



Original

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English

FOR INFORMATION

## General Information for all Participants

### RECEPTION AREA

The **reception desk** at the Ecumenical Centre is open daily from 07:45 to 18:00, Monday to Friday, and provides the following services:

- sale of multiple journey bus cards & phone cards
- requests for taxi service
- lost and found service
- requests for medical attention
- general information about Geneva

A **central committee registration/information desk** in the entrance hall of the Ecumenical Centre will provide the following services for participants:

- general information about meetings and arrangements
- information about accommodation of participants
- posting of items on the notice boards
- booking of meeting rooms

### BADGES

Please **wear your conference badge** at all times in the Ecumenical Centre and at the Hôtel Ramada Park to enable easy identification and access to meetings and restaurants. At the end of the meeting you are requested to **return your badge** to the registration/information desk. Thank you!

### NOTICE BOARDS

General information will be posted on the notice board next to the information desk throughout the meeting. The notice board outside the plenary hall is for urgent messages or changes to the programme each day. Please submit items for these notice boards to the registration/information desk.

### MAIL

**Incoming mail** will be distributed directly to participants.

**Outgoing mail** already stamped can be placed in the mail box at the reception desk of the Ecumenical Centre. The mail office (*Courrier*) of the Ecumenical Centre is situated on the ground floor and is open from 10:00 to 11:30 and from 13:30 to 15:30, Monday to Friday.

The nearest **post office (PTT)** is situated in the International Labour Organization (ILO/BIT) building across the road from the Ecumenical Centre and is open Monday to Friday, from 08:30 to 11:30 and from 12:30 to 16:30. You must take a photo ID with you for entering the building.

## TELEFAXES

Incoming messages will be delivered directly to participants.

Faxes can be sent from the ILO post office or the hotel. If you need to send an urgent fax please contact a WCC staff member.

## TELEPHONE CALLS

For incoming calls please give the following telephone number of the WCC switchboard to people who may need to contact you:

+41 (0)22 791 61 11.

**Incoming calls** for participants will be received by the reception desk of the Ecumenical Centre and passed on by stewards.

**Outgoing calls** can be made from the pay phone situated on the ground floor outside the Main Hall. This pay phone accepts Swisscom telephone cards ("TAXCARDS") which are available for sale at the reception desk of the Ecumenical Centre costing CHF 5.00, CHF 10.00 or CHF 20.00 each.

Please note that all **telephone numbers within Geneva** start with 022 (i.e. 022 791 61 11).

## CURRENCY EXCHANGE

Currency can be exchanged freely in Switzerland at any bank, change office or your hotel. There is a bank (UBS) in the ILO building which is open from 09:00 to 11:30, Monday to Friday.

## FINANCES

**Participants paying for their own expenses are asked to settle their accounts directly with the hotel upon departure.**

Participants requesting reimbursements for travel expenses will find a reimbursement form in their folders. They should complete and hand this form in to the registration/information desk as soon as possible. **The final date for handing in your reimbursement request is 28 August at 12:00.** **Cash reimbursements for large amounts are strongly discouraged for security reasons. Bank transfers are the preferred form of reimbursement.** Please allow a minimum of twenty-four hours for processing before going to the cash desk to collect your reimbursement. **Reimbursements can only be made against valid receipts.** In the interest of security, members of staff are unable to claim or collect reimbursements on behalf of participants.

The **cash desk** situated on the ground floor will be open at the following times:

Wednesday, 26 August	10:30-11:00; 13:00-14:00; 15:00-15:30 hrs
Thursday, 27 August	10:30-11:00; 13:00-14:00; 15:00-15:30 hrs
Friday, 28 August	10:30-11:00; 13:00-14:00; 15:00-15:30 hrs
Monday, 31 August	10:30-11:30; 13:00-14:00; 15:00-15:30 hrs
Tuesday, 1 September	10:30-11:30; 13:00-14:00; 15:00-15:30 hrs
Wednesday, 2 September	10:30-11:30 hrs

**For participants whose hotel bill is paid by the WCC, dinner, bed and breakfast will be covered. All other expenses such as telephone calls, drinks, newspapers, etc. should be settled directly with the hotel upon departure.**

## ACCOMMODATION

Hotel rooms must be vacated before noon on the day of departure to avoid payment of another day's charges, unless special arrangements are made with the hotel.

Participants who have made their own arrangements for accommodation in Geneva are asked to give the registration/information desk details of where they are staying, so that they can be contacted if necessary.

## MEALS

**Breakfast and dinner** will be taken at participants' place of accommodation.

**Lunch** will be available in the Ecumenical Centre – hot meals and a small selection of cold plates are available from the cafeteria. A sandwich and drinks stand will be available in the lobby where WCC meal vouchers will also be honoured. In addition there are several restaurants in other nearby organizations where you may eat at prices comparable to those at the Ecumenical Centre. Please consult the registration/information desk for details. Participants who have applied for a subsidy will find meal tickets in their folders which will allow them to purchase hot lunches and sandwiches.

**Coffee and tea** will be served daily, free of charge, at 10:30 and 15:00.

## TRAVEL ARRANGEMENTS

The RAPTIM travel agency is situated in the Rhône wing of the Ecumenical Centre on the ground floor (rez) and will take care of **reconfirmations of airline tickets**. Reconfirmations can also be made at the Swissport desk (Monday to Friday only) at the Hotel Ramada Park. **It is important that all reservations be reconfirmed.**

Raptim will also take care of additional travel arrangements or changes to tickets. For participants whose travel has been arranged by the WCC, Raptim will only be able to make changes to itineraries that do not incur any extra cost.

Raptim's opening hours are from Monday to Friday, from 08:30 to 17:50.

## Departures

Recommended check-in times at Geneva airport are 90 minutes before scheduled departure for European flights and 120 minutes for international flights.

Participants staying at the Hôtel Ramada Park can check in their luggage at the Swissport desk (Monday to Friday only), and travel to the airport using the hotel shuttle service which is available every day, free of charge.

The airport can be reached from the Ecumenical Centre by bus no. 5, direction "Aéroport / Palexpo Hôpital", and bus no. 28, direction "Hôpital La Tour". They both leave from the "Crêts-de-Morillons" bus stop. The journey takes approximately 15 minutes and costs CHF 3.00. It may be prudent to consult the bus timetable at the reception desk of the Ecumenical Centre to ensure that you leave early enough.

## LOCAL TRANSPORT

A shuttle bus service will run between the Hôtel Ramada Park and the Ecumenical Centre on days when the meetings take place at the Ecumenical Centre. **Please check the notice board for the timetable.**

Daily public bus tickets may be available at your hotel for no cost – please check at your hotel reception. The public bus system is reliable and easy to use. The buses operate on the honour system: you must buy a ticket before boarding the bus from the machine at the bus stop. The fare is CHF 3.00 which allows you to travel as much as you wish and on more than one bus within a one-hour period. Multiple trip cards "cart@bonus" are on sale at the WCC reception desk and in newsagents' shops and kiosks.

The Ecumenical Centre reception desk can call a taxi on request, or you may telephone the central taxi number +022 33 141 33. The cost is approx. CHF 3.00/km (plus basic tax CHF 8.00) or about CHF 30.00 for a trip to the Hôtel Ramada Park, downtown or the airport.

## WORSHIP

Daily prayers will be held in the chapel from 08:30 to 08:45.

## DOCUMENTS

Documents will be distributed to central committee members directly at their places in the Main Hall. Other participants will receive their copies as they enter the hall.

The colour of the documents indicates the language or subject, as follows:

English	white
French	green
German	pink
Spanish	grey
Administration	blue

## MEETING AND OFFICE LOCATIONS

If you wish to reserve a room for a special meeting, please contact the registration/information desk.

Plenary sessions of central committee	Main Hall
Prayers	Chapel
Press conferences	Main Hall unless otherwise stated

**Committee meetings** scheduled on Friday 28 from 16.00 to 17.30 and throughout the day on Saturday 29 August will be held at the Ecumenical Centre as follows:

Programme Committee	Jura, Salles II & III
Finance Committee	Salève, 2 <sup>nd</sup> floor, Salle VIII
Public Issues Committee	Jura, ground floor, 025
Policy Reference Committee I	Main Hall
Nominations Committee	Lac, Salle IV

**Regional meetings** scheduled on Wednesday 26 from 18:00-19:00 will be held at the Ecumenical Centre as follows:

Africa	Jura, 1 <sup>st</sup> floor, Salles II & III
Asia	Rhone, ground floor, Open House
Caribbean	Lac, 4 <sup>th</sup> floor, room 415
Europe	Main Hall
Latin America	Lac, 2 <sup>nd</sup> floor, Salle 200
Middle East	Lac, 3 <sup>rd</sup> floor, Salle V
North America	Chapel
Pacific	Lac, 3 <sup>rd</sup> floor, room 301

## Confessional meetings

The “confessional meetings” on Wednesday, 26 August, are informal opportunities for central committee members and participants to gather as church families for sharing, discussion and prayer. You will find the name of your “church family” on your central committee folder. If that name is not correct, please inform the registration/information desk.

Some meetings are prepared by representatives of Christian world communions, i.e. Anglican, Catholic, Disciples, Evangelical, Lutheran and Reformed. Others are prepared by different central committee members. Meeting locations are listed below.

**Confessional meetings** scheduled from 19:00-20:00 on Wednesday 26 August will be held at the Ecumenical Centre as follows:

African Instituted	Salle à Manger 2
Anglicans	Rhone, ground floor, Open House
Baptist	Lac, 4 <sup>th</sup> floor, room 415
Catholic	Lac, 3 <sup>rd</sup> floor, Salle V
Disciples	Salle à Manger 1
Lutherans	Chapel
Methodist	Jura, ground floor 025
Orthodox (Eastern & Oriental)	Plenary Hall
Reformed	Jura, 1 <sup>st</sup> floor, Salles II & III
United and Uniting	Lac, 1 <sup>st</sup> floor, Salle VI
Free (Brethren, Evangelical, Friends, Mennonite and Moravian)	Lac, 3 <sup>rd</sup> floor, room 301

Hussite, Mar Thoma, Old Catholic, Pentecostal and Post denominational church families with few people present are invited to use the lounge area or request a private meeting space at the information desk.

## Offices

Conference secretary	Mr Gerard Scarff	Lac, 1 <sup>st</sup> floor, office 124
Documentation office	Ms Simone Ergas	Cinema / General Secretariat, office 5
Finance & reimbursements	Ms Yasmina Visinand	Cash office (Jura ground floor)
Interpretation	Ms Jane Stranz	Library
Translation	Ms Marie-Luz Cavagna	Library
stewards	Mr Mark Taylor	Lac, 4 <sup>th</sup> floor, Salle 400
Press Room	Mr Juan Michel	Jura, 1 <sup>st</sup> floor, Salle I

## BOOKSHOP

The Ecumenical Centre bookshop provides a selection of books, gifts and other articles for sale. Newspapers and a larger selection of stationery are available at the ILO (Neville shop) or at the train station. Newspapers are also available from the kiosk at the Hôtel Ramada Park.

Bookshop opening hours are:

Wednesday, 26 – Friday, 28 August	10:00-16:00
Monday, 31 – Wednesday, 2 September	10:00-16:00

The bookshop will be closed on Saturday, 29 and on Sunday, 30 August.

## MEDICAL CARE

Please contact the reception desk or go to Lac, 2<sup>nd</sup> floor, room 201 for pastoral counselling / chaplaincy services.

### INFLUENZA A (H1N1) VIRUS

The so-called “swine flu” has now spread to all regions in the world. If you have symptoms we recommend you see your doctor immediately. Our medical care team will be glad to assist you in this.

To protect yourself against the virus it is essential to frequently wash one’s hands with soap or disinfectant based hand cleanser. Try also to touch your eyes, nose or mouth as little as possible. Anyone who coughs or sneezes must cover their nose and mouth with a disposable tissue or try to sneeze into the crook of their elbow.

Hygienic masks for those who wish to wear them and disinfectant lotion has been provide in your folder.

## PASTORAL COUNSELLING / CHAPLAINCY

A pastoral counselling / chaplaincy team consisting of staff and local resource persons is available for assisting those attending the central committee meeting, if required. For more information please contact the reception desk or seek assistance directly at Lac, 2<sup>nd</sup> floor, room 201.

## SMOKING

Please note that **smoking is not allowed** in the Ecumenical Centre.

## STEWARDS

A special group of youth at the central committee meeting are the **stewards**. This year the stewards programme brings together 26 young people from 23 countries and gives them the opportunity to contribute with their work to the operations of the meeting. It also provides a space for ecumenical learning, encounters and discussions.

There are three aspects of the stewards programme:

- a) intentional ecumenical learning designed to build awareness, develop leadership and strengthen global solidarity;
- b) participation and contribution of young people to major WCC meetings as “yeast of the ecumenical loaf”;
- c) support for the smooth running of the meeting by performing tasks.

A steward is an invaluable ecumenical resource. In order to become a steward, an applicant has to go through a competitive selection process in which church and ecumenical involvement is prioritised. WCC looks for young people capable of integrating their experience back in their local contexts, motivated to multiply the ecumenical enthusiasm, ready to “do ecumenism” locally. Therefore, stewards are not merely helpers or an unqualified labour force. They are young persons committing time, energy, skills, knowledge and visions to building up the ecumenical movement in all its aspects. Already today they are leaders in their churches, communities, organisations and in the ecumenical movement and they are or will be the ones taking the ecumenical movement into the future.

For many stewards this will be the first travel to an international meeting. Cultural shock, fatigue, stress, foreign languages – all this will pose a challenge to the good and harmonious interactions between all those present at the central committee meeting. Patience, understanding and support has to be shown by all to all. Every central committee participant has a role to play in making the stewards feel respected, appreciated and safe.

The stewards’ working areas include: floor management, communication, worship, language services, documentation, and other tasks. Stewards come to serve the meeting as a whole. Therefore, they should not be requested to perform tasks by individual delegates or other participants unless this is co-ordinated through the WCC staff working with the stewards. Stewards are instructed not to answer to individual requests during their working time or to favour central committee participants of their country/church.

During the central committee meeting the stewards will be carrying out their tasks but also – when off duty – participate in worships, confessional meetings, small group discussions. Whenever possible they should be given the opportunity to speak and share their experience. They have a lot to contribute!

The stewards’ ecumenical engagement doesn’t end with the conclusion of their tasks. They come back to their local realities where – with the support of their churches, organisations and communities – they continue the ecumenical endeavour.