09:15-09:55	Panel Discussion: Safe and sound: implementing safe listening features into personal devices	Mike Somerset Ian O’Brien Raju Desai Amarilis Melendez Richard Glover Moderator: Mark Laureyns
09:55-10:05	<i>Safe listening: findings</i>	Rick Neitzel
10:05-10:30	Discussion	
10:30-11:00	<i>Coffee break</i>	
11:00-12:15 <i>Safe listening standard for venues and events</i>		
11:00-11:15	The Global standard: why and what?	Shelly Chadha, WHO
11:15-11:55	Panel Discussion: Setting the Stage: Leveraging Live Venue and Event Standards	Johannes Mulder Jorn Nettingsmeir Ricky Kej Kris Chesky Katya Feder Moderator: Adam Hill
11:55-12:15	Discussion	All
12:15-13:30	<i>Lunch break</i>	
13:30-15:15 <i>Safe listening in gaming and esports</i>		
13:30-13:35	Safe Listening in gaming and esports: what do we know?	Shelly Chadha, WHO

13:35-13:45	Gaming, esports and hearing: what does literature say?	Lauren Dillard
13:45-14:00	Gaming, esports and hearing: What do gamers and esports athletes say?	Nicola Diviani Sara Rubinelli
14:00-14:15	Gaming, esports and hearing What do stakeholders say?	Peter Mulas
14:15-14:30	Questions	All
14:30-15:00	Panel Discussion: Safe Listening in Gaming and Esports: Challenges and Opportunities	Melita Moore Tatjana Sasche Sergi Mesonero Brian Schmidt Patrik Žúdel Moderator: Peter Mulas
15:00-15:15	What can be done? Next steps and discussion	All
15:15-15:40	<i>Coffee break</i>	
<i>15:40-17:30 Future directions</i>		
15:40-16:45	Group work on: Make Listening Safe: what comes next?	Groups
16:45-17:20	Plenary: feedback from working groups	All
17:20-17:30	Introduction to Day 3 thematic working groups and closure	All

9 June 2023

Day 3	Thematic working groups			
Groups	Group A Gaming & esports	Group B Adapting venues & events standard	Group C H.870/ITU	Group D Research protocol
Rooms:	Salle U1	Salle V	Auditorium Z1+2	Salle W1
Chair	Shelly Chadha	Kris Chesky	Masahito Kawamori Simao Campos	Adrian Fuente
Purpose	Review the current state of evidence, consider possible interventions, related to gaming hardware and software, for promotion of safe listening.	Discuss and propose concrete steps for integrating safe listening concepts (aligned with the standard) within the curricula of music schools and audio-engineering schools. Increasing awareness of the standard through its inclusion in live venues, audio engineering schools, etc.	Half day workshop on standards for safe listening Half day ITU(T) SG16/Q28 rapporteur meeting	Outline field testing methodology and propose sites for field testing of the research protocol, and discuss other areas of research interest
Objectives	- Review WHO's investigations on gaming, esports and hearing - Complete a stakeholder analysis to identify gaps and opportunities - Conceptualize next steps: What does safe listening success in gaming and esports look like? - Next steps to be taken in order to ensure safe listening in gaming and esports	- What are the opportunities for implementing safe listening in venues and events, in line with WHO's standard (e.g., through schools of music, audio-engineering and sound management courses, venues, govts, etc), in order of priority? - Which stakeholders need to be engaged in each of the above? - From these opportunities, what can be done, and what steps need to be taken?	- Discuss harmonization evolution of technical standards for personal audio devices and systems that focus on safe listening and hearing loss prevention - Consider the deprecation of the 'single number volume level limiting' methods in favour of a standardized dosimetry approach. - Increase an understanding of the development procedures and timelines across different standardization organisations ITU, IEC and CENELEC - Future inclusions to ITU H.870 Guidelines for safe audio devices/systems in the area of wireless headphones - How ITU can move forward in the area of conformance testing for applications.	- Discuss and finalize the draft research protocol - Discuss and develop ideas of how the research protocol will be field tested - Review the findings from the Apple Hearing Health study and discuss possible public health use of the data (TBC) - Discuss other areas of potential research interest

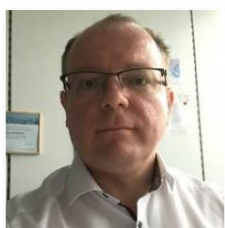
Group A – Gaming and esports (Salle U1) <i>Morning Session: Background study and stakeholder review</i>		Chair: Shelly Chadha
10:00-11:00	Workshop purpose and objectives Workshop member introductions Review WHO's conclusions of the background study • Literature review • Gamer survey • Stakeholder interviews Group discussion: <i>Thoughts and reflection</i>	
11:00-11:30	<i>Coffee break</i>	
11:30-13:00	Gaming and esports stakeholders: Working backwards to move forward: What does safe listening success in gaming and esports look like? Who can change gamer listener behaviour? Activity: Gaming and esports stakeholder analysis Who are the stakeholders who need to be involved? What do we all need to do right now? Activity: Concrete next steps	
13:00-14:00	<i>Lunch break</i>	
<i>Afternoon Session</i>		
14:00-15:00	Final discussion Close of workshop	
15:00-15:30	<i>Coffee break</i>	

Group B – Adapting and implementing WHO global standard for safe listening venues and events (Salle V) <i>Morning Session:</i>		Chair: Kris Chesky
10:30-11:00	Coffee break	
11:00-12:30	Workshop purpose and objectives Workshop member introductions WHO vision Implementing the standard: opportunities and stakeholders: guided discussion	
12:30-13:30	Lunch break	
Afternoon Session: (Salle V)		
13:30-15:00	Adapting the standard: Examples, comments and discussion • Implementation into an accreditation program for audio engineers (HELA) • Implementation into school for musicians programs (Audio health for musicians) • Implementation into ESSENCE core curriculum and teaching materials • Implementation of standard at a government level: Considerations Planning and discussion of other opportunities for <i>amplification</i> of the standard	<i>Insights from:</i> Johannes Mulder Adam Hill Kris Chesky Jörn Nettingsmeier
15:00-15:30	Coffee break	
Afternoon Session: (Salle V)		
15:30-16:30	Next steps: What does success look like? Close of workshop	

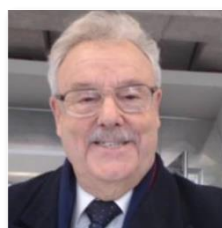
Group C – H.870/ITU (Auditorium Z1+2) <i>Morning Session: Workshop on safe listening standards for personal listening devices and systems</i>		Chair: Simao Campos Masahito Kawamori
09:30-10:30	The need for harmonization H.870 update and overview (ITU) CENELEC and IEC perspectives	WHO ITU Jos Remy Thomas Lund
10:30-11:00	<i>Coffee break</i>	
11:00-13:00	Deprecation of level-based volume limits H.870 and future wireless headphone inclusions What does conformance testing entail? Implementing a conformance testing programme Next steps	Mark Laureyns Richard Glover Chuck Kardous Denis Andreev All
13:00-14:00	<i>Lunch break</i>	
<i>Afternoon Session: ITU Study Group 16, Question 28 Rapporteur's meeting (Auditorium Z1+2)</i>		
14:00-16:00	The purpose of this meeting is to review the work on the following work items: Coordination with other SDOs, such as IEC, CENELEC, etc. H.870.V2 related documents F.780.2 (accessible telehealth) conformance testing specification Any other business New work items	

Group D – Research protocol (Salle W1)		Chair: Adrian Fuente
<i>Morning Session:</i>		
09:00-10:30	Workshop purpose and objectives Workshop member introductions Introduction: <i>Purpose and outline of research protocol</i>	Adrian Fuente
10:30-11:00	<i>Coffee break</i>	
11:00-12:30	Field testing and finalization of research protocol	Guided discussion
12:30-13:30	<i>Lunch break</i>	
<i>Afternoon Session: (Salle W1)</i>		
13:30-14:00	Public health application of Hearing Study data	Rick Neitzel
14:00-15:00	Other areas of research interest in safe listening	Guided discussion
15:00-15:30	<i>Coffee break</i>	

III. List of participants *(in alphabetical order)*



Denis Andreev
ITU
Geneva, Switzerland
Email: denis.andreev@itu.int



Michael Chowen
World Hearing Forum
Brighton, United Kingdom of Great Britain and Northern Ireland
Email: michael@chowens.com



Jessica Borowski
Meyer Sound Laboratories
Berkeley, United States of America
Email: jborowski@meyersound.com



Rebecca Colbourne
Specsavers
Bristol, United Kingdom of Great Britain and Northern Ireland
Email: rebecca.colbourne@specsavers.com



Karl Brookes
Sony Europe B.V.
United Kingdom of Great Britain and Northern Ireland
Email: karl.brookes@sony.com



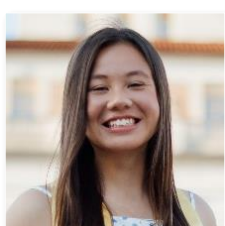
Simao de Campos Neto
ITU
Geneva, Switzerland
Email: simao.campos@itu.int



Joseph Cerquone
American Speech-Language-Hearing Association
Maryland, United States of America
Email: jcerquone@asha.org



Raju Desai
Apple
Santa Clara, United States of America
Email: raju_desai@apple.com



Karissa Chesky
Baylor College of Medicine
United States of America
Email: karissachesky@gmail.com



Nicola Diviani
University of Lucerne/ Swiss Paraplegic Research
Nottwil, Switzerland
Email: nicola.diviani@paraplegie.ch



Kris Chesky
Johns Hopkins University
Denton, United States of America
Email: kris.chesky@unt.edu



Raphael Elmiger
Federal Office of Public Health
Switzerland
Email: raphael.elmiger@bag.admin.ch



Katya Feder

Ottawa, Canada
Email: katya.feder@canada.ca



Yao Jing

ITU
Geneva, Switzerland
Email: yao.jing@itu.int



Clare Forshaw

UK Hearing Conservation
Association
United Kingdom of Great Britain
and Northern Ireland
Email:
clare.forshaw@hearingconservation.org.uk



Chucri (Chuck) Kardous

Kardous Acoustical (CDC/NIOSH
previously)
United States of America
Email: ckardous@gmail.com



Adrian Fuente

Université de Montréal
Montreal, Canada
Email:
adrian.fuente@umontreal.ca



Masahito Kawamori

Keio University
Fujisawa, Japan
Email: kawamorim@gmail.com



Richard Glover

LimitEar Ltd
United Kingdom of Great Britain
and Northern Ireland
Email:
richard.glover@limitear.com



Ricky Kej

India
Email: ricky@rickykej.com



Adam Hill

University of Derby
Derby, United Kingdom of
Great Britain and Northern
Ireland
Email: a.hill@derby.ac.uk



Adriana Lacerda

University of Montreal
Montreal, Canada
Email:
adriana.lacerda@umontreal.ca



Ian Bryan Hoffman

Peabody Institute: Johns
Hopkins University
Baltimore, United States of
America
Email: ihoffman@jhu.edu



Mark Laureyns

AEA European Association of
Hearing Aid Professionals
Sint Niklaas, Belgium
Email: president@aea-audio.org



Colleen Le Prell
University of Texas at Dallas
Lewisville, United States of
America
Email: colleen.leprell@utdallas.edu



Melita Moore
Global Esports Foundation
Washington, United States of
America
Email: melita.moore@globalesports.org



Bohan Leng
ITU
Geneva, Switzerland
Email: bohan.leng@itu.int



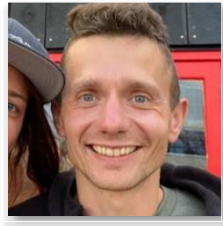
Brendan Morrissey
Hears Technology
Ireland
Email: brendanmorrissey@me.com



Terez Lord
PAHO Youth for Health Group
Trinidad and Tobago
Email: lordterez@gmail.com



Jos Mulder
The Australian National University
Kingdom of the Netherlands
Email: jos.mulder@anu.edu.au



Kuba Mazur
Apple
Cupertino, United States of
America
Email: kubamazur@apple.com



Richard Neitzel
University of Michigan
Ann Arbor, United States of America
Email: rneitzel@umich.edu



Amarilis Melendez
World Hearing Forum
Panama, Panama
Email: amarimd@hotmail.com



Jörn Nettingsmeier
Verband Deutscher Tonmeister e.V.
Amsterdam, Netherlands
Email: joern.nettingsmeier@tonmeister.de



Sergi Mesonero
Interactive Software Federation
of Europe (ISFE)
Brussels, Belgium
Email: sergi.mesonero@isfe.eu



Ian O'Brien
Audeara
Brisbane, Australia
Email: ian.obrien@audeara.com



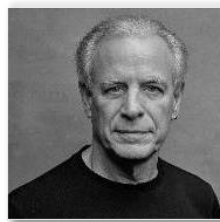
Michelle Olguin Flückliger
Geneva Graduate Institute
Geneva, Switzerland
Email: michelle.olguinf@gmail.com



Tatjana Sachse
Global Video Game Coalition
(GVGC)
Geneva, Switzerland
Email: tsachse@sidley.com



Aderinola Olopade
Earcare Foundation
Lagos, Nigeria
Email: aderinola@earfoundation.care



Michael Santucci
Sensaphonics
Oak Park, United States of America
Email: michael@sensaphonics.com



Nick Peverett
University of Derby
United Kingdom of Great Britain
and Northern Ireland
Email: 100570283@unimail.derby.ac.uk



Brian Schmidt
SoundCon, LLC
Bellevue, United States of America
Email: brian_l_s@hotmail.com



David Prescott
Larkin PR Ltd
Hull, United Kingdom of Great
Britain and Northern Ireland
Email: david@larkinpr.co.uk



Moses Serwadda
Uganda Federation of the Hard of
Hearing (UFHOH)
Kampala, Uganda
Email: serwaddam.moses751@gmail.com



Jos Remy
Philips
Belgium
Email: jos.remy@philips.com



Rob Shepherd
UK Night Time Industries
Association
Norwich, United Kingdom of the
Great Britain and Northern Ireland
Email: robert.shepherd@jpaget.nhs.uk



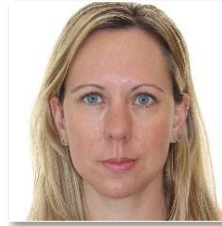
Sara Rubinelli
University of Lucerne
Luzern, Switzerland
Email: sara.rubinelli@paraplegie.ch



Lauren Smith
University of Michigan
Ypsilanti, United States of America
Email: laumarie@umich.edu



Mike Somerset
Sony Europe
Weybridge, United Kingdom of
Great Britain and Northern
Ireland
Email:
mike.somerset@sony.com



Cyndi van den Hanenberg
Health Canada
Ottawa, Canada
Email: cyndi.vandenhaneberg@hc-
sc.gc.ca



Keita Suyama
Safelistening
Chuou-Ku Tokyo, Japan
Email: info@suyama.co.jp



Stephen Wheatley
Make Listening Safe Campaign UK
London, United Kingdom of the
Great Britain and Northern Ireland
Email: sw@hearangel.com



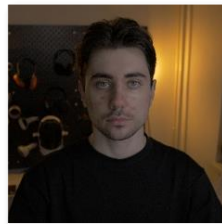
Meghan Taylor
University of North Texas /
Colorado State University
Fort Collins, United States of
America
Email:
meghanstaylor@icloud.com



Roxana Widmer-Iliescu
ITU
Geneva, Switzerland
Email: roxana.widmer-iliescu@itu.int



Andreas Thulin
Habilitation & Health, Region
Västra Götaland
Gothenburg, Sweden
Email:
andreas.thulin@neuro.gu.se



Patrik Žúdel
PatrikZero
Slovakia
Email: patrikzudel@gmail.com



Kelly Tremblay
Kelly Tremblay Consulting Ltd.
Vancouver, Canada
Email:
kelly@drkellytremblay.com

Remote participation for WHO/ITU workshop
(June 9 only)

Fabio Digiaco
Google

Thomas Lund
CENELEC, Genelec Oy

WHO team

Shelly Chadha

Email: chadhas@who.int

Robin Chasserot

Email: chasserotr@who.int

Alarcos Cieza

Email: ciezaa@who.int

Lauren Dillard

Email: dillalau@musc.edu

Bente Mikkelsen

Director, Noncommunicable Diseases

Peter Mulas

Email: mulasp@who.int

Jérôme Salomon

Assistant Director-General WHO/UCN

Arveen Sodhi

Email: sodhia@who.int

Guide to WHO and Geneva



WHO

Venue

Headquarters of the World Health Organization
Avenue Appia 20, Geneva

The office is placed on the northern side of the river, north of the train station (Gare Cornavin) and north-east of the area called Petit-Saconnex, just around the corner from the CICG, the International Conference Centre, and the Palais des Nations.

Badge pick-up

At the WHO Reception (main entrance)

Your **passport** or another form of **valid photo ID** and a valid **proof of vaccination** is needed to get a badge to enter WHO. To collect your badge, please go to the security desk which is on your left as you walk into the main entrance.

Please leave sufficient time to collect your badge before the meeting start time as there is often a queue.

The main reception desk can assist in locating specific conference rooms and other facilities available in the building. They can also order taxis on request.

Meeting room: Auditorium Z1 and 2

Directions:

- Once you have collected your badge at the reception, turn left towards the entry gates. Scan your badge to enter. There will be signage directing you to the meeting room.
- You can take the stairs on the left or the elevator besides the stairs to go down to the cafeteria level.
- Elevator: choose floor B1. Once you exit, turn right and then right again and walk towards the cafeteria
- Stairs: Once you go down the first flight of stairs, turn right and go towards the second staircase leading to the cafeteria.
- Once in the cafeteria, walk towards the other end and towards the right, next to the glass wall.
- You will find some stairs heading further down to the auditoriums.
- Here, please find Auditorium Z1 and Z2 on the left.

Language

The meeting will be held in English. Closed captioning will be provided in English.

WIFI

Free WIFI is available in WHO building. The username is: **#WHOWIFI**. There is no password.

Refreshments

Coffee and refreshments will be available during coffee breaks. Participants are welcome to purchase lunch at the WHO cafeteria and nearby restaurants.

Geneva

Travelling between the Airport and Geneva City Centre

Geneva city centre is very close to the Geneva Airport. It is easily reachable by train or by bus using the united network of public transport, [Unireso](#). Only one single ticket is required to travel by train, tram, or bus in Geneva.

Where is the train station and bus stop in the airport?

Terminal map and more information about public transport and taxis at the airport at: <http://www.gva.ch/en/Desktopdefault.aspx/tabid-60/>

Geneva Transport Card

UNIRESO offers a Transport Card to guests of Geneva hotels which is valid for all forms of transport within Geneva. You can get this card at your hotel reception.

- **By Train:** Train is the easiest way to reach Geneva city centre: 8 minutes between the Airport and Cornavin central station (Gare Cornavin) (every 15 minutes). All trains from the airport stop at Geneve-Cornavin. The Airport railway station has direct access to the Airport Departure/Arrival levels.
- **By Bus:** The following buses stop at the airport (bus stops are located at the Departure level) and travel to Geneva city centre:

[Bus 5](#) (every 10-15 minutes; get off the bus at Gare Cornavin for the city centre)

[Bus 10](#) (every 10 minutes); get off the bus at Gare Cornavin for city centre. It takes 25 minutes.)

How much does it cost? It takes 3.00 CHF (Swiss francs) for a ticket valid for one hour within Geneva. The ticket can be used on multiple modes of transport (bus, tram, train, and boat) in the hour. You must buy your ticket **before** getting onto the transport. Ticket machines are available at all stops and inside some buses- please select the button for one-hour trip.

Travelling to/ from the WHO

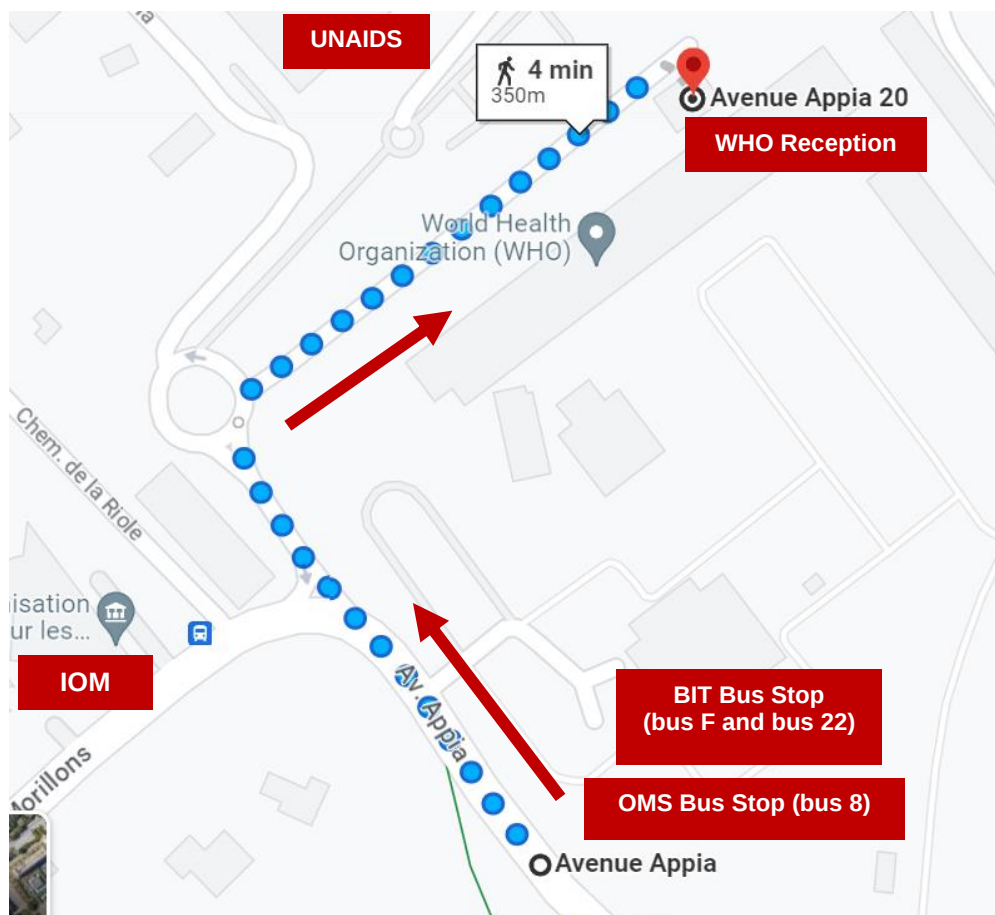
By Bus: The bus Number 8, direction OMS (OMS means WHO in French) goes to the WHO office from the station Gare Cornavin. WHO is the last stop. The buses F and 22 also stop at OMS.

Bus schedule can be obtained at <http://www.tpg.ch/>

1. Under "Voyager" on the top bar, click "Horaires par ligne"
2. Click on the square representing bus route 8 or bus route F.

Select where you will be departing from by clicking on the name of the stop.

Getting to the WHO Reception from the bus stop



By Taxi: Most Geneva taxi drivers know the headquarters building as "OMS" (Avenue Appia). Taxis can be called by telephone by dialling the following numbers: (022) 320 20 20, (022) 320 22 02 and (022) 33 141 33. The WHO Reception will also order taxis.

Taxis are readily available at taxi spots:

- Place du lac, 1204 Genève (city centre)
- Geneva Airport, arrivals
- Gare Cornavin, Geneva's train station

Uber services are also available in Geneva on a limited basis.

Transport apps

Information on public transport can be obtained through the following mobile phone apps:

- **tpg:** The Geneva public transport app (Transports publics genevois) offers information on timetables for all bus and tram stops of Geneva and can be used to plan the route between

two addresses. The tpg app offers the most accuracy about transport schedules in the city of Geneva.

- **SBB Mobile:** SBB offers train services in Switzerland and the app can be used to access train schedules as well as all public transport schedules in Geneva. It also allows purchase of travel tickets directly through the app.
- **Google Maps:** Google maps offers a good source of directions and is generally accurate on the bus and tram routes. It should be noted that the timetables on Google maps may not be fully updated on times as transport disruptions could affect frequency and cause delays. For transport timetables, it is best to consult either the tpg app or the tpg website.

Accessibility of trains, trams, and buses

Bus:

Virtually all buses and trams are wheelchair accessible, and older inaccessible vehicles are very rare. Most buses and trams have display screens and announcements of each stop. In the case that the screen is not functioning, you may also ask the bus driver to inform you of your stop. The bus is the best way to travel from the airport to the city center for wheelchair users, as the train is not accessible without pre-booked assistance. If you do wish to ride the train from the airport to the city center, you can call the Handicap des Chemins de Fer Fédéraux (SBB) at least one hour before departure: 0800 007 102 (6am to 10pm) or from abroad +41 (0) 51 225 78 44.

Details of accessibility can be found at:

<http://www.tpg.ch/en/web/site-international/service-clients/mobilite-reduite>

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, 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

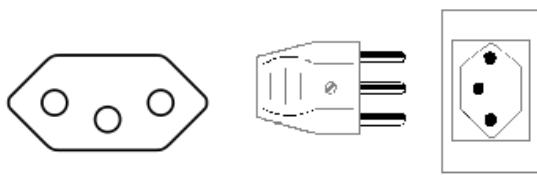
Useful websites for accessibility (Geneva)

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

<https://www.angloinfo.com/how-to/switzerland/geneva/healthcare/people-with-disabilities>

Swiss plugs/ sockets

Swiss plug-sockets supply the European standard voltage of 230 V AC - 50 Hz. Plug-sockets are shaped as you can see in the picture below.



Things to see in Geneva

Geneva has some great sightseeing locations:

- **Lac Lemman:** The crescent shaped Lake Geneva or *Lac Lemman* is the largest body of water in Switzerland and offers some beautiful sunrise and sunset views. From the centre of town, it is best viewed from Bains des Pâquis, for a swim, and from Parc de La Perle du Lac to enjoy some time relaxing in a park by the lake side.
- **Jet d'Eau:** One of the most famous landmarks in Geneva, the Jet d'Eau is a large water fountain in the lake and can be viewed from almost any side of the lake in Geneva.
- **Old Town:** The old town in Geneva is a charming cobblestoned village with many restaurant and café options. It is also has some lovely streets to walk through and window-shop.
- **St Pierre Cathedral:** Located in the centre of the old town, the Cathedral sits at a high vantage point and is a calm place to visit. The Cathedral towers can be climbed for some of the greatest views of the city of Geneva.
- **Street Food Festival:** The Geneva Street Food Festival opens on 8 June at Plaine de Plainpalais for some great samplings of the different cuisines popular in Geneva.

Other useful information and tourism resources

- [Geneva Tourism & Convention Bureau](#)
- (<https://www.geneve.com/?rubrique=0000000000&lang=eng&PHPSESSID=701fedbd7b15a6ce98f8cf0bfb17d9dc>)
- [Geneva International Airport](#)
- <http://www.geneve-tourisme.ch/?rubrique=0000000000&lang=eng>
- <http://www.myswitzerland.com/en/home.html>
- <http://www.geneva-pass.com>
- <http://geneva-guide.ch/en/>

MAP

- [Center Town & International Organizations](#)
- [City town](#)

Whom to Contact

Shelly Chadha

Email: chadhas@who.int, whf@who.int

Peter Mulas

Email: mulasp@who.int

