

# **World Hearing Forum stakeholders' and members' meetings**

**WHO Headquarters, Geneva, Switzerland**

**27-29 November 2023**



**Meeting Handbook**



## **VISION**

A world in which no person experiences hearing loss due to preventable causes and those with hearing loss can achieve their full potential through rehabilitation, education and empowerment.

## Contents

I.	Important instructions for participants.....	4
	In person participation .....	4
	Virtual participation .....	6
II.	Links (Zoom and captioning) .....	7
III.	World Hearing Forum stakeholders’ meeting, 27-28 November 2023: objectives and agenda .	9
IV.	World Hearing Forum members’ meeting 29 November 2023: objectives and agenda.....	12
V.	List of Participants .....	13
	In-Person participants.....	13
VI.	World Hearing Forum.....	29
	Purpose of the forum .....	29
	Activities of the forum .....	29
	World Hearing Forum members.....	30
	World Hearing Forum workstreams .....	31
	WHF Steering Committee .....	33
VII.	World Hearing Forum Icebreaker .....	34
VIII.	Social Media / Communications Kit .....	35
IX.	Photo exhibit .....	37
X.	Guide to WHO and Geneva .....	38

# I. Important instructions for participants

## In person participation

### Venue

The meeting will be held at the headquarters of the World Health Organization (Avenue Appia 20, Geneva) in Auditorium Z3 and Z4.

### Badge pick-up

You can collect your badge at the WHO Reception (close to main entrance). You will require your **passport** or another form of **valid photo ID** and **proof of COVID vaccination** (2 doses) to get a badge to enter WHO.

Note: Please make sure that you have registered on the WHO Indico platform for the meeting and the registration has been approved, as this is mandatory for issue of badge.

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

### Meeting room

The meeting will be held in the WHO main (B) Building, Auditorium Z3 and Z4.

### Directions to meeting room

- 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 Z3 and Z4 on the left.

### Language

The meeting will be held in English. Closed captioning will be provided in English, Arabic, Chinese, French, Spanish and Russian

## Meeting etiquette

- **The registration will close at 08:45 AM CET and the meeting will start at 09:10 AM CET. Please make sure you are in your seat by then.**
- Once you arrive at the auditorium, please pick up your name plate from outside the room and take a seat inside. Select a seat that does not have a name plate in front of it.
- During the meeting, if you wish to take the floor, kindly indicate this by holding up your name plate.
- Kindly make sure that you are present throughout the meeting and respect the time slots as indicated in the agenda and during the meeting.
- **We request you to NOT bring any gifts or souvenirs for WHO staff, as WHO rules do not permit acceptance of these.**
- Please let us know, in advance, if you do not wish to have your photographs taken or shared on WHO website.

## WIFI

Free WIFI is available in the 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, coffee shop and nearby restaurants.

## Sexual Harassment Policy

- WHO has a zero-tolerance policy against sexual harassment.
- Sexual harassment is “any unwelcome conduct of a sexual nature that might reasonably be expected or be perceived to cause offense or humiliation, when such conduct interferes with work, is made a condition of employment, or creates an intimidating, hostile, or offensive work environment”.
- Sexual harassment may be verbal, non-verbal, or physical and may include written and electronic communications.
- Sexual harassment may occur between persons of the same or different genders and may occur outside the working place and outside working hours. Sexual harassment may be perpetuated by a colleague, including a supervisor, peer or subordinate.
- Although it usually involves a pattern of conduct, sexual harassment may take the form of a single incident.
- Please refer to the link for more information: <https://www.who.int/initiatives/preventing-and-responding-to-sexual-exploitation-abuse-and-harassment>

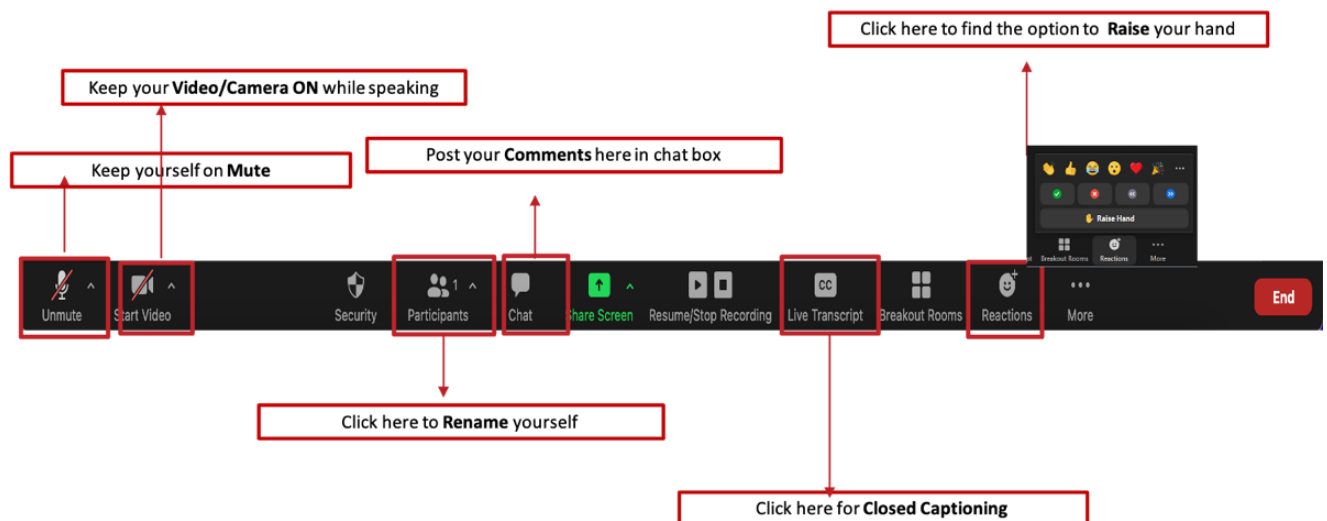
# Virtual participation

## General zoom etiquettes:

- To ensure your participation is noted, please ensure that your Zoom frame displays your name, organization name and country
- Captioning is available in 6 UN languages. Access the captioning using the link provided in the table below and you can switch to the language you prefer.
- Keep yourself on mute at all time during the session.
- Keep your camera off during the sessions apart from group work.
- Please post your comments and questions in the chat and it will be addressed, if time permits.
- You can reach out to the host of the meeting in case of any technical issue.

## Instructions for group work:

- Virtual participants can actively participate during the group work.
- We will inform about the allocation to the group work during the group work introduction session.
- You can raise your hand when you prefer to speak and unmute yourself when given the floor.
- Please switch on your camera when you speak as it is crucial for maintaining accessibility.
- Expect a delay in starting of the group work of at least 10 mins, as the participants will be physically moving to another room for the group work.



## II. Links (Zoom and captioning)

Meeting Date	Link	Meeting ID	Passcode	Captioning link
27 November	<a href="https://who.zoom.us/j/94429469738">https://who.zoom.us/j/94429469738</a>	94429469738	WHOWHF@1	<a href="https://uk.ai-live.com/CaptionViewer/Join/thirdparty?sessionId=UKWHOS2711A">https://uk.ai-live.com/CaptionViewer/Join/thirdparty?sessionId=UKWHOS2711A</a>
28 November	<a href="https://who.zoom.us/j/98472282016">https://who.zoom.us/j/98472282016</a>	98472282016	WHFWHO@2	<a href="https://uk.ai-live.com/CaptionViewer/Join/thirdparty?sessionId=UKWHOS2811A">https://uk.ai-live.com/CaptionViewer/Join/thirdparty?sessionId=UKWHOS2811A</a>
29 November	<a href="https://who.zoom.us/j/94976638926">https://who.zoom.us/j/94976638926</a>	94976638926	Members@29	<a href="https://uk.ai-live.com/CaptionViewer/Join/thirdparty?sessionId=UKWHOS2911A">https://uk.ai-live.com/CaptionViewer/Join/thirdparty?sessionId=UKWHOS2911A</a>

### Group work link:

27 November 2023	Link	Meeting ID	Passcode	Captioning link
Group Red	<a href="https://who.zoom.us/j/94429469738">https://who.zoom.us/j/94429469738</a>	94429469738	WHOWHF@1	<a href="https://uk.ai-live.com/CaptionViewer/Join/thirdparty?sessionId=UKWHOS2711A">https://uk.ai-live.com/CaptionViewer/Join/thirdparty?sessionId=UKWHOS2711A</a>
Group Blue	<a href="https://who.zoom.us/j/91289067621">https://who.zoom.us/j/91289067621</a>	91289067621	WHF@blue1	<a href="https://uk.ai-live.com/CaptionViewer/Join/thirdparty?sessionId=UKWHOS2711B">https://uk.ai-live.com/CaptionViewer/Join/thirdparty?sessionId=UKWHOS2711B</a>
Group Yellow	<a href="https://who.zoom.us/j/99515137431">https://who.zoom.us/j/99515137431</a>	99515137431	WHO@yello7	-
Group Purple	<a href="https://who.zoom.us/j/96347191976">https://who.zoom.us/j/96347191976</a>	96347191976	WHF@purp1e	-
Group Green	<a href="https://who.zoom.us/j/93277770246">https://who.zoom.us/j/93277770246</a>	93277770246	WHF@gree2	-
Group Orange	<a href="https://who.zoom.us/j/98393936304">https://who.zoom.us/j/98393936304</a>	98393936304	WHF@nge1	-

<b>28 November 2023</b>	<b>Link</b>	<b>Meeting ID</b>	<b>Passcode</b>	<b>Captioning link</b>
Group Red	<a href="https://who.zoom.us/j/94429469738">https://who.zoom.us/j/94429469738</a>	94429469738	WHOWHF@1	<a href="https://uk.ai-live.com/CaptionViewer/Join/thirdparty?sessionId=UKWHOS2811A">https://uk.ai-live.com/CaptionViewer/Join/thirdparty?sessionId=UKWHOS2811A</a>
Group Blue	<a href="https://who.zoom.us/j/91289067621">https://who.zoom.us/j/91289067621</a>	91289067621	WHF@blue1	<a href="https://uk.ai-live.com/CaptionViewer/Join/thirdparty?sessionId=UKWHOS2811B">https://uk.ai-live.com/CaptionViewer/Join/thirdparty?sessionId=UKWHOS2811B</a>
Group Yellow	<a href="https://who.zoom.us/j/99515137431">https://who.zoom.us/j/99515137431</a>	99515137431	WHO@yello7	-
Group Purple	<a href="https://who.zoom.us/j/96347191976">https://who.zoom.us/j/96347191976</a>	96347191976	WHF@purp1e	-
Group Green	<a href="https://who.zoom.us/j/93277770246">https://who.zoom.us/j/93277770246</a>	93277770246	WHF@gree2	-
Group Orange	<a href="https://who.zoom.us/j/98393936304">https://who.zoom.us/j/98393936304</a>	98393936304	WHF@nge1	-

<b>29 November 2023</b>	<b>Link</b>	<b>Meeting ID</b>	<b>Passcode</b>	<b>Captioning link</b>
Changemakers	<a href="https://who.zoom.us/j/96018263033">https://who.zoom.us/j/96018263033</a>	96018263033	WHF@WScm1	-
External relations	<a href="https://who.zoom.us/j/91058420087">https://who.zoom.us/j/91058420087</a>	91058420087	WHF@WSer1	-
Make listening safe	<a href="https://who.zoom.us/j/92559114431">https://who.zoom.us/j/92559114431</a>	92559114431	WHF@wsmls1	<a href="https://uk.ai-live.com/CaptionViewer/Join/thirdparty?sessionId=UKWHOS2911B">https://uk.ai-live.com/CaptionViewer/Join/thirdparty?sessionId=UKWHOS2911B</a>
Member engagement	<a href="https://who.zoom.us/j/94976638926">https://who.zoom.us/j/94976638926</a>	94976638926	Members@29	<a href="https://uk.ai-live.com/CaptionViewer/Join/thirdparty?sessionId=UKWHOS2911A">https://uk.ai-live.com/CaptionViewer/Join/thirdparty?sessionId=UKWHOS2911A</a>
World Hearing Day	<a href="https://who.zoom.us/j/91256390190">https://who.zoom.us/j/91256390190</a>	91256390190	WHF@whd1	-



### III. World Hearing Forum stakeholders' meeting, 27-28 November 2023: objectives and agenda

#### Objectives:

1. Discuss the importance of, barriers to, and strategies for changing people's perceptions related to hearing loss;
2. Update stakeholders on the work and initiatives of the WHO Programme for ear and hearing care; and
3. Identify opportunities for integration of EHC into public health initiatives across the life course, including primary health care.

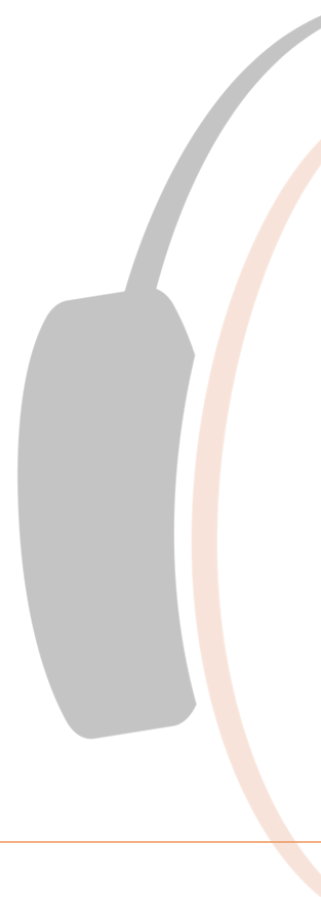
#### Agenda:

Chairperson: Dr Alarcos Cieza, Unit Head, Sensory Functions, Disability and Rehabilitation		
<b>27 November 2023, Time (CET)</b>		
<b>08:00-08:45</b>	Registration and nameplates distribution	
<b>09:10-09:50</b>	Welcome and opening	Prof Jerome Salomon, ADG HQ/UCN
	Personal story	Shari Eberts
	Ear and hearing care for all: changing perceptions	Shelly Chadha, WHO
<b>09:50-10:20</b>	<b>Networking Coffee break</b>	
<b>10:20-10:50</b>	Introductions	
<b>10:50-10:55</b>	Video	
<b>10:55-11:30</b>	Panel on 'societal perceptions of hearing loss' Panelists: <ul style="list-style-type: none"> <li>• Ketevani Kalandadze (Georgia Parents Group, Georgia)</li> <li>• Charmaine Sylvan (Caribbean Visionary Educators, Trinidad Parent-Teachers association, Trinidad and Tobago)</li> <li>• Joyce Nalugya (Global Coalition of Parents of Children who are Deaf or Hard of Hearing, Uganda)</li> <li>• Premikha M (WHO Interns association, Singapore)</li> <li>• Maurizio Arseni (Geneva Solutions, Switzerland)</li> <li>• Brian Lamb (Hearing Loss and Deaf Alliance, United Kingdom)</li> </ul>	Moderated by Imre Hollo, WHO
<b>11:30-12:00</b>	Discussion	
<b>12:00-12:20</b>	Understanding perceptions and stigma related to hearing loss: what we found	Lauren Dillard & Pallavi Mishra, WHO

<b>12:20-13:30</b>	<b>Lunch break</b>	
<b>13:30-14:30</b>	WHO advocacy tools and initiatives: overview	Carolina Der, WHO
	Using World Hearing Day to change societal perceptions: WHD purpose and impact	James Saunders, Arun Agarwal
	Amplifying changemakers' stories to change societal perspectives - changemakers group purpose and impact	Audra Renyi, Rachael Hapunda
	Making safe listening a reality WHO's work on MLS and its implementation through the WHF	Mark Laureyns, Amarilis Melendez
	Questions	
<b>14:30-16:10</b>	Introduction to and group work on changing societal perceptions of hearing loss	All participants
<b>16:10-16:30</b>	<b>Coffee break</b>	
<b>16:30-17:30</b>	Group work reporting and plenary discussion	All participants
<b>17:45</b>	<b>Group photo</b>	
<b>18:00-19:30</b>	<b>Reception</b>	

<b>28 November 2023, Time (CET)</b>		
<b>09:00-09:10</b>	Review and preview	
<b>09:10-09:25</b>	Integration of ear and hearing care into health care across the life course: why and how?	Shelly Chadha, WHO
<b>09:25-10:05</b>	Panel on 'healthcare provider perceptions related to hearing care'	Moderated by Dr Amelia Tuipulotu, CNO,WHO
	<ul style="list-style-type: none"> <li>• Elisabeth Mukendi, World Federation of Public Health Associations, Congo</li> <li>• NS Karine Lavoie International Council of Nurses, Switzerland</li> <li>• Antonio Rizzoli-Cordoba, International Paediatric Association, Mexico</li> <li>• Leon Geffen, World Organization of Family Doctors, South Africa</li> <li>• Salman Khan, International Federation of Medical Students Associations, India</li> </ul>	
<b>10:05-10:25</b>	Fireside chat with Glenn Van Biesen, Policy officer at the Belgian National Institute for Health and Disability Insurance, Belgium	Moderated by Dr Gerard Schmets, WHO
<b>10:25-10:45</b>	Discussion	
<b>10:45-11:15</b>	<b>Coffee break</b>	

<b>11:15-12:45</b>	Introduction to and group work on integration of hearing care across the life course	
<b>12:45-13:45</b>	<i>Lunch break</i>	
<b>13:45-15:00</b>	Group work reporting and plenary discussion	
<b>15:00-15:30</b>	<i>Coffee break</i>	
<b>15:30-15:40</b>	Theme and plan for WHD 2024	Chitra Chander, WHO
<b>15:40-16:10</b>	Brainstorm activities for WHD 2024	
<b>16:10-16:15</b>	Way forward and meeting close	



## IV. World Hearing Forum members' meeting 29 November 2023: objectives and agenda

### Objectives:

1. Share WHO's vision for the future of the World Hearing Forum;
2. Review and revise the workplan of the Forum;
3. Renew the steering committee;
4. Outline strategies for expanding the reach of the forum to other health domains; and
5. Identify ways to strengthen engagement of forum members with its workplan.

### Agenda:

29 November 2023, Time (CET)	
08:30-08:40	Welcome
08:40-08:55	The past, the present and the future of the World Hearing Forum Shelly Chadha, WHO
08:55-09:20	Reflections from members All participants
09:20-10:00	Activities and achievements of workstreams: <ul style="list-style-type: none"> <li>• Resolution and Report Diego Santana, Isaac Macharia</li> <li>• World Hearing Day Arun Agarwal, James Saunders</li> <li>• Make Listening Safe Amarilis Melendez, Mark Laureyns</li> <li>• Changemakers Audra Renyi, Rachael Hapunda</li> <li>• Resource Mobilization Michael Chowen, George Tavartkiladze</li> </ul>
09:55-10:15	Questions and discussions
10:15-10:45	<b><i>Photo and Coffee break</i></b>
10:45-11:15	Handing over the baton: introduction to new steering committee and thanking the first steering committee
11:15-11:45	New cross-cutting workstreams <ul style="list-style-type: none"> <li>• External relations Peter Thorne, Ruth Warick</li> <li>• Membership status and member engagement Pallavi Mishra, Serwadda Moses, Sue Archbold</li> </ul>
11:45-12:00	Questions and discussions
12:00-12:10	Role of the WHO network of CCs and OORs in the forum
12:10-12:15	Introduction to group work in workstreams
12:15-13:15	<b><i>Lunch break</i></b>
13:15-15:45	Workstream meetings
15:45-16:00	<b><i>Coffee break</i></b>
16:00-16:50	Plenary
16:50-17:00	Next steps and meeting closes

## V. List of Participants

### In-Person participants



**Arun Agarwal**  
Society for Sound Hearing  
New Delhi,  
India



**Katia de Almeida**  
Faculdade de Ciências  
Médicas da Santa Casa de  
São Paulo  
São Paulo,  
Brazil



**Emilio Alonso Mendoza**  
The Alexander Graham Bell  
Association for the Deaf and Hard  
of Hearing (AG Bell)  
Washington D.C.,  
United States of America



**Yousuf Alsaidi**  
Ministry of Health Oman  
Muscat,  
Sultanate of Oman



**Maria Teresa Amat**  
Federación de Asociaciones de  
Implantados Cocleares de España,  
Federación AICE  
Barcelona,  
Spain



**Sue Archbold**  
Cochlear Implant  
International Community of  
Action (CIICA)  
Loughborough,  
United Kingdom



**Maurizio Arseni**  
Geneva Solutions  
Geneva,  
Switzerland



**Roxana Badiei**  
International Federation on  
Ageing  
Toronto,  
Canada



**Vigen Bakhshinyan**  
National Research Center for  
Audiology and Hearing  
Rehabilitation  
Moscow,  
Russian Federation



**Salome Barbakadze**  
Habilitation/Rehabilitation  
and Development Center Ai  
Ia for Children with Hearing  
Impairments  
Tbilisi,  
Georgia



**Kasper Bergmann**  
World Federation of the Deaf  
Copenhagen,  
Denmark



**Rob Beenders**  
Cochlear  
Mechelen,  
Belgium



**Lidia Best**  
European Federation of Hard  
of Hearing  
London,  
United Kingdom



**Mahmood Bhutta**  
Brighton and Sussex Medical School  
Brighton,  
United Kingdom



**Guna Bibileishvili**  
Child, Family, Society (CFS)  
Tbilisi,  
Georgia



**Peter Boettcher**  
PATH  
Berlin,  
Germany



**Zoia Boitceva**  
I Hear You  
Saint-Petersburg,  
Russian Federation



**Siobhan Brennan**  
Manchester Centre for Audiology  
and Deafness, University of  
Manchester,  
United Kingdom



**Lukasz Bruski**  
Center of Hearing and Speech  
MEDINCUS  
Kajetany,  
Poland



**Xingkuan Bu**  
The First Affiliated Hospital of  
Nanjing Medical University  
Nanjing,  
China



**Ora Buerkli**  
World Wide Hearing  
Staefa,  
Switzerland



**Maureen Chowen**  
Help for hearing  
Brighton,  
United Kingdom



**Michael Chowen**  
Help for Hearing  
Brighton,  
United Kingdom



**Jackie Clark**  
American Academy of Audiology  
Flower Mound,  
United States of America



**André Cuenca**  
FEPEDA: European Federation  
of Parents of Hearing-Impaired  
Children,  
France



**Patrick D'Haese**  
MED-EL GmbH  
Innsbruck,  
Austria



**Devangi Dalal**  
Josh Foundation  
Mumbai,  
India



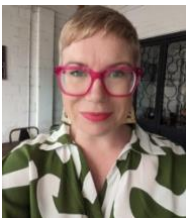
**Adrian Davis**  
Ad Cave Solutions Limited  
Stroud,  
United Kingdom



**Leo De Raeve**  
Independent Information &  
Research Centre on Cochlear  
Implantation - ONICI  
Zonhoven,  
Belgium



**Shari Eberts**  
Living with Hearing Loss  
New York,  
United States of America



**Melinda Edmunds**  
Telethon Kids Institute  
Parkwood,  
Australia



**Valentina Faricelli**  
Udito Italia Onlus  
Pescara, Italy



**Katya Freire**  
Audicare  
Cascais,  
Portugal



**Marianne Frickel**  
Federal Guild of Hearing  
Acousticians  
Mainz,  
Germany



**Xinxing Fu**  
Beijing Institute of  
Otolaryngology, Beijing  
Tongren Hospital, Capital  
Medical University  
Beijing, China



**Elaine Gale**  
Deaf Leadership International  
Alliance (DLIA)  
United States of America  
New York, United States of  
America



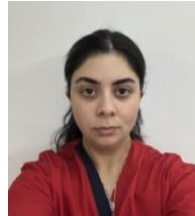
**Emily Gallagher**  
University of Washington  
Seattle,  
United States of America



**Suneela Garg**  
Society for Sound Hearing,  
Maulana Azad Medical College  
New Delhi,  
India



**Leon Geffen**  
Samson Institute for Ageing  
Research  
Cape Town,  
South Africa



**Mariam Getsadze**  
Smenadi  
Tbilisi,  
Georgia



**Luis Godinho**  
Syndicat des audioprothésistes  
Tbilisi,  
Georgia



**Ashoo Grover**  
Indian Council of Medical  
Research  
New Delhi,  
India



**Gayla H. Guignard**  
The Alexander Graham Bell  
Association for the Deaf and  
Hard of Hearing (AG Bell)  
Knoxville, United States of  
America



**Rachael Hapunda**  
Ministry of Health of Zambia  
Lusaka,  
Zambia



**Domitille Harb**  
Hear the World Foundation  
Staefa,  
Switzerland



**Linda Hood**  
Vanderbilt Universit,  
Population Hearing Healthcare  
Organization  
Franklin,  
United States of America



**Ceridwen Johnson**  
United Nations Office for  
Project Services  
Geneva,  
Switzerland



**Ketevani Kalandadze**  
Parents Association Georgia  
Tbilisi,  
Georgia





**Nagendar Kankipati**  
Telangana Audiologists and  
Speech Language Pathologists  
Association  
Hyderabad,  
India



**Anil Kashyap**  
United Nations Office for Project  
Services  
Geneva,  
Switzerland



**Neeta Keshary**  
Ministry of Health of Nepal  
Kathmandu,  
Nepal



**Salman Khan**  
International Federation of  
Medical Students' Associations  
Mumbai,  
India



**Brian Lamb**  
Hearing Loss and Deaf Alliance  
St Albans,  
London  
United Kingdom



**Mark Laureyns**  
European Association of Hearing  
Aid Professionals (AEA)  
Sint Niklaas,  
Belgium



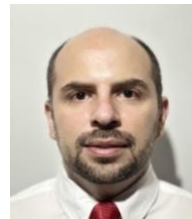
**Karine Lavoie**  
International Council of Nurses  
Geneva,  
Switzerland



**Krisna Lertsukprasert**  
Thai-Speech Language and  
Hearing Association  
Bangkok,  
Thailand



**Farah-Armande Louis**  
Ministry of Health of Haiti  
Port-au-Prince,  
Haiti



**Antonio Rizzoli-Cordoba**  
International Pediatric Association  
Mexico



**Saeid Mahmoudian**  
ENT and Head & Neck Research  
Center, Iran University of  
Medical Sciences  
Tehran, Iran (Islamic Republic  
of)



**Alla Mallabiu**  
I Hear You  
Saint-Petersburg,  
Russian Federation



**Pushpavathi Mariswamy**  
All India Institute of Speech  
and Hearing  
Mysore,  
India



**William Martin**  
Dangerous Decibels  
Aljezur,  
Portugal



**Phillipp Mathmann**  
German Society for Phoniatics  
and Paedaudiology  
Münster,  
Germany



**Lucia Medori**  
3M  
Brussels, Belgium



**Deanna Meinke**  
University of Northern  
Colorado  
Greeley,  
United States of America



**Amarilis Melendez**  
Ministry of Health of Panama  
Panama



**Mauro Menziatti**  
Udito Italia - Nonno Ascoltami  
Pescara,  
Italy



**Naufal Mohamed**  
Zanzibar Outreach Program  
Zanzibar,  
Tanzania (United Republic of)



**Samer Mohsen**  
Ministry of Health  
Damascus, Syrian Arabic  
Republic



**Karen Mojica**  
Mayflower Medical Outreach  
Managua,  
Nicaragua



**Luisa Monteiro**  
GRISI  
Lisbon, Portugal



**Thais Morata**  
National Institute for  
Occupational Safety and Health  
Cincinnati,  
United States of America



**Joyce Nalugya Sserunjogi**  
Global Coalition of Parents of  
Deaf and Hard of Hearing  
Children  
Kampala,  
Uganda



**Katrin Neumann**  
Grupo de Rastreo e Intervenção  
da Surdez Infantil  
Muenster,  
Germany



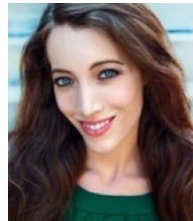
**Carrie Nieman**  
Cochlear Center for Hearing  
and Public Health  
Baltimore,  
United States of America



**Lucia Nkomo**  
Wizear Trust  
Harare,  
Zimbabwe



**Didde Nylander**  
Tegnsprogstolken.dk  
Espergærde,  
Denmark



**Erin O'Donnell**  
The House Institute Foundation  
Los Angeles,  
United States of America



**Jacob Olusanya**  
Healthy Start Initiative  
Lagos, Nigeria



**Fonahanmioluwa Adesola  
Osunloye**  
Clinton Health Access Initiative,  
Inc.  
Lagos,  
Nigeria



**Alissa Parady**  
International Hearing Society  
Dumfries,  
Virginia,  
United States of America



**Leona Pejcharová**  
Association of Cochlear Implant  
Users (CZ)  
Prague,  
Czech Republic



**M. Kathleen Pichora-Fuller**  
International Collegium of  
Rehabilitative Audiology  
Bowen Island,  
Canada



**Sameer Pootheri**  
Ministry of Health of India  
Dept of ENT, Government  
Medical College  
Kozhikode,  
India



**Michael Andres Ramirez  
Galeano**  
United Nations Children's Fund  
Paris,  
France



**Lebogang Ramma**  
Department of Health and  
Rehabilitation, University of  
Cape Town,  
South Africa



**Hubert Ramos**  
University of Santo Tomas  
Manila,  
Philippines



**Audra Renyi**  
World Wide Hearing Foundation  
International  
Montreal,  
Canada



**Rohit Ravi**  
Dept. of Audiology & SLP,  
Kasturba Medical College  
Mangalore,  
India



**Sara Rubinelli**  
University of Lucerne  
Lucerne,  
Switzerland



**Garima Sahai**  
Medtronic Labs  
Delhi, India



**Alessandra Samelli**  
Speech and Hearing  
Department,  
Universidade de Sao Paulo  
São Paulo,  
Brazil



**Alan Sanderson**  
Brighton & Sussex Medical  
School  
Southwick, United Kingdom



**Edgar Ivan Sandoval  
Dominguez**  
Servicios de Salud  
Jiutepec,  
Mexico



**Srivatsan Sankaran**  
Madras Photo Bloggers  
Chennai,  
India



**Diego Santana Hernandez**  
CBM Christoffel Blindenmission  
Christian Blind Mission e.V.  
Bensheim,  
Germany



**Snigdha Sarkar**  
Global Coalition of Parents of  
Children who are Deaf or Hard  
of Hearing  
Kolkata,  
India



**James Saunders**  
Coalition for Global Hearing  
Health,  
United States of America



**George Savy**  
Ministry of Health of  
Seychelles  
Mahe,  
Seychelles



**Eliane Schochat**  
Ministry of Health of Brazil  
São Paulo,  
Brazil



**Gregory Scott**  
SoundPrint  
New York,  
United States



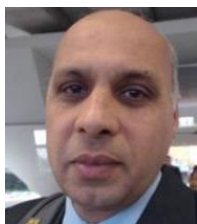
**Moses Serwadda**  
Uganda Federation of the Hard  
of Hearing (UFHOH)  
Kampala,  
Uganda



**Arvinder Pal Singh**  
Sri Guru Ram Das University of  
Health Sciences Amritsar  
India



**Jaksaran Singh**  
Sri Guru Ram Das University of  
Health Sciences Amritsar,  
India



**Ravinder Singh**  
Indian Council of Medical  
Research,  
New Delhi,  
India



**Magdalena Skarzynska**  
Institute of Sensory Organs  
Kajetany,  
Poland



**Piotr H. Skarzynski**  
Institute of Physiology and  
Pathology of Hearing  
Warsaw,  
Poland



**Henryk Skarzynski**  
The Society of Polish  
Otorhinolaryngologists,  
Phoniatrists and Audiologists  
Warsaw/Kajetany,  
Poland



**Marina Soltan**  
NHS England,  
United Kingdom



**Kurt Stephan**  
International Society of  
Audiology  
Innsbruck, Austria



**Paige Stringer**  
Global Foundation for Children  
with Hearing Loss  
Poulsbo,  
United States of America



**Kristjan Sverrisson**  
National Institute of Hearing  
and Speech in Iceland -  
Heyrnar og talmeinaostod  
Islands  
Iceland



**Charmaine Sylvan**  
Caribbean Visionary  
Educators,  
Trinidad and Tobago



**Bowen Tang**  
International Federation of  
Hard of Hearing Young People  
Coquitlam,  
Canada



**Georgy Tavartkiladze**  
International Society of  
Audiology  
Moscow,  
Russian Federation



**Peter Thorne**  
University of Auckland  
Remuera,  
New Zealand



**Ruth Thomsen**  
National Health Service  
England  
London,  
United Kingdom



**Claudia Touma**  
Syrian Organization for Persons  
with Disabilities – Aamal,  
Syrian Arab Republic



**Ekaterine Tortladze**  
Aures Foundation  
Tbilisi,  
Georgia



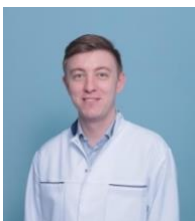
**Edwin Tucker**  
Deafness Forum Australia  
Clovelly,  
Australia



**Kelly Tremblay**  
Kelly Tremblay Consulting  
Toronto,  
Canada



**Christine Turgeon**  
Université Laval  
Québec, Canada



**Gaziz Tufatulin**  
Center of Pediatric Audiology  
St Petersburg,  
Russian Federation



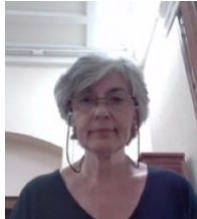
**Barnabas Bem Vangerwua**  
Nigerbell Ltd (Speech &  
Hearing)  
Lagos,  
Nigeria



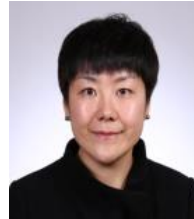
**Glenn Van Biesen**  
Ministry of Health of Belgium  
Dendermonde,  
Belgium



**Saurabh Varshney**  
All India Institute of Medical  
Sciences (AIIMS)  
Deoghar,  
India



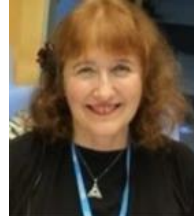
**Isabel Varela-Nieto**  
Centro de Investigación  
Biomédica en Red (CIBER)  
Madrid, Spain



**Shuo Wang**  
Beijing Institute of  
Otolaryngology, Beijing  
Tongren Hospital  
Beijing,  
China



**Yufeng Wang**  
The First Affiliated Hospital of  
Nanjing Medical University  
Nanjing,  
China



**Ruth Warick**  
International Federation of  
Hard of Hearing People  
Vancouver,  
Canada



**Chris Waterworth**  
The Global OHNS Initiative  
Melbourne,  
Australia



**Howard Weinstein**  
Solar Ear  
Sao Paulo,  
Brazil



**Laurie Wells**  
3M  
Loveland,  
United States of America



**Yulia Yurkis**  
Ministry of Health of Ukraine,  
Ukraine



**Lidia Zabala**  
Cochlear AG  
Horgen,  
Switzerland



**Lucas Zelaya**  
Centro Audiologico Auris  
Tegucigalpa,  
Honduras



**Stefan Zimmer**  
European Hearing Instrument  
Manufacturers Association  
(EHIMA)  
Frankfurt,  
Germany

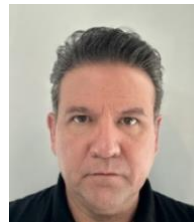


**Elisabeth Tshiamo Mukendi**  
World Federation of Public  
Health Associations,  
Congo

## Virtual Participants



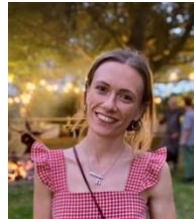
**Muhammad Akram**  
Danishkadah  
Karachi,  
Pakistan



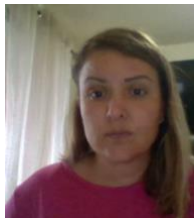
**Raul Ballon**  
AUDIOPROT / OTOGROUP SRL  
Cochabamba, Bolivia  
(Plurinational State of)



**Diane Bell**  
Carel du Toit Centre  
Cape Town,  
South Africa



**Victoria Bishop-Rowe**  
Auditory Verbal UK  
London,  
United Kingdom



**Wendy Camacho**  
Ministry of Health of Costa  
Rica,  
Costa Rica



**Ana Castillo Vásquez**  
Ministry of Health of Costa  
Rica  
Costa Rica



**Clemence Chidziva**  
WIZEAR  
Harare,  
Zimbabwe



**Bonnie Cooke**  
Speech-Language & Audiology  
Canada  
Ottawa, Canada



**Piers Dawes**  
Centre for Hearing Research,  
University of Queensland  
Brisbane,  
Australia



**Victor De Andrade**  
University of the  
Witwatersrand, Department of  
Speech Pathology and  
Audiology  
Johannesburg,  
South Africa



**Robert Eikelboom**  
Ear Science Institute Australia  
Subiaco,  
Australia



**Susan Emmett**  
University of Arkansas Center  
for Hearing Health Equity and  
the Global HEAR Collaborative  
Little Rock,  
United States of America





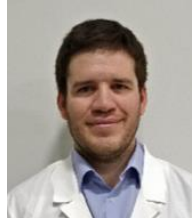
**Robbert Jh Ensink**  
OIGT Royal Dutch Tropical  
Institute  
Drempt,  
Netherlands (Kingdom of the)



**Natasha Gallardo**  
The National Foundation for  
Deaf and Hard of Hearing  
Auckland, New Zealand



**Haji Abdul Gani Mohamad Asif**  
Abili-Tech Systems Inc.  
Mississauga,  
Canada



**Anthony Garcia**  
Primer Instituto Auditivo Del  
Paraguay S.R.L.  
Asuncion,  
Paraguay



**Natalia Gilbert**  
Ministry of Health of Chile  
Santiago,  
Chile



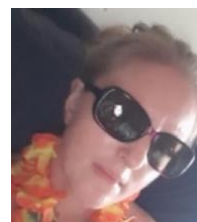
**Dalia Hassan**  
Audiovestibular Unit, Faculty of  
Medicine, Ain Shams University  
Cairo,  
Egypt



**Stuart Higenyi**  
Uganda Federation of the Hard  
of Hearing  
Kampala, Uganda



**Nadia Ibrahim**  
Ministry of Health of Egypt  
Cairo,  
Egypt



**Annette Kaspar**  
Ministry of Health of Samoa  
Apia,  
Samoa



**Kelly King**  
Ministry of Health of the  
United States of America  
Bethesda, United States of  
America



**Milan Maharjan**  
Ear Care Nepal,  
Kathmandu, Nepal



**Vinaya Manchaiah**  
University of Colorado School  
of Medicine  
Aurora,  
United States of America



**Norberto Martinez**  
Better Hearing Philippines, Inc.  
Pasig City,  
Philippines



**Carly Meyer**  
The University of Queensland  
Brisbane,  
Australia



**Shujiro Minami**  
National Hospital Organization  
Tokyo Medical Center,  
Japan



**António Miranda**  
OUVIR Portuguese  
Association of Hearing Aids  
and Implants Users.  
Portugal



**Anup Narang**  
Alps Hearing Research Forum  
New Delhi,  
India



**Mansoureh Nickbakht**  
University of Queensland,  
Australia



**Mehwish Nisar**  
University of Queensland,  
Australia



**Laura Odato**  
American Cochlear Implant  
Alliance  
Washington, United States of  
America



**Ramakanta Paudel**  
IMPACT  
Kusma, Nepal



**Carlos Pereira**  
Colegio de Terapeutas de Costa  
Rica  
San Jose,  
Costa Rica



**Ketevan Petriashvili**  
Charity Foundation Ai la  
Tbilisi, Georgia



**Sione Pifeleti**  
Minsitry of Health of Samoa  
Apia, Samoa



**Felipe Retamal-Walter**  
The University of Queensland  
Centre for Hearing Research  
(CHEAR)  
Brisbane,  
Australia



**Misha Verkerk**  
Global ENT Outreach  
Sydney, Australia



**Priscilla Robinson**  
World Federation of Public  
Health Associations  
London,  
United Kingdom



**Mridula Sharma**  
International Association of  
Communication Sciences and  
Disorders (IALP)  
Sydney, Australia



**Donna Smiley**  
American Speech-Language-  
Hearing Association (ASHA)  
Rockville, United States of  
America



**José Diogo Soars**  
International Federation of  
Medical Students' Associations  
Guimaraes, Portugal



**Dr. Meera Suresh**  
Balavidyalaya Trust - The  
school for young deaf children  
and Institute for teacher  
training,  
Chennai, India



**De Wet Swanepoel**  
University of Pretoria, South  
Africa  
Pretoria, South Africa



**Natalia Tamblay**  
Ministry of Health of Chile  
Santiago de Chile,  
Chile



**Pamela Tomicic**  
Centro de Audición Los  
Sentidos y La Comunicación  
(CESCO)  
Santiago, Chile



**James Whitlock**  
Acoustical Society of New  
Zealand  
Tauranga, New Zealand



**Laia Zamora**  
FEDERACIÓN AICE  
Torrent, Spain

## WHO Secretariat

**Carolina Belinchon**  
WHO HQ

**Shelly Chadha**  
WHO HQ

**Robin Chasserot**  
WHO HQ

**Carolina Der**  
WHO HQ

**Dyxon Hansell**  
WHO Samoa

**Carolina Hommes**  
WHO PAHO

**Rauell John Santos**  
WHO Philippines

**Ishakul Kabir**  
WHO Bangladesh (Virtual)

**Kouamivi Mawuenyegan Agboyibor**  
WHO AFRO

**Hasina Momotaz**  
WHO Bangladesh (Virtual)

**Peter Mulas**  
WHO HQ

**Elick Narayan**  
WHO WPRO (Virtual)

**Kylie Shae**  
WHO HQ

**Dr Amelia Tuipulotu**  
WHO HQ

**Melita Vujnovic**  
WHO Russia

**Mahmoud Bozo**  
WHO Syria (Virtual)

**Chitra Chander Shekhar**  
WHO HQ

**Emilia Cristina De Castro Monteiro**  
WHO Mozambique (Virtual)

**Salomea Guchmazashvili**  
WHO Georgia

**Dr Imre Hollo**  
WHO HQ

**Amir Jamoussi**  
WHO HQ

**Moses Kerkula Jeuronlon**  
WHO Liberia

**Nargiza Khodjaeva**  
WHO Cambodia

**Pallavi Mishra**  
WHO HQ

**Cathal Morgan**  
WHO EURO (Virtual)

**Joyce Nanjala Nato**  
WHO Kenya (Virtual)

**Hala Sakr**  
WHO EMRO (Virtual)

**Itzel Thomas Robinson**  
WHO Panama

**Tashi Tobgay**  
WHO SEARO

## VI. World Hearing Forum

Launched in 2019, the World Hearing Forum is a global network of stakeholders promoting ear and hearing care worldwide. Members of this advocacy network will commit to facilitating implementation of World Health Assembly resolution WHA70.13 on “Prevention of deafness and hearing loss” and supporting Member States in this regard.

### Purpose of the forum

The World Hearing Forum is filling a critical gap by bringing a collective vision to advocacy and collaboration in this field. Through networking and by sharing knowledge, skills and experiences from the field, the World Hearing Forum is galvanizing action towards a world in which no person experiences hearing loss due to preventable causes and those with hearing loss can achieve their full potential through early identification and appropriate management of their condition.

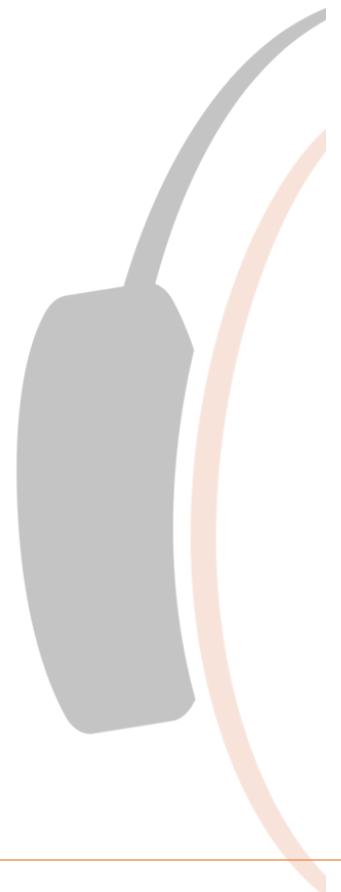
### Activities of the forum

The forum’s activities currently focus on the following workstreams:

- Changemakers
- Make Listening Safe
- World Hearing Day
- *Member Engagement*<sup>1</sup>
- *External Relations*<sup>1</sup>

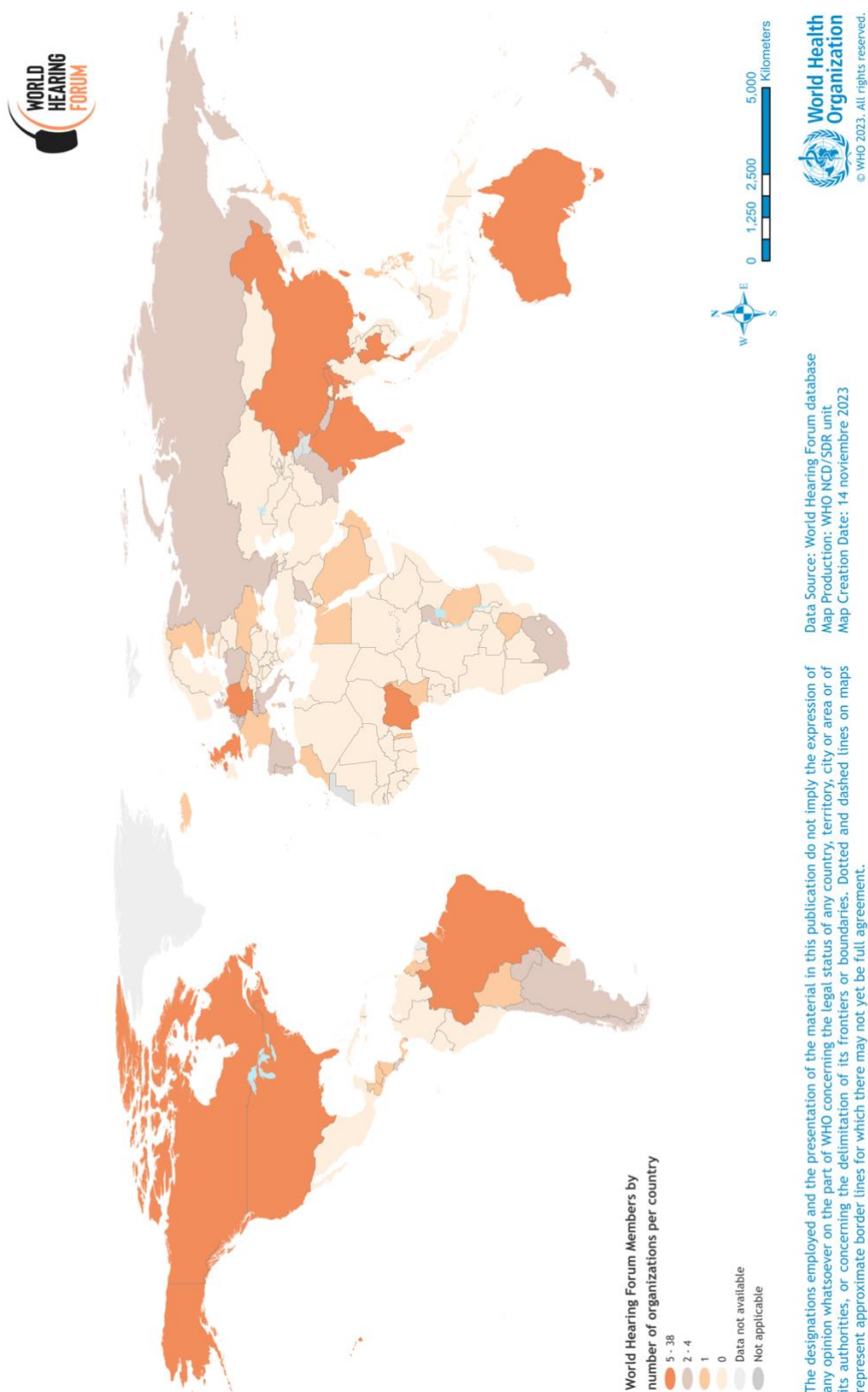
---

<sup>1</sup> New workstreams, activities to be initiated



# World Hearing Forum members

## World Hearing Forum (WHF) Members by number of organizations (n=205).



List of members can be accessed here: <https://www.who.int/teams/noncommunicable-diseases/sensory-functions-disability-and-rehabilitation/world-hearing-forum-members>

## World Hearing Forum workstreams



WHF Changemakers aim to change the societal perception of hearing loss through sharing stories of everyday changemakers; engaging high profile champions to raise the importance of hearing as a public health issue; and to amplify key WHO messages to a wider audience by developing new communication channels.



Building upon the technical work done by WHO in its Make Listening Safe initiative, this workstream is committed to creating a world where nobody's hearing is put in danger due to unsafe listening.



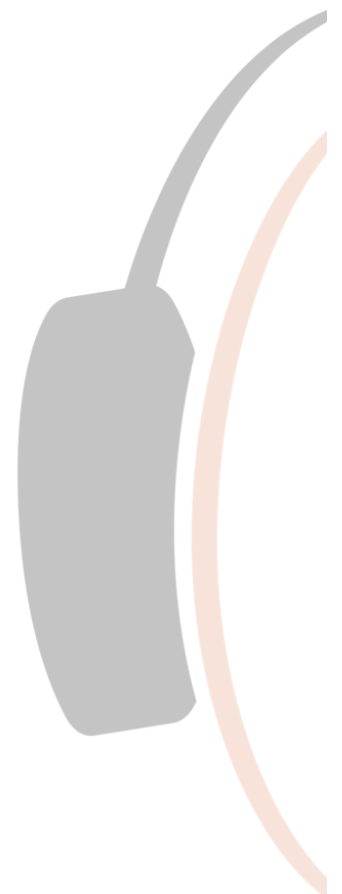
This workstream aims to maximize awareness on hearing loss and advocacy for hearing care among policy makers, professionals, communities, and the public in all Member States through the World Hearing Day.



This workstream will work to improve engagement of members with activities of the forum to deliver on its mandate.



This workstream will aim to broaden the diversity of members within the forum and to increase its visibility within other health domains.





## WHF Steering Committee

### **Foundational (first) steering committee, 2019-2023**

Arun Agarwal

Michael Chowen

Diego Santana Hernandez

Mark Laureyns

Julie Ligeti

Isaac Macharia

Amarillis Melendez

James Saunders

George Tavartkiladze

Ruth Warick

### **Steering committee, 2023**

Sue Archbold

Lidia Best

Avi Blau

*(represented by Ruth Warick)*

Katya Freire

Racheal Hapunda

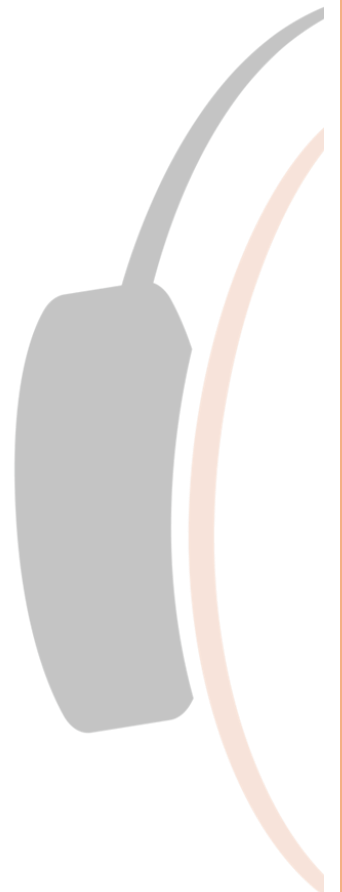
Mauro Menziatti

Audra Renyi

Snigdha Sarkar

Moses Serwadda

Peter Thorne



## VII. World Hearing Forum Icebreaker

***On 27 November, Networking Coffee Break at 10 AM!***

- Please carry your name plates with you when you disperse for the coffee.
- There will be two bowls with paper chits placed near the coffee table.
- Bowl A will have a chits with names of the people participating in the WHF meeting, and bowl B will have a question.
- To play this game, you will need to pick a paper chit from each of the two bowls.



BOWL A



BOWL B

- Once you have received both papers, you must identify the person whose name is on your chit and ask them the question on the other paper.
- As everyone will be carrying their nameplates you will be able to identify them.

Example: Chit has the name "Travis Head" and Chit has the question "Describe a memorable travel experience you've had.", identify Travis and ask him this question.

- Take a picture with that person while holding the chit with the name and send us the image, which we will share at the close of the meeting.

## VIII. Social Media / Communications Kit

- Share your experience at the World Hearing Forum with these hashtags:

**#WHO #safeListening #worldhearingday #hearingcare #WorldHearingForum**

- Don't forget to tag:
  - [@WHO](#)
  - [@shellychadha1](#)
  - [@AlarcosC](#)

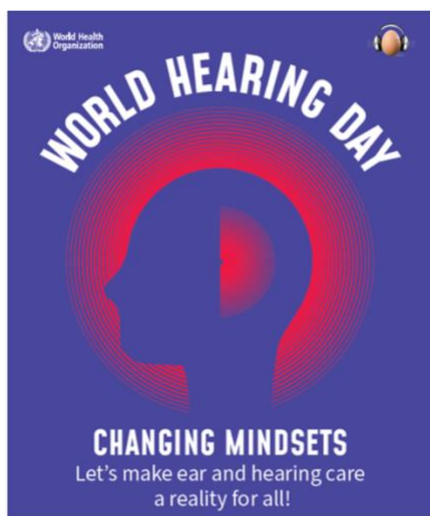
### Suggested tweets:

1. Join the #WorldHearingForum work on #WorldHearingDay!
2. #WorldHearingForum, to ensure the world continues to enjoy listening to music #SafeListening
3. Here at the #WorldHearingForum a global network of stakeholders promoting ear and #hearingcare @WHO
4. #WorldHearingForum, Alliance-Advocacy-Action for ear and #hearingcare

### Key messages for engaging with media:

- The World Health Organization works in the field of hearing with the aim to prevent [hearing loss](#) that occurs due to preventable causes such as ear infections and noise; and to ensure access to diagnostic, therapeutic, rehabilitative and supportive interventions for all those who have hearing loss.
- In 2017 the World Health Assembly, with participation of all countries, adopted a [resolution](#) on prevention of deafness and hearing loss. This resolution calls upon all countries and partners to take concrete steps to address hearing loss.
- The [World Hearing Forum](#) is a WHO-hosted global advocacy alliance that promotes action for ear and hearing care through multi-stakeholder engagement.
- The first meeting of this Forum was held at WHO headquarters in Geneva in December 2019.
- The second meeting of the forum is bringing together nearly 200 partners across all WHO regions.
- The main areas in which the forum is working include:
  - Raising awareness on hearing loss through the [World Hearing Day](#) (on 3 March each year).
  - Preventing hearing loss through the [Make Listening Safe](#) initiative.
  - Seeking and promoting 'Changemakers' in an effort to reduce stigma.
  - Improving visibility of hearing loss and hearing care across all health domains.
  - Strengthening engagement of and collaboration among WHF members.
- WHO welcomes all stakeholders in the field of hearing to join this global effort through membership of the World Hearing Forum.

Use the click to tweet and instantly share a tweet!



Changing mindsets is crucial for improving access and reducing the cost of unaddressed hearing loss

03 March 2024 #WorldHearingDay

Join the #WorldHearingForum work on #WorldHearingDay!

Click here to tweet!



#WorldHearingForum, to ensure the world continues to enjoy listening to music #SafeListening

Click here to tweet!



World Health Organization

Here at the #WorldHearingForum a global network of stakeholders promoting ear and #hearingcare @WHO

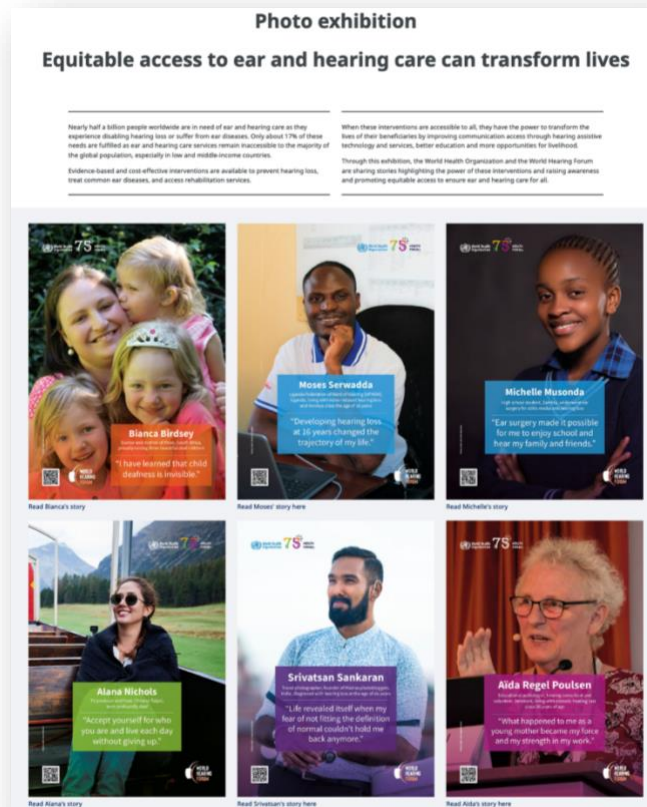


#WorldHearingForum Alliance-Advocacy-Action for ear and #hearing care

## IX. Photo exhibit

***Make sure to visit our photo exhibit at the WHO main building!***

Through this exhibition, the World Health Organization and the World Hearing Forum are sharing stories highlighting the power of these interventions and raising awareness and promoting equitable access to ensure ear and hearing care for all.



### Directions to photo exhibit

Once through the entry gates, to access the photo exhibition you must get to floor B1.

- 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, near the second staircase,
- You will find a long passage to your left where you'll find the photo exhibition.

### Digital photo exhibit

- Additionally, you can also access our digital photo exhibition which can be accessed using this link: <https://www.who.int/campaigns/world-hearing-day/2023/photo-exhibition>

## X. Guide to WHO and 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. It takes 20 minutes.

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

**How much does it cost?** A standard ticket costs 3.00 CHF (Swiss francs) and is valid for one hour after purchase. It may be used on multiple modes of transport (bus, tram, train, and boat) within Geneva. 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. Alternatively, tickets are also available for purchase on the 'SBB mobile' app. There is also the option of purchasing a day pass (carte journalière) for 10 CHF. This pass is valid from the moment of purchase until 5 AM the following day.

### Travelling to/ from the WHO

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

Bus F (every 10-15 minutes); board at Gare Cornavin and get off at the 'Genève, OMS'. The direction that should be taken is 'Gex, L'Aiglette'. This trip takes 12 minutes. Take the 'Genève, Gare Cornavin' direction to return to Gare Cornavin.

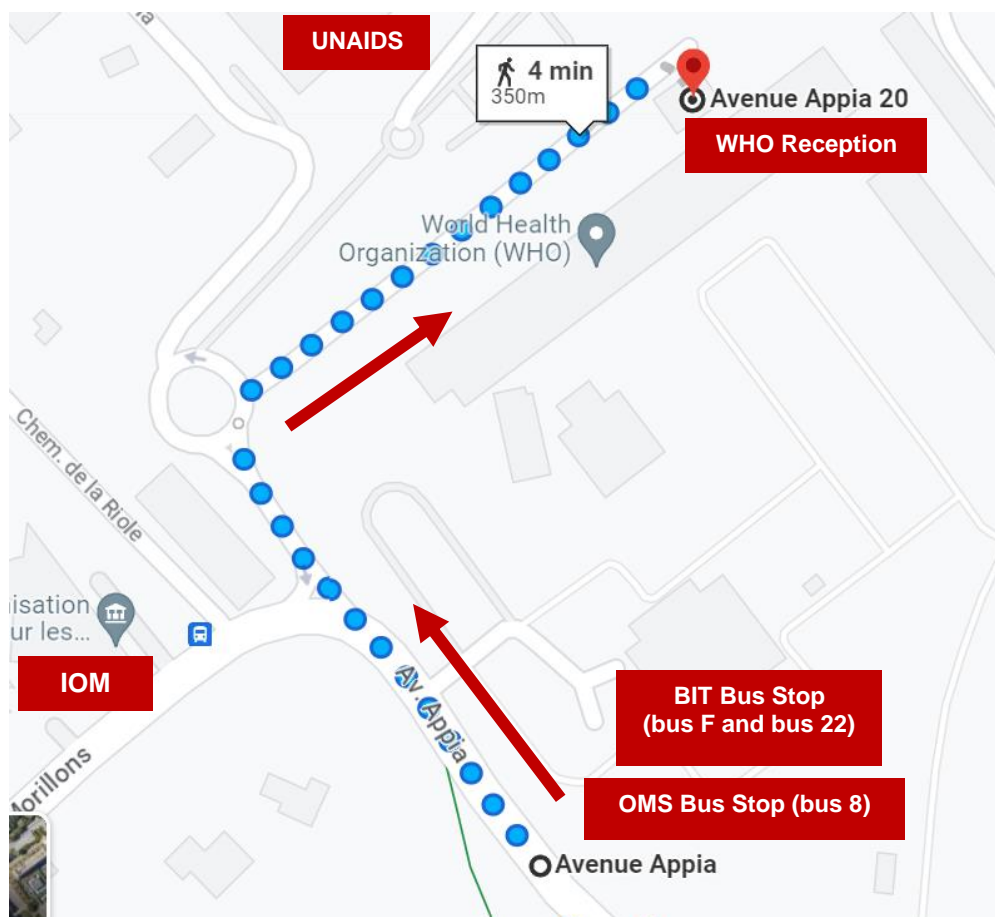
Bus 22 (every 15 minutes); can be boarded at Genève, Nations (United Nations). Descend at the 'Genève, OMS' stop. The direction that should be taken is Plan-les-Ouates, Tourbillon. This trip takes 5 minutes. Take the 'Genève, Jardin Botanique' direction to return to the United Nations.

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. If 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 centre, 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](http://www.alohatransport.ch), also groups of wheelchair users. Reservation 24h in advance for private, individual travel and 48h for corporate trips.
- **Paramedica** - Tel: +41 (0)22 348 53 15
- **Transport One** - Tel: +41 (0)79 776 26 17
- **Transport Handicap** - Tel: +41 (0)22 794 52 52, only wheelchair users (Tel: +41 (0)22 794 52 54 for atelier (wheelchair rental))
- **Wangler - Transports** - Tél : 022.757.39.39 Tél : 022.757.39.39, reduced mobility and wheelchair users

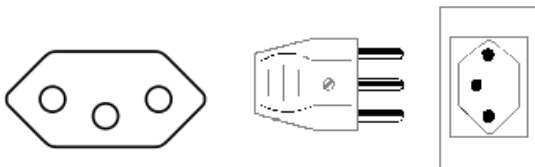
#### Useful websites for accessibility (Geneva)

<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.



## Hotels in Geneva

### 5-star hotels

- Hotel President Wilson  
(By the lakeside)  
Quai Wilson 47,  
1211 Geneva, Switzerland  
Website: <https://www.marriott.com/hotels/travel/gvalc-hotel-president-wilson-a-luxury-col>
- Hotel InterContinental Geneva  
(Close to the WHO HQ)  
Wheelchair accessible, accessible parking  
7-9, Chemin du Petit Saconnex,  
1209 Geneva, Switzerland  
Website: <https://www.intercontinental.com/geneva>
- Fairmont Grand Hotel Geneva  
(By the lakeside)  
Wheelchair accessible  
Quai du Mont-Blanc 19,  
1201 Geneva, Switzerland  
Website: <https://www.fairmont.com/geneva/>
- Crowne Plaza Genève  
(Near Geneva Airport)  
Wheelchair accessible, accessible parking  
Av. Louis-Casaï 75-77,  
1216 Genève, Switzerland  
Website: <https://geneva.crowneplaza.com/en/>
- La Resèrve Genève  
(Nearby 'Les Tuileries' train station is 3 stops away from Gare Cornavin)  
Wheelchair accessible  
Route de Lausanne 301,  
1293 Bellevue, Switzerland  
<https://www.lareserve-geneve.com/>

### 4-star hotels

- Hotel Warwick Geneva  
(Near Gare Cornavin)  
Rue de Lausanne 14,

1201 Genève

Website: <https://www.warwickhotels.com/warwick-geneva>

- Hilton Geneva Hotel & Conference Centre  
(Near Geneva Airport)  
Wheelchair accessible, accessible parking and elevator  
34, Route François Peyrot,  
1218 Grand-Saconnex/Geneva  
Website: <http://Geneva.hilton.com>
- Hôtel Novotel Genève Centre  
(Near Gare Cornavin)  
Wheelchair accessible  
19, Rue de Zurich,  
1201 Geneva  
Website: <http://www.novotel.com/3133>
- Rotary Hotel Genève  
(Near Gare Cornavin)  
Rue du Cendrier 18-20,  
1201 Genève, Switzerland  
Website: <https://all.accor.com/hotel/1322/index.en.shtml>
- Résidence La Resèrve  
(Situated in neighboring France; can reach Gare Cornavin in 25 minutes by taking the F bus from nearby Ferney Douane stop)  
Wheelchair accessible, accessible parking, elevator, and pool  
1 Av. du Jura,  
01210 Ferney-Voltaire, France  
Website: <https://residence-la-reserve.com/en/>

### **3-star hotels**

- Hotel des Alpes  
14, Rue des Alpes,  
1201 Geneva  
Website: <http://www.hotelalpes.ch/>
- Hotel Eden  
135, Rue de Lausanne,  
1202 Geneva  
Website: <http://www.eden.ch>
- B&B Hotel Geneva Airport  
(near Geneva Airport)

Wheelchair accessible, accessible parking and elevator

Avenue de l'Etang 73,  
1219 Vernier, Switzerland

Website: <https://www.hotel-bb.com/en/hotel/geneva-airport>

- Nash Pratik Hotel  
(near Geneva Airport)  
Wheelchair accessible  
Chem. de la Violette 13,  
1216 Cointrin, Switzerland  
Website: <https://www.nashpratikhotel.com/>
- Calvy  
(can reach Gare Cornavin in 15 minutes by taking 25 bus line going to 'Genève, Jardin Botanique' from 'Terrasière' bus stop)  
Wheelchair accessible  
Ruelle du Midi 5,  
1207 Geneva, Switzerland  
Telephone number: +41227002727  
Bathroom (facilities): door 70 cm

## **2-star hotels**

- Ibis Genève Aéroport  
(Near Geneva Airport)  
Chemin de la Violette 10,  
1216 Genève, Switzerland  
Website: <https://all.accor.com/hotel/3535/index.en.shtml>
- Hotel des Tourelles  
(Near Gare Cornavin)  
Boulevard James-Fazy 2,  
1201 Genève, Switzerland  
Website: <https://www.destourelles.ch/>
- Hotel Central Genève  
(Near Gare Cornavin)  
Wheelchair accessible, accessible elevator  
Rue de la Rôtisserie 2,  
1204 Genève, Switzerland  
Website: <https://www.hotelcentral.ch/en-gb>
- Ibis Genève Petit-Lancy

(Can reach Gare Cornavin in 25 minutes by taking 14 tram line going to 'Meyrin, Gravière' from 'Les Esserts' bus stop)

Wheelchair accessible, accessible parking and elevator

Chemin des Olliquettes 8,

1213 Geneva, Switzerland

Website: <https://all.accor.com/hotel/7289/index.en.shtml>

### **1-star hotels**

- Ibis Budget Genève Petit-Lancy

(Can reach Gare Cornavin in 25 minutes by taking 14 tram line going to 'Meyrin, Gravière' from 'Les Esserts' bus stop)

Wheelchair accessible, accessible parking and elevator

Petit Lancy, Chemin des Olliquettes 6,

1213 Genève, Switzerland

Website: <https://all.accor.com/hotel/7291/index.en.shtml>

- Ibis Budget Genève Palexpo Aéroport

(Near Geneva Airport)

Wheelchair accessible

Route François-Peyrot 28,

1218 Le Grand-Saconnex, Switzerland

Website: <https://all.accor.com/hotel/A8F3/index.fr.shtml>

- Ibis Budget Genève Aéroport

(Near Geneva Airport)

Wheelchair accessible

Avenue Louis-Casaï 26,

1216 Cointrin, Switzerland

Website: <https://all.accor.com/hotel/5653/index.en.shtml>

*\*This is not an exhaustive list of hotels*

## 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 a 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.
- **Jardin Anglais:** The Jardin Anglais (English Garden) is one of Geneva's most beautiful landmarks. It is situated right after the Mont-Blanc bridge on Geneva's left bank. Within this park is an everchanging flower clock that is definitely worth a picture!

## 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

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

## Whom to Contact

- **Shelly Chadha**  
Email: [chadhas@who.int](mailto:chadhas@who.int), [whf@who.int](mailto:whf@who.int)
- **Carolina Der**  
Email: [derc@who.int](mailto:derc@who.int)
- **Chitra Chander**  
Email: [chitrac@who.int](mailto:chitrac@who.int)



**World Health  
Organization**