

INTERNSHIP PROGRAMME



**World Health
Organization**

2019 Welcome Guide



Dear interns,

Welcome to the World Health Organization!

Congratulations on your selection for the WHO internship programme. You have come a long way to get to this point; perhaps literally, but also in terms of dedication and hard work.

I sincerely thank you for this effort. WHO would not be the same without you. I believe that internships are a two-way street: you benefit from the experience and opportunity of working with some of the world's leading public health experts, but WHO also benefits from the fresh perspective, energy and ideas you bring.

Years ago, I received a scholarship from WHO to do a Master's Degree at the London School of Hygiene and Tropical Medicine. I would not be serving you today if it was not for that award, and I am honoured to now be in the position to return the favour by supporting a new generation of professionals in their careers in public health. Through the new internship stipends, our aim is to provide a more equal opportunity to talented young people from a greater diversity of backgrounds to realize their potential.

You are the health leaders of the future. My hope is that the experiences you have, the lessons you learn and the relationships you build at WHO will become a launching pad for a life of service to humanity.

Thank you for your commitment to WHO's mission to promote health, keep the world safe and serve the vulnerable. I wish you all the best for your internship and I look forward to meeting you.

Thank you. Merci beaucoup. Shukraan jazeelan. Xie xie. Spasiba. Muchas gracias.

Tedros

About Geneva

Geneva is the second most populous city in Switzerland and is the most populous city of Romandy (the French-speaking part of Switzerland). It is situated where Lake Geneva (French Lac Léman) flows into the Rhône River, and is the capital of the Canton of Geneva. The population within the city limits is 198,979 (2017) and that of the metropolitan area — which extends into France and the Canton of Vaud — is about 946,000. Geneva is widely regarded as a global city, mainly due to the presence of numerous international organizations, including the European headquarters of the United Nations, the Headquarters of the WHO and the Red Cross.



Facts about Geneva

Languages: Officially French, but English and German are widely spoken

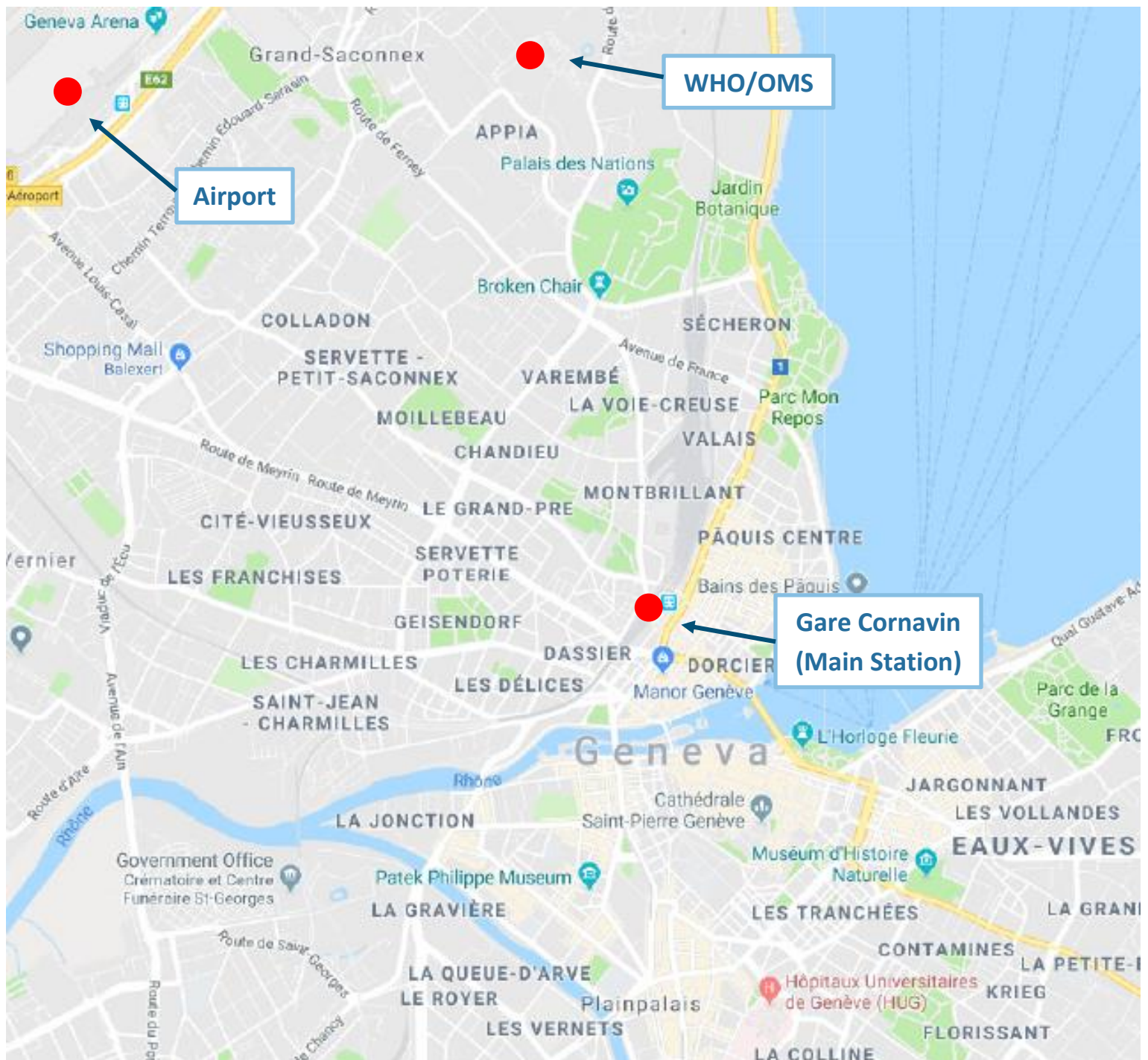
Currency: Swiss Franc (CHF). Approximate exchange rate (as of Aug 2019): 1 CHF = 0.92 EUR; 1 CHF = 1.02 USD

Voltage: The electric current in Switzerland is 220 V. The electrical plugs have 3 prongs, but they can sometimes accommodate the standard European two prong.

Time Zone: Central Europe (Greenwich G.M.T. +1). Summer time + 1 hour (last weekend of March to last weekend of October).

International Dialing Code for Switzerland: +41

Map of Geneva



Planning your Internship

Visa Information

Interns are responsible for ensuring that they have all required travel documents before the start of their Internship with WHO. Please contact your Embassy as soon as you can.

Do I need a visa?

ALL interns (irrespective of their nationality/ies) must:

- Contact the appropriate Swiss Embassy for guidance **before coming to Geneva, Switzerland**, and let them know they are coming to the WHO/HQ Geneva for an internship assignment;
- Inform the embassy of the length of their assignment (**including travel dates**);
- If the embassy advises that they need a visa, request the **appropriate** visa to come to WHO/HQ to take up duties as an intern. Interns cannot come as tourists.

Note: The travel dates should always be included in the contract. A visa cannot be extended while in Switzerland.

Steps if you need a visa

If you do require a visa to enter Switzerland, please email the receiving technical unit for an electronic visa support letter to present at your Visa appointment. If you need proof of insurance coverage, email HR for this document.

Interns already residing in Switzerland

As per the Swiss Mission Guidelines, interns already residing in Switzerland at the time they are hired and who possess a permit are not issued a legitimization card, and the international organization does not need to register them at the Swiss Mission. The same applies to Swiss nationals.

Foreign students who hold a B permit for their studies must contact the Cantonal Population Office of their canton of residence to check whether and under what conditions they are permitted to do an internship in an international organization.

For the Geneva canton, if you hold a Student B permit, please ensure you complete form K available on [the website of the Cantonal Population Office](#) and seek the necessary approval of the OCP before you start your internship.

WHO cannot sign this form, however, upon request, an attestation can be issued. Please send an email to HRsattestations@who.int.

Family members

WHO does not provide support for visa-related matters for family members.

Family members of an intern are not issued a legitimization card.

Budget and Expenses

The estimated monthly expenses for living in Geneva are about CHF 1800-2000. However, this varies greatly.

Travel expenses

Round trip air/train/bus tickets to/from Geneva varies depending on starting location

Passport/visa application fees varies depending on Embassy and country.

Accommodation in Geneva

Foyer/residence house: 650 and up CHF/month

Room in an apartment: 750 and up CHF/month

Small studio/Apartment: 1200— 2000 CHF/month

Transport

Bus: 3.00 CHF per trip or 70 CHF for an unlimited monthly pass (45 CHF if under 25 years old).

Check [the tpg website](#).

Food

Interns at HQ receive 1 lunch voucher per day of CHF 15 for the length of internship. Vouchers are accepted in the WHO main building cafeteria and coffee shop, the WHO M Building cafeteria and in the UNAIDS cafeteria.

HQ Cafeteria

Restaurant located in the Main Building. Open 7:30-14:30 Monday to Friday. Lunch meals are served from 11:30 to 14:30.

- Main course: CHF 12+ (every day there are 5 plat du jours)
- Salad Bar: CHF 2.20 / 100g
- Pizza: CHF 9+

Ritazza

Café located in the main building. Open 7:30-16:30 Monday to Friday.

- Offers a variety of coffees and other beverages, pastries, sandwiches and snacks.
- Common spot for networking and meetings

There are also vending machines throughout the building for snacks and hot and cold beverages, including 0.60CHF coffee.

Restaurants in Geneva vary in cost, but main courses alone are usually between 15 CHF and 30 CHF.

Grocery stores and markets

The most common stores, found throughout the city, are Coop and Migros, the latter being less expensive. Denner and Lidl are less expensive option but have a smaller selection. Carrefour is a less expensive option in Ferney-Voltaire, a nearby French city.

For luxury goods, there are Manor (a department store) and Globus.

Most grocery stores (and other stores) are closed on Sundays and close around 19:00 on weekdays. However, at Cornavin train station, Coop and Migros are open until 22:00 or 23:00 every day of the week.

There are also many outdoor markets throughout the week in Geneva, but they are generally more expensive than Supermarkets. There is one in Plainpalais Ferney-Voltaire, and Grottes (bread, wine, and cheese).

Insurance Expenses

All interns at the WHO are covered with student health insurance for the duration of their assignment by Advisor Swiss Insurance. This package offers, on the basis of the general insurance conditions, a coverage of the financial consequences of illness, accident and maternity as well as repatriation for health reasons and related assistance expenses and legal insurance. It provides full reimbursement for hospitalization, outpatient treatment in connection with hospitalization, doctors' and specialists' fees, prescribed medicines, laboratory tests, chiropractor treatment, ID document theft, and worldwide emergency coverage, in addition to partial coverage for psychotherapy, homeopathic treatments, and more.

Accommodation in Geneva

Finding a place to stay in Geneva is challenging. There is a general shortage of apartments in the city, so even residents have a hard time finding accommodation. Many interns live in the city Ferney-Voltaire, in neighboring France. The F bus from Ferney-Voltaire to the WHO is only about 20 minutes.

There are two main options:

1. Residences/Foyers

You can easily book these from your country. Email or call them and they will send you an application form. Be aware: since this is the cheapest option for housing, they often book up way in advance. Many require formal applications, which may include a personal statement, proof of financial support, and a copy of your letter of offer from WHO.

For information, tips, and accommodation classifieds:

<http://www.cagi.ch>

<http://www.easywg.ch>

<http://www.asso-etud.unige.ch>

<http://www.yh-geneva.ch>

<http://www.recherche-colocation.com>

<http://www.homestayfinder.com>

<http://caritasge.web1.bestsite.ch/p107001430.html>

<http://www.genevefamille.ch>

<http://logement.epfl.ch>

<http://Airbnb.ch>

Foyers:

Foyer L'Accueil <https://www.foyer-accueil.com/index.php/en/>

Home St. Pierre <http://homestpierre.ch/de/home-3/>

Foyer international <http://www.foyerinternational.ch/spip.php?article4>

Centre chrétien pour Jeunes foyer@eglise-ouverte.ch

Foyer George Williams <https://www.ucg.ch/foyer-georges-williams/inscriptions/>

Cente St-Boniface <https://www.cstb.ch/en/sejours-courte-duree-2/>

Résidence universitaire internationale <https://www.foyer-accueil.com/fr/>

Foyer International d'étudiants St-Justin

<https://www.justinus.ch/fr/geneve/accueil/index.html>

International Reformed Center John Knox <https://www.johnknox.ch/en/>
Cité Universitaire <https://www.unige.ch/>
Centre Universitaire Protestant 1 <http://www.studenthome.ch/centre-universitaireprotestant-1-geneve>
Centre Universitaire Protestant 2 <http://www.studenthome.ch/centre-universitaireprotestant-2-geneve>
Bourse au logement <http://www.unige.ch/batiment/division/service-batiments/prestations/logger/>

2. Private apartments/rooms to rent or sublet:

There are many useful search engines and online classifieds for private apartments or rooms to rent in the city.

www.tdg.ch - Webpage of the “Tribune de Genève”, a daily Geneva newspaper. Go to “Immo” in the top right corner for a search engine.

www.ghi.ch - A local newspaper that appears every Wednesday and has ads for private rooms.

www.anabis.ch (in French) - Free petites annonces (classifieds) for Geneva and surrounding areas

www.glocals.com - It's in English and has been used by many with notable success but **beware of scams!**

www.cagi.ch - Register with Geneva Welcome Centre which sends out weekly emails with lists of rooms or apartments for rent

www.easywg.ch - Apartment-share ads like EasyRoomate.com, can search in English

Facebook Groups:

[WHO HQ Interns](#)

[Housing in Geneva - Logement à Genève](#)

[Housing for International Programmes at the Graduate Institute, Geneva](#)

[Geneva Housing, Rooms, Apartments, Sublets](#)

Other useful websites for short-term rentals:

<http://www.gerpar.ch/en/>

<https://www.homesweethome.ch/en>

<https://www.genprop.ch/en/>

<https://www.homenhancement.ch/en/>

<https://www.ums.ch/furnished-apartments/geneva/>

<https://www.johnknox.ch/housing/long-term-stay/>
https://www.integrali-gs.com/rental-apartments?gclid=Cj0KCQjwho7rBRDxARIsAJ5nhFrITQVtVZq1Yhf5ODNezz1Fr-Ba1bcJHlieLyRvOmGH9VXwMeSZ6_oaAigREALw_wcB

You can also visit [the WHO Intern Board website](#) for more information about accommodation of the former WHO Interns.

Don't get discouraged too easily! If you are unable to find an accommodation before you arrive here, stay in an Airbnb or hostel, and start searching again once you are in Geneva. With the help of the other interns, the WHO Intranet Classifieds and other newspapers, you will definitely find something.

If you are looking for something while already here, or if you have someone who is willing to look on your behalf, check out the WHO Classifieds. You can also ask your supervisor to post an ad on your behalf before you arrive.

Warning

For identifying accommodations in Geneva, abstain from making advance payments or providing guarantee sums in advance of your arrival. You are strongly advised to use the service of recognized "Regies" and established financial institutions.

Transport in Geneva

Getting here

By air

Geneva's airport is a major European hub with direct links on 40 different carriers. The airport features a business center, shopping, WIFI, and top flight arrival services including a range of transportation options.

By train

The city's main train station is Gare Cornavin. It is also a terminus of the French rail network - if you're arriving on an intercity SNCF train (TGV or not), from Paris, Lyon or Grenoble (which come in on platforms 7 and 8, separate from the rest) you'll be directed to pass through both French and Swiss customs and passport control before joining the throng within the station proper. There is also a city transport office, giving out tram and bus maps and selling tickets (Monday to Friday 7:00-19:00).

From the airport into town

Bus/Train

In the airport, you can get a free public transport ticket for 80 minutes to get from the airport to your destination. While waiting for your baggage in the baggage collection area of the Arrival level, get your ticket from one of the blue/grey UniReso machines (located by the exits).



The following urban buses stop every 8-15 minutes at rush hours at the airport (bus stops at the departure level, in front of or beside the train station) from/to:

- Geneva city center - Onex: BUS 10
- International organizations - Geneva city center: BUS 5
- International organizations - lake: BUS 28
- Le Lignon - Lancy - Plan-les-Ouates: BUS 23

By bus, it will take you about 20 minutes to get to downtown Geneva.

You can also use your free ticket to take a train, that can take you from the airport to Gare Cornavin (main train station, located in central Geneva) in about 6 minutes.

You can access bus, trolleybus and tramway schedules and maps [on the TPG website](#).

For more information on transport from the airport: www.gva.ch/en

Taxi and Uber

Taxis and Ubers are a more expensive alternative. Taxis can be ordered around the city and at the airport. The fare from the airport to the city will vary depending on traffic flow, time of day, and number of passengers. For taxi information, visit <https://taxi-phone.ch/> or Taxi-Phone 022 3314133.

Public Transit Around Town

Geneva's public transport system provides very comprehensive coverage of the city. For schedules and route maps, visit the TPG website at <http://tpg.ch>. You can get free maps of the bus lines at the TPG information center at Cornavin or download them from the website above. Maps are also posted on most ticket machines at bus and tram stops around the city.



Purchasing Tickets

Daily tickets can be purchased from bus/tram stops (before boarding) using coins (the machine does not return change) or a pre-paid card (CHF 10, CHF 20, CHF 50) that can be bought from local newspaper stands. Depending on your phone subscription, you can send an SMS from your **Swiss SIM** with text "tpg1" to 788 for 1-hour, transferable ticket (CHF 3) before boarding the vehicle. You will receive Your ticket by SMS immediately <http://www.geneva.info/public-transport-tickets/>.

Monthly passes must be initially purchased at the TPG Office (Cornavin or in Cours de Rive). To purchase a monthly pass, you will need a passport and address. They will take your picture at the office. Prices vary according to the number of zones crossed - Geneva is Zone 10.

FARES		Adult	Under 25 years
		*More expensive to add neighboring France	*More expensive to add neighboring France
Day	60 mins	CHF 3	Same
	3 stops	CHF 2	Same
	24 hrs	CHF 8	Same
Weekly Fare		CHF 35	CHF 23
Monthly Fare		CHF 70	CHF 45 (CHF 70 including France)
Annual Fare		CHF 500	CHF 400

Noctambus – The Night Bus

Geneva night buses run after the regular buses and trams end for the night. These buses have more limited routes than the regular buses. For schedules and route maps, visit www.noctambus.ch.

Mouettes Genevoises – Water Taxis

For a scenic crossing of the lake on beautiful sunny days or at dusk when the lights illuminate the lake shore, take a “Mouette Genevoise” for a ride across the lake. This is included in the monthly or weekly public transportation passes for no additional fee. There are various routes that run every ten minutes from 7:30 to 18:00. For schedules, visit <http://www.swissboat.com>.

UNIRESO

[UNISERO](http://www.unireso.ch) is the partner website for travel within and around Geneva

Getting Settled

Phone Services

All phone numbers in Switzerland start with 0. Landline phone numbers in Geneva start with 022 and cellular phone numbers with 079, 078, or 076. To call Information Switzerland from other countries, dial the international line code (usually 00), followed by 41 (for Switzerland) and the local phone number without the 0.

For instance: 022 123 45 67 will become 00 41 22 123 45 67

To make international calls from Switzerland, dial 00, then the country code and the desired phone number. If you are unsure use this www.timeanddate.com. Calls to abroad can be made from the public telephone booth with a telephone card (PTT taxcard on sale at post offices and kiosks) or from your computer for free using Skype. Note that there are very few telephone booths left in the city

USEFUL NUMBERS	
111	Information for Switzerland
118	Fire Brigade (emergencies)
117	Police
140	Road Help
01251 51 51	Intoxication
022 748 4950	SOS Doctors on Call
110	Duty Pharmacy (open at night)
144	Ambulance
162	Weather forecast
163	Traffic conditions
187	Avalanche Bulletin

Mobile Phones

Switzerland's largest mobile phone companies are Swisscom, Sunrise and Salt. All three of them provide nationwide coverage with their networks. Other providers include M-Budget Mobile, Coop Mobile, yallo, Salut mobile, Mibilzone, Tele 2, Cablecom and Lebara, Lycamobile. Before you choose a mobile phone or a subscription, you should check a few offers to see which one fits your needs best (www.comparis.ch). Pre-paid top-up cards are for sale in many supermarkets and the post office.

Banking

The largest banks are UBS and Credit Suisse, but there are many other smaller banks like Cantonal Banks, Migrosbank, Bank Coop, and Raiffaisenbank. Banks are usually open from 9:00 to 17:00 but may also close between 12:00 and 14:00, as well as Saturday and Sunday. ATMs can be found almost everywhere but be aware that your home bank may charge a fee to withdraw from a foreign bank. There are ATMs and a bank at the WHO office.

Post Office

Generally open 8:00 to 18:00, depending on location. There is also a post office at the WHO that you can use from Monday to Friday 8:30-11:30 and 12:30-16:30.

Health Services

There is a health clinic at the WHO available to you. The staff there can provide over-the-counter medications free of charge and refer you elsewhere for more serious health concerns.

SOS Emergency Doctor Service: 022 748 49 50 or www.sosmedecins.ch

The Association des Médecins du Canton de Genève: www.amge.ch

Pharmacies are generally closed at night but at least one will be open all night based on a rotating schedule. For a list of all Geneva-area pharmacies as well as the rotation schedule, visit <https://www.pharmageneve.swiss/>

Useful websites

Official City of Geneva Website : <http://www.ville-geneve.ch>

International Geneva Welcome Centre: www.cagi.ch

Glocals (Online community of Geneva expats): www.glocals.com

Geneva Info (Independent online travel guide): www.geneva.info

Transports Publics Genevois (public transport): tpg.ch

Swiss Train services (across and from Switzerland): <https://www.sbb.ch>

Comparing cell-phone providers: www.comparis.ch

Your First Day at the WHO

What to bring

Internship letter of offer and your passport.

Getting to WHO

- Bus 8: From Monday to Friday, the bus runs from Veyrier via Rive (the centre of town) and Place Cornavin (main railway station), and the terminus in the WHO (destination “OMS” - L’Organisation Mondiale de la Sante)
- Bus F: From Cornavin Station to Ferney-Voltaire/GEX, with stop at “OMS.”
- Bus 22: From Geneva Nations to Plan-Les-Ouates Ziplo, with stop at “OMS.”
- Bus 28: From Jardin Botanique to Les Esserts, with stop at “OMS.”

Badge

When you enter the main entrance, present yourself at the reception. The security officer will ask you for your Letter of Offer and your passport (with any necessary visas inside). They will take your photo and hand you your WHO badge, that you will need to enter the building. This magnetic card enables you to open all the entrances to the building. Please note that you must give back your badge at the end of your internship.

Reporting to Department

Confirm your arrival time with your supervisor and arrange for a staff member (either your supervisor or administrative assistant) to meet you at the main entrance. There are phones near the main entrance to call your supervisor when you have finished registering for your WHO badge. To make an internal call, dial the last five digits of the phone number you’ve been given for your supervisor or you can dial by name, typing in his or her last name using the alphabetic keypad on the phone. Your office may be in the main building, the UNAIDS building, or one of the secondary buildings (L or M).

Dress Code

There is not a specified dress code at WHO – dress professionally but not formally. Some UN agencies have a “no jeans” policy, but it is not uncommon to see people at the WHO wear jeans to the office from time-to-time. If you are invited to attend an official WHO meeting, you will be expected to use a more formal dress code but check with your supervisor. Keep in mind that some offices do not have air conditioning and it does get warm in the Summer.

Desk Space

You will have your own desk, but you may be requested to use different desks/offices throughout your internship. In some units, interns share a common office.

Computers and Email

An email address should be automatically generated prior to your arrival. If you arrive and do not have computer login information, reach out to your team admin assistant who will contact IT. Until you receive your WHO computer account, you can log onto computers as a visitor, but you will not have access to your WHO email or Outlook Calendar.

In most cases, you can ask IT to add your WHO email account and calendar to your phone and personal computer. IT is located on the 8th floor of the main building.

Your First Week at the WHO

HR Liaison Services

The HR Liaison Services is located on the 1st floor of the main building. Their role is to facilitate the administrative tasks for staff upon arrival and departure. HRS assists interns with regard to visa and carte de legitimation issues.

WHO Intranet

All types of information can be found on the from the WHO Intranet <http://intranet.who.int/> - Latest news, press releases, information on events - e.g. lunchtime seminars, learning opportunities, selected WHO resources. This is one of the best ways of keeping yourself updated in WHO.

WHO Intern Board

The WHO Intern Board is active in organizing intern social, academic, welfare, and networking events. Some of the initiatives include:

1. Intern Tour

Every Tuesday at 14:00, there is an intern tour by the Welfare Coordinator of the Intern Board. Meet at the Big Painting on S1.

2. Intern Lunch

Every Monday at 12:00, WHO interns are meeting at the high tables in the cafeteria to enjoy the lunch break together.

Make sure to follow the Intern Board on social media:

Email	who.internboard@gmail.com
Facebook	WHO HQ Interns
Instagram	WHO HQ Interns
Twitter	WHO HQ Interns
LinkedIn	World Health Organization (WHO) Interns – LinkedIn group
Intern Website	https://whointernboard.wixsite.com/whointerns

GIA (Geneva Intern Association)

A collective of intern representatives from different organizations that organizes weekly social events for interns. Visit their website at <http://internsassociation.org/>

WHO Building

Big Painting

This is a very frequent meeting spot used for Intern Events. It is located in the main building, a few steps down from Ritazza.

The 8th Floor

Take the elevator from the main lobby to 8th floor rooftop terrace for an incredible view over the city and on a clear day the view of Mont Blanc is spectacular.

Fitness Centres

Interns have free access to two very small gyms (the Yellow Gym and the Blue Gym) in the basement of the L building. There is also a gym on the rooftop terrace of the building, for a monthly fee. Showers are available next to the Yellow Gym. Once you arrive at WHO, you can check [the intranet site that has more information](#).

Interesting events

Lunchtime Presentations

There is a wealth of information available at WHO during your internship. Many departments organize lunchtime seminars to share their work or present the work of an invited guest. Announcements are usually in the elevators or on the WHO Intranet under “Today’s Announcements.” There are also opportunities for interns to make presentations on the projects and/or research that they have been working on during their internships at WHO.

“Cultural Fridays”

To celebrate diversity, Fridays in headquarters are *Cultural Fridays*. You may wish to pack some specific clothing or other items for this weekly event. WHO staff, consultants, and interns are all encouraged to wear clothing from their countries, and/or perhaps even bring in some edible treats to share a taste of home with colleagues in their teams/departments.

Our "countries" can be our country of origin, the place(s) we grew up, the place(s) we have lived, the many cultures included within our families, etc.. *Cultural Fridays* are a chance to celebrate the places and cultures that are close to our hearts, make us uniquely who we are, and create the diverse working environment found at WHO.