

Accessibility:at and near United Nations Headquarters New York City 2018

This Guide was developed by [CBM](#), [Women Enabled International](#) and others, drawing on various NGO, government and United Nations resources. Thanks to all who contributed to this resource and we hope it helps to make the United Nations and your experience in New York City accessible, productive and enjoyable!

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1. Purpose

The purpose of this document is to provide accessibility information at and near the United Nations Headquarters.

2. Contact details

- Dr. Elizabeth Lockwood, elizabeth.lockwood@cbm.org, accessibility focal point at the UN, CBM International
- The [UN Accessibility Centre](#)¹ has information on accessibility and available services at the UN Headquarters.

3. Venue description

Access to UN Headquarters

To enter the United Nations Headquarters there is an access ramp at the 46th and 1st Street Visitor's Entrance. After exiting the security screening area, there are entrances allocated for persons with disabilities to enter the General Assembly Building marked with signs. Upon entering the building, there is an information desk where people can ask for additional information. Throughout the UN complex security officers will guide anyone who needs assistance to the appropriate turnstiles to access the respective areas.

4. Available accessibility services

- Participants and visitors with disabilities can contact and visit the Accessibility Centre for certain services (details above).
- There is access to microphone and translation devices attached to seats for wheelchair users sitting in the gallery.
- Upon request, the UN will provide portable audio translation devices for wheelchair users sitting in the gallery, as well as for sign language interpreters for deaf participants.
- The UN provides reserve wheelchairs for use within the UN Headquarters (these are available at security, but are not guaranteed).
- Upon request, the UN can reserve specific seats for persons with disabilities with ample space to maneuver with or without wheelchairs.
- The UN is making its website more accessible, for example the Sustainable Development Knowledge Platform is now accessible from advocacy efforts.

5. Access to facilities inside the building

- There is an accessible bathroom (1B) with extra room to maneuver.
- There is a Braille removable cover for voting buttons (for Member States).
- The UN General Assembly Hall has been retrofitted to make some seating areas accessible for wheelchair users, and to make the podium, seating on the stage, and access to the podium accessible for wheelchair users.

Accessibility challenges

- Most meeting rooms get filled beyond capacity and thus it is difficult to maneuver in them.
- No bathroom facilities or conference rooms have automatic accessible doors.

- Most rooms have floors with thick carpeting making it difficult for wheelchair users and blind and low vision persons to move around.
- There is a lack of clear audio guidelines on how to use the microphone.
- The rooms at the UN do not have a floor tactile to help a blind person to move alone with a white cane.
- The lighting in some of the corridors are not clear enough to help with someone with low vision to manipulate the building by her/himself.
- CART and International Sign interpretation are provided only at certain events.

6. Security and evacuation

6.1 Security

Regarding security, please make sure to give yourself plenty of time to get through security, as lines to enter the UN can be long. Security is similar to an airport in that laptops have to be in a separate bin, belts have to come off, nothing can be in pockets, and you need to take off coats (but do not need to remove shoes).

6.2 Evacuation procedures for persons with disabilities for the Conference and General Assembly buildings (prepared by the UN)

- General Assembly Building:

In the event of an evacuation due to fire, persons in the General Assembly Hall (2nd floor) will be directed to evacuation exits to the east and west of the Hall. There are specially marked exits on either side from which persons with wheelchairs can evacuate. These exits will take all evacuees to ramps leading to the plaza. From there, security officers will guide the evacuation.

Persons on the 3rd and 4th floors of the balcony of the General Assembly, will either be directed to the emergency stairs, and will be assisted down by responding officers, or to the elevators, which would be controlled by a responding officer.

Persons in conference rooms in the basement (1B) level of the General Assembly Building, namely conference rooms 4, 5, 6, 7, and 8 will exit through the same doors they entered and proceed east toward the elevators, make a left and exit through the north garden doors. From there, security officers will guide the evacuation. The security officer posted in the visitor's concourse gift shop area will guide the evacuation of persons in conference rooms 11, 12, and F.

- Conference Building:

In the event of an evacuation of the 2nd floor of the Conference Building, proceed north towards the Delegates Lounge and exit via the ramp in the area with flags.

Persons in conference rooms on the 1st floor will exit through the doors in the Peace Bell area, otherwise, security officers will guide the evacuation. Persons in conference rooms on the basement (1B) level of the Conference Building, namely Conference rooms, A, B, C, D, 1, 2, 3, and 9 will proceed north from the main corridor toward the turnstile and through the north garden doors. From there, security officers will guide the evacuation.

Persons on the 3rd floor of the Conference Room, will either be directed to the emergency stairs, and will be assisted down by responding officers, or to the elevators, which would be controlled by a responding officer.

Please be advised that the building is equipped with requisite fire alarms / public address systems as per New York City Fire Codes and is monitored on a 24-hour basis by the United Nations Fire and Safety Unit.

In the event of an evacuation and activation of the fire alarms, an announcement will be made giving directional guidance and instructions and UN security officers will also be available to assist.

- Secretariat Building:

In the Secretariat Building there is a warden on every floor who is in charge of evacuation procedures and will guide the evacuation.

7. Transportation

- 7.1 How to get to the UN:** always give yourself plenty of time to get around NYC.

Accessible taxis and shuttle services from airports:

- From Newark Airport to anywhere in NYC you must book prior to arrival using a company called Carmel to get an accessible taxi at +1 212 666 6666.
- From JFK Airport and La Guardia Airport to anywhere in NYC you can ask for an accessible taxi in the taxi line.
- [Super Shuttle](#)² provides wheelchair-accessible buses and vans between all hotels and private residences in Manhattan and JFK, LaGuardia, and Newark airports. Schedule: 24 hours a day, 7 days a week. Customers who require a lift-equipped vehicle should call at least 24 hours in advance to schedule this

service. Information and fares: +1 212-258-3826, and [accessible information](#)³

7.2 How to get around NYC using taxis, car services, and public transportation:

- (1) Request a New York City wheelchair-accessible taxi through the [Citywide Accessible Dispatch Program](#)⁴ by:
 - Using the mobile app *NYC Accessible Dispatch* available free at the Apple or Android App Stores
 - [Ordering online](#)⁵
 - Calling the dispatch center directly at +1 646-599-9999
 - Download [the CURB app](#)⁶ - request the accessible taxi logo
- (2) Other Car services
 - First Corporate Sedan +1 212-972-2222
 - Carey Limousine +1 800-336-8582
 - [Luxury Worldwide Transportation](#)⁷ +1 800-546-6633
 - [Lyft](#)⁸ has some accessible cars
- (3) MTA Guide to Accessible Transit
 - [Accessible subway information](#)⁹
 - [Accessible subway stations](#)¹⁰
 - [Accessible bus information](#)¹¹
 - [Staten Island Railway](#)¹²
 - [Long Island Railroad](#)¹³
 - [Metro-North Railroad](#)¹⁴
 - [NJ Transit](#)¹⁵ (click on accessibility)

7.3 How to get to the airport:

- Use accessible NYC taxis or accessible Uber (information above)
- [Wheelchair-accessible service to JFK and LaGuardia Airports](#)¹⁶ (bus and subway)
- Super Shuttle provides wheelchair-accessible buses and vans between all hotels and private residences in Manhattan and JFK, LaGuardia, and Newark airports (information above)

8. Accommodation and venues near the UN

8.1 General information on accessibility in NYC

- [Accessible NYC](#)¹⁷

- [AXS Map](#)¹⁸ for accessible spots in NYC and elsewhere
- [Central Park Access Map](#)¹⁹

8.2 Accessible meeting venues near the UN

Baha'i Offices

Conference room

866 UN Plaza, Lobby 120

(48th between 1st and FDR Drive)

Wheelchair accessible

Church Center

Conference rooms

777 United Nations Plaza

New York, NY 10017

Wheelchair accessible,
but elevators can get crowded

[ONE UN New York](#)²⁰

Conference rooms

(1st and 44th)

One United Nations Plaza

New York, NY 10017

Wheelchair accessible,
good lighting for sign language users

[Westin New York Grand Central Hotel](#)²¹

Conference rooms and restaurant/bar

212 E 42nd St, New York, NY 10017

Wheelchair accessible

[Roger Smith Hotel](#)²²

501 Lexington Avenue

New York, NY 10017-2008

Wheelchair accessible,
but poor lighting and sound system

8.3 Accessible restaurants and bars near the UN

The Wheeltapper Pub

141 E 44th St, New York, NY 10017

Wheelchair accessible, but can be loud and often crowded,
has outdoor space, which is wheelchair accessible,

please note people can smoke in the outdoor space

[Sinigual](#)²³

640 3rd Ave

New York, NY 10017

Wheelchair accessible, but often loud,
good lighting for sign language users

Chelsea bagels – Tudor City

800 2nd Ave New York, NY 10017

Wheelchair accessible, but small space

Pennylane coffee

305 E 45th St, New York, NY 10017

Wheelchair accessible, but can be loud

Ali Baba (Turkish restaurant)

862 2nd Ave, New York, NY 10017

First floor is wheelchair accessible

Da Raffaele (Italian restaurant)

883 1st Ave, New York, NY 10022

Wheelchair accessible, but lighting is dark

[La Biblioteca](#)²⁴

622 3rd Ave, New York, NY 10017

Wheelchair accessible on all floors,
large and open space,
good lighting for sign language users

The Comfort Diner

214 E 45th St

New York, NY 10017

Wheelchair accessible,
good lighting for sign language users

8.4 Accessible hotels near the UN

[The Lexington Hotel](#)²⁵

(Lexington Avenue and 48th)

[Accessibility information](#)²⁶

Accessible rooms available,

accessible restaurant,
nice seating area in lobby,
service animals allowed

[ONE UN New York](#)²⁷ (1st and 44th)

One United Nations Plaza
New York, NY 10017

Accessible rooms available

[Hampton Inn United Nations](#)²⁸ (2nd and 43rd)

231 East 43rd Street
New York, NY 10017

Accessible rooms available

[Kimberly Hotel](#)²⁹ (50th and 3rd)

145 E 50th St
New York, NY 10022

Not sure if they have accessible rooms,
but the rooftop bar is accessible and nice,
note there is smoking on the rooftop bar

[Double Tree Hilton](#)³⁰ (Lexington Ave and 51st)

569 Lexington Avenue, New York, NY 10022
(15-minute walk to the United Nations)

Accessible rooms available

[The Pod Hotel 39](#)³¹

145 East 39th Street (Lexington Ave and 3rd)
New York, NY 10016

Accessible rooms available,

[Revolution Taco](#)³², the restaurant next door, is accessible,
but often loud and crowded

[Westin New York Grand Central Hotel](#)³³

212 E 42nd St, New York, NY 10017

Accessible rooms available

Pet-friendly rooms available

9. Feedback

UN accessibility survey

Please complete the following [UN accessibility survey](#)³⁴ (in English and French) on accessibility experiences at the United Nations Headquarters in New York. The purpose of the survey is to learn what accessibility barriers you or others have encountered. The survey is anonymous and answers will be used to improve accessibility at the UN Headquarters.

10. Additional Services and Resources

10.1 Wheelchair Rental/Repair

Big Apple Mobility

- Address: 241 W 37th Street (between Times Square and Penn Station)
- Call: 212-278-8100
- Hours: Mon- Fri: 9:00 AM – 6:00 PM, Sat: 9:00 AM – 4:00 PM, Sun: 9:00 AM – 3:00 PM
- \$115-\$215/5 days, +\$10 for each additional day
- Delivery and Pickup services available for \$20

Carnegie Hill Pharmacy Broadway

- Address: 1721 Broadway
- Call: 212-246-0020
- Hours: Mon- Fri: 8:30 AM-8:30 PM, Sat-Sun: 10:00 AM- 6:00 PM

Solano Medical Equipment

- Call: 1-800-986-5091
- Open 24 hours

After Hours Repair Service

- Call: 917-374-2323
- 2:00 PM – 10:00 PM

10.2 Medical Information

Pharmacies and Medical Services are located throughout New York City.

The following are listed based on convenience, hours and proximity to the United Nations Headquarters. Most general drugs can be obtained without prescription at pharmacies.

Pharmacies

- CVS Pharmacy: (150 E 42nd Street) Open 24 hours, 7 days a week (there are many other locations)
- Walgreens: (1000 2nd Ave) Open 24 hours, 7 days a week (there are many other locations)
- Duane Reade: (852 2nd Avenue) Mon-Fri: 08:00 AM—9:00 PM, Sat: 09:00 AM—6:00 PM, Sun: 10:00 AM—5:00 PM

- UN Plaza Pharmacy: (800 2nd Avenue D) Mon-Fri: 08:00 AM - 8:00 PM, Sat: 09:00 AM -7:00 PM, CLOSED SUNDAYS

Hospitals/Urgent Care

- NY Hotel Urgent Medical Services: 952 5th Ave #1D, New York, NY 10075 (open 24 hours)
- CityMD: 1150 3rd Avenue, New York, NY 10065 (DEPENDS ON HEALTH INSURANCE COVERAGE)
- NYU Langone Medical Center: 550 1st Avenue
- New York Presbyterian Weill Cornell Medical Center: 1300 York Avenue, New York, NY 10065

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- 1 <https://www.un.org/accessibilitycentre/>
 - 2 www.supershuttle.com
 - 3 <https://www.supershuttle.com/ada/>
 - 4 <http://www.nyc.gov/html/tlc/html/passenger/accessible.shtml>
 - 5 <https://mtm.ridewithzoom.com/#/booking/>
 - 6 <https://mobileapp.gocurb.com>
 - 7 <http://www.goinluxury.com/>
 - 8 <https://www.lyft.com>
 - 9 <http://web.mta.info/accessibility/transit.htm#subways>
 - 10 <http://web.mta.info/accessibility/stations.htm#manhattan>
 - 11 <http://web.mta.info/accessibility/transit.htm#buses>
 - 12 <http://web.mta.info/accessibility/stations.htm#sir>
 - 13 <http://web.mta.info/accessibility/stations.htm#lirr>
 - 14 <http://web.mta.info/accessibility/stations.htm#mnr>
 - 15 http://www.njtransit.com/hp/hp_servlet.srv?hdnPageAction=HomePageTo
 - 16 <http://web.mta.info/accessibility/stations.htm#airports>
 - 17 <https://www.nycgo.com/plan-your-trip/basic-information/accessibility>
 - 18 <https://www.axsmap.com/>
 - 19 http://assets.centralparknyc.org/pdfs/maps/Central_Park_Access_Map.pdf
 - 20 <http://www.millenniumhotels.com/usa/oneunnewyork/>
 - 21 <http://www.westinnewyorkgrandcentral.com/?SWAQ=958P>
 - 22 <https://www.rogersmith.com/>
 - 23 <http://www.sinigualrestaurants.com/>
 - 24 <https://www.drinklabiblioteca.com/>
 - 25 <http://www.marriott.com/hotels/travel/nyclx-the-lexington-new-york-city-autograph-collection/>
 - 26 <http://www.marriott.com/hotels/fact-sheet/travel/nyclx-the-lexington-new-york-city-autograph-collection/#accessibility>

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- 27 <http://www.millenniumhotels.com/usa/oneunnewyork/>
- 28 <http://hamptoninn3.hilton.com/en/hotels/new-york/hampton-inn-manhattan-grand-central-NYCUNHX/index.html>
- 29 <http://www.kimberlyhotel.com/?mclid=qptag52k1>
- 30 <http://doubletree3.hilton.com/en/hotels/new-york/doubletree-by-hilton-hotel-metropolitan-new-york-city-NYCDTDT/index.html>
- 31 <http://www.thepodhotel.com/>
- 32 <http://www.therevolutiontaco.com/>
- 33 <http://www.westinnewyorkgrandcentral.com/?SWAQ=958P>
- 34 <https://www.un.org/accessibilitycentre/>