Accessibility Guide for Visitors to the United Nations Headquarters

2022

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# Purpose

The purpose of this document is to provide accessibility information for visitors to the United Nations Headquarters in New York City.

# Contact details

* Dr. Elizabeth Lockwood (elizabeth.lockwood@cbm-global.org), UN accessibility focal point for the Stakeholder Group of Persons with Disabilities.
* The [UN Accessibility Centre](https://www.un.org/accessibilitycentre/)[[1]](#endnote-1) has information on accessibility and available services at the UN Headquarters, contact: accessibilitycentre@un.org**.**

# Venue description

**Access to the UN Headquarters**

When requesting a taxi or paratransit to and from the United Nations Headquarters, the drop-off and pick-up location is at 44th Street and 1st Avenue.

To enter the United Nations Headquarters there is an access ramp at the 46th Street and 1st Street Visitors’ 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 to 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.

The UN Headquarters is located on 1st Ave, between 42nd and 48th Streets. The delegate entrance is located near 42nd Street, and the visitors’ entrance is near 46th Street (map below). Additional information can be found in the Accessibility Centre [Map of the UN Headquarters](https://www.un.org/accessibilitycentre/maps/lang/MAP1234.2022_E.pdf).



Delegate Entrance

Visitors’ Entrance

## UN Pass and ID Office

The UN Pass and ID Office is located at 320 E 45th Street, New York, NY, 10017 (between 1st and 2nd Avenues).

To pick up a UN pass,enter the office at 45th Street. If you are accompanying someone picking up their UN pass, wear yours while on the premises. Bring the required printed paperwork and government-issued photo ID (e.g., passport), wait in the appropriate lines, and follow instructions.

## Food and Dining in the UN Headquarters

**LEVEL 4:**



**Delegates Dining Room**

Reservation only; three-course prix fixe meal

Hours: Mon-Fri, 11:30 AM – 2:30 PM

Public: $39.99, Badge-holders: $29.99

**Riverview Cafeteria**

Offers vegetarian, vegan, and gluten-free options

Hours: Mon-Fri, 8 AM – 3 PM

**LEVEL 1B:**



**Vienna Café**

Located near Conference Room 4

Hours: Mon-Fri, 8 AM – 6 PM

**Visitors’ Café**

Hours: Mon-Fri, 9 AM – 6 PM, Sat, 9 AM – 5 PM

**Café de la paix**

Hours: Mon-Fri, 11:30 AM – 4 PM

**LEVEL 1:**



**Lobby Café**

Hours: Mon-Fri, 8 AM – 5 PM

# Accessibility services and reasonable accommodations

Typically, when requesting reasonable accommodations for a conference or meeting at the UN Headquarters, participants must do this by contacting the organizers of that particular event **ahead of time** (e.g., DESA for Conference of States Parties to the CRPD, UN Women for the Commission on the Status of Women). Please note that this does not guarantee that all requested accommodations will be provided.

**Accessibility Services**

* Participants and visitors with disabilities can contact and/or visit the Accessibility Centre for assistive tools and technologies; computer stations with assistive devices including screen readers, Braille and other assistive keyboards; portable DAISY players, hearing aids, bone conduction headsets, specialized mice, and Braille notetakers, contact: accessibilitycentre@un.org
* Wheelchair charging provisions with signage are located at various locations in the conference facilities.
* Upon request, plastic straws are available at UN cafeterias.
* Upon request and with adequate time, the UN can print Braille (grade 1 and 2 in English, French, and Spanish) and large-print documents for presenters and participants at UN events (this is not guaranteed).
* 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, and also additional seats for personal assistants, sign language interpreters, and/or captioners.
* Upon request ahead of time, additional time can be given to presenters with disabilities, but is not guaranteed.
* The UN Headquarters is continually upgrading and making its website more accessible.
* Upon request, real-time captioning (in English and Spanish) and sign language interpretation are available, but not guaranteed due to lack of capacity and resources.

## Service Dogs and Guide Dogs

Upon entering UN premises with a service or guide dog, security may ask you to produce a pass or paperwork for your working animal. We recommend that you inform security that your dog is a service animal required due to a disability. You can also provide information about the specific work or task(s) your dog has been trained and certified to perform to aid your disability. Although you may be asked to step aside while security confirms requirements, you should eventually be granted access with your working dog.

Many UN conference and/or meeting rooms have limited space to accommodate working dogs. Thus, we recommend that you request seating to accommodate space for you and your dog ahead of time with the organizers of the meeting. Request seating that provides space for you and your service dog and avoids too much foot traffic around your dog. In addition, it is always advisable to arrive to the UN and the meeting room early.

When providing your working animals with water, make sure you do not place water bowls in aisles, paths of traffic, or on carpeted floors; you will likely be asked to remove it.

# Access to facilities inside the building

* There is an accessible bathroom in 1B with extra room to maneuver.
* There is a Braille removable cover for voting buttons (for Member States).
* The UN General Assembly Hall has a section of accessible seating, accessible seating on stage, and access to the podium for wheelchair users.
* There is a meditation room dedicated to silence located on the first floor of the GA building. This room can provide a quiet space to limit auditory, visual, and other input.

**Accessibility challenges**

* Most meeting rooms can get filled beyond capacity and making it difficult to maneuver.
* No bathroom facilities or conference rooms have automatic accessible doors.
* Most rooms have thick carpeting, which can make it difficult to move around.
* There are no clear audio guidelines on how to use the microphones.
* Rooms do not have tactile flooring to assist someone using a white cane.
* The lighting is not clear enough in some of the corridors, which can make it difficult to maneuver.

# Security and evacuation

## 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). It is recommended that you do not bring a large bag or suitcase with you into the UN.

## 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 evacuations 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.

# Transportation

## How to get to the UN: Always give yourself plenty of time to get around New York City.

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](http://www.supershuttle.com/)[[2]](#endnote-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](https://www.supershuttle.com/ada/)[[3]](#endnote-3)

## 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](http://www.nyc.gov/html/tlc/html/passenger/accessible.shtml)[[4]](#endnote-4) by:
* Using the mobile app *NYC Accessible Dispatch* available free at theApple or Android App Stores
* [Ordering online](https://mtm.ridewithzoom.com/#/booking/)[[5]](#endnote-5)
* Calling the dispatch center directly at +1 646-599-9999
* Download [the CURB app](https://mobileapp.gocurb.com/)[[6]](#endnote-6) - request the accessible taxi logo
1. Other Car services
* First Corporate Sedan +1 212-972-2222
* Carey Limousine +1 800-336-8582
* [Luxury Worldwide Transportation](http://www.goinluxury.com/)[[7]](#endnote-7) +1 800-546-6633
* [Lyft](https://www.lyft.com/)[[8]](#endnote-8) has some accessible cars
1. MTA's [Access-A-Ride Paratransit services](https://new.mta.info/accessibility/paratransit)[[9]](#endnote-9)
* It may be possible for some visitors from other states or countries to obtain a 21-day visitor's pass for Paratransit Access-A-Ride services if the person has existing Paratransit services elsewhere. Click [here for more information](https://new.mta.info/accessibility/paratransit/how-to-apply-or-recertify-for-access-a-ride)[[10]](#endnote-10) and scroll down to “Visitors’ Information” for details.
1. MTA Guide to Accessible Transit
* [Accessible subway information](http://web.mta.info/accessibility/transit.htm#subways)[[11]](#endnote-11)
* [Accessible subway stations](http://web.mta.info/accessibility/stations.htm#manhattan)[[12]](#endnote-12)
* [Accessible bus information](http://web.mta.info/accessibility/transit.htm#buses)[[13]](#endnote-13)
* [Staten Island Railway](http://web.mta.info/accessibility/stations.htm#sir)[[14]](#endnote-14)
* [Long Island Railroad](http://web.mta.info/accessibility/stations.htm#lirr)[[15]](#endnote-15)
* [Metro-North Railroad](http://web.mta.info/accessibility/stations.htm#mnr)[[16]](#endnote-16)
* [NJ Transit](http://www.njtransit.com/hp/hp_servlet.srv?hdnPageAction=HomePageTo)[[17]](#endnote-17) (click on accessibility for details)

## How to get to the airport:

* Use accessible NYC taxis or accessible Uber (information above)
* [Wheelchair-accessible service to JFK and LaGuardia Airports](http://web.mta.info/accessibility/stations.htm#airports)[[18]](#endnote-18) (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)

# Accommodation and venues near the UN

## General information on accessibility in NYC

* [Accessible NYC](https://www.nycgo.com/plan-your-trip/basic-information/accessibility)[[19]](#endnote-19)
* [AXS Map](https://www.axsmap.com/)[[20]](#endnote-20) for accessible spots in NYC and elsewhere
* [Central Park Access Map](http://assets.centralparknyc.org/pdfs/maps/Central_Park_Access_Map.pdf)[[21]](#endnote-21)
* [How to explore NYC with a wheelchair](https://www.nycgo.com/videos/how-to-explore-nyc-with-a-wheelchair)[[22]](#endnote-22)

## Accessible venues near the UN

Baha’i International Community

866 UN Plaza, Lobby 120

(48th between 1st and FDR Drive)

New York, NY 10017

Phone: +1 212 803 2500
E-mail: uno-nyc@bic.org

* Conference room available
* Wheelchair accessible

Church Center of the United Nations

777 United Nations Plaza

New York, NY 10017

* Conference rooms available
* Wheelchair accessible
* Accessible bathroom
* Elevators can get crowded

[ONE UN New York](http://www.millenniumhotels.com/usa/oneunnewyork/)[[23]](#endnote-23)

One United Nations Plaza

(between 1st and 44th)

New York, NY 10017

* Conference rooms available
* Wheelchair accessible
* Good lighting

[Roger Smith Hotel](https://roger-smith-hotel-new-york-city.at-hotels.com/en/)[[24]](#endnote-24)

501 Lexington Avenue

New York, NY 10017

* Conference room available
* Wheelchair accessible
* Poor lighting and sound system
* Elevators can get crowded

[Scandinavia House](http://www.scandinaviahouse.org/)[[25]](#endnote-25)

58 Park Avenue

New York, NY 10016

* Conference room available
* Wheelchair accessible
* Accessible bathroom
* Good lighting

[Westin New York Grand Central Hotel](http://www.westinnewyorkgrandcentral.com/?SWAQ=958P)[[26]](#endnote-26)

212 E 42nd Street

(between 2nd and 3rd)

New York, NY 10017

* Conference rooms available
* Wheelchair accessible

## Accessible restaurants and cafes near the UN

A [map of accessible restaurants near the UN](https://www.google.com/maps/d/viewer?mid=1Ns-yvFmuavj1wr667J7PhoIZumpyxTmq&ll=40.75028301181521%2C-73.97935050000001&z=15)[[27]](#endnote-27) (from Human Rights Watch)

**Restaurants**

Ali Baba restaurant

862 2nd Avenue

New York, NY 10017

* First floor is wheelchair accessible

The Comfort Diner

214 E 45th Street

New York, NY 10017

* Wheelchair accessible
* Good lighting

Da Raffaele restaurant

883 1st Avenue

New York, NY 10022

* Wheelchair accessible
* Poor lighting

Osteria Laguna restaurant

209 E 42nd Street

New York, NY 10017

* Wheelchair accessible
* Poor lighting

Sinigual

640 3rd Avenue

New York, NY 10017

* Wheelchair accessible
* Accessible bathroom
* Good lighting

**Cafes**

Chelsea Bagel of Tudor City

**800 2nd Avenue**

**New York, NY 10017**

* Wheelchair accessible
* Small space
* No restroom

Pennylane Coffee

305 E 45th Street

New York, NY 10017

* Wheelchair accessible
* Can be loud

## Accessible hotels near the UN (prices may vary)

[Club Quarters Hotel, Grand Central](https://clubquartershotels.com/locations/club-quarters-hotel-grand-central-new-york-city)[[28]](#endnote-28)

128 E 45th Street

New York, NY 10017

Weekday: $150-$375 per night

Weekend: $150-$400 per night

Accessible rooms available

[Double Tree Hilton](http://doubletree3.hilton.com/en/hotels/new-york/doubletree-by-hilton-hotel-metropolitan-new-york-city-NYCDTDT/index.html)[[29]](#endnote-29)

569 Lexington Avenue

New York, NY 10022

(between Lexington Ave and 51st)

(15-minute walk to the United Nations)

Weekday: $280 - $450 per night

Weekend: $180 - $250 per night

Accessible rooms available

[EVEN Hotels New York – Midtown East](https://www.ihg.com/evenhotels/hotels/us/en/new-york/nycev/hoteldetail/hotel-room-rates?cm_mmc=GoogleMaps-_-VN-_-US-_-NYCEV#scmisc=nav_hotel-room-rates_vn)[[30]](#endnote-30)

221 East 44th Street

(between 2nd and 3rd Avenues)

New York, NY 10017

Weekday: $300 - $550 per night

Weekend: $200 - $300 per night

Accessible rooms available

[Fitzpatrick Grand Central](https://www.fitzpatrickhotels.com/fitzpatrick-grand-central/)[[31]](#endnote-31)

141 East 44th Street

(between Lexington and 44th)

New York, NY 10017

Weekday: $280 - $420 per night

Weekend: $230 - $350 per night

Accessible rooms available

Accessible bar attached, so it can be noisy

[Hampton Inn United Nations](http://hamptoninn3.hilton.com/en/hotels/new-york/hampton-inn-manhattan-grand-central-NYCUNHX/index.html)[[32]](#endnote-32)

231 East 43rd Street

(between 2nd and 43rd)

New York, NY 10017

Weekday: $350 - $400 per night

Weekend: $250 - $350 per night

Accessible rooms available

[Kimberly Hotel](http://www.kimberlyhotel.com/?mcid=gptag52k1)[[33]](#endnote-33)

145 E 50th Street

(between 3rd and 50th)

New York, NY 10022

Weekday: $300 - $600 per night

Weekend: $250 - $380 per night

Accessible rooms available

Rooftop bar is accessible

[The Lexington Hotel](http://www.marriott.com/hotels/travel/nyclx-the-lexington-new-york-city-autograph-collection/)[[34]](#endnote-34)

511 Lexington Avenue

(between Lexington Avenue and 48th)

New York, New York 10017

Weekday: $320 - $490 per night

Weekend: $180 - $250 per night

[Accessibility information](http://www.marriott.com/hotels/fact-sheet/travel/nyclx-the-lexington-new-york-city-autograph-collection/#accessbility)[[35]](#endnote-35)

Accessible rooms available

Accessible restaurant

Spacious seating area in lobby

Service animals allowed

[ONE UN New York](http://www.millenniumhotels.com/usa/oneunnewyork/)[[36]](#endnote-36)

One United Nations Plaza

(between 1st and 44th)

New York, NY 10017

Weekday: $300 - $450 per night

Weekend: $250 - $320 per night

Accessible rooms available

[The Pod 39 Hotel](https://www.thepodhotel.com/pod-39/)[[37]](#endnote-37)

145 East 39th Street

(between Lexington Ave and 3rd)

New York, NY 10016

Weekday: $170 - $250 per night

Weekend: $160 - $220 per night

Accessible rooms available

[The Pod 51 Hotel](https://www.thepodhotel.com/pod-51/)[[38]](#endnote-38)

230 E 51st Street

(between 2nd and 3rd)

New York, NY 10017

Weekday: $160 - $250 per night

Weekend: $160 - $220 per night

Accessible rooms available

[Westgate New York Grand Central](https://www.westgateresorts.com/hotels/new-york/midtown-manhattan/westgate-new-york-grand-central/)[[39]](#endnote-39)

304 East 42nd Street

(between 41st and 42nd Streets)

New York, NY 10017

Weekday: $190-$300 per night

Weekend: $170-$250 per night

Accessible rooms available

Shaking alarms available (upon request)

Roll-in shower (upon request)

[Westin New York Grand Central Hotel](http://www.westinnewyorkgrandcentral.com/?SWAQ=958P)[[40]](#endnote-40)

212 East 42nd Street

(between 3rd and 42nd)

New York, NY 10017

Weekday: $430 - $520 per night

Weekend: $200 - $260 per night

Accessible rooms available

Pet-friendly rooms available

# Additional Services and Resources

## Wheelchair Rental/Repair

**Big Apple Mobility**

241 W 37th Street

(between Times Square and Penn Station)

Phone: 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

**Solano Medical Equipment**

Phone: 1-800-986-5091

Open 24 hours

**After Hours Repair Service**

Phone: 917-374-2323

Hours: 2:00 PM – 10:00 PM

[**Dwight Ubiñas - Wheelchair Repair Man**](https://www.fixmywheelchair.net/)[[41]](#endnote-41)

Will provide in-person visits;

Speaks English and Spanish

Phone: 917-242-6629

Email: wcrepairman@gmail.com

Hours: Mon-Fri 10 AM – 7 PM,

Sat - Technical Support 10 AM – 2 PM, Sun closed

## 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 various locations)
* **Walgreens:** (1000 2nd Ave) Open 24 hours, 7 days a week (there are various 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) Mon-Fri: 08:00 AM - 8:00 PM, Sat: 09:00 AM -7:00 PM, Closed Sunday
* **Carnegie Hill Pharmacy Broadway:** (1721 Broadway) Mon- Fri: 8:30 AM-8:30 PM, Sat-Sun: 10:00 AM- 6:00 PM Phone: 212-246-0020

**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
1. <https://www.un.org/accessibilitycentre/> [↑](#endnote-ref-1)
2. [www.supershuttle.com](http://www.supershuttle.com) [↑](#endnote-ref-2)
3. <https://www.supershuttle.com/ada/> [↑](#endnote-ref-3)
4. <http://www.nyc.gov/html/tlc/html/passenger/accessible.shtml> [↑](#endnote-ref-4)
5. <https://mtm.ridewithzoom.com/#/booking/> [↑](#endnote-ref-5)
6. <https://mobileapp.gocurb.com> [↑](#endnote-ref-6)
7. <http://www.goinluxury.com/> [↑](#endnote-ref-7)
8. <https://www.lyft.com> [↑](#endnote-ref-8)
9. <https://new.mta.info/accessibility/paratransit> [↑](#endnote-ref-9)
10. <https://new.mta.info/accessibility/paratransit/how-to-apply-or-recertify-for-access-a-ride> [↑](#endnote-ref-10)
11. <http://web.mta.info/accessibility/transit.htm#subways> [↑](#endnote-ref-11)
12. <http://web.mta.info/accessibility/stations.htm#manhattan> [↑](#endnote-ref-12)
13. <http://web.mta.info/accessibility/transit.htm#buses> [↑](#endnote-ref-13)
14. <http://web.mta.info/accessibility/stations.htm#sir> [↑](#endnote-ref-14)
15. <http://web.mta.info/accessibility/stations.htm#lirr> [↑](#endnote-ref-15)
16. <http://web.mta.info/accessibility/stations.htm#mnr> [↑](#endnote-ref-16)
17. <http://www.njtransit.com/hp/hp_servlet.srv?hdnPageAction=HomePageTo> [↑](#endnote-ref-17)
18. <http://web.mta.info/accessibility/stations.htm#airports> [↑](#endnote-ref-18)
19. <https://www.nycgo.com/plan-your-trip/basic-information/accessibility> [↑](#endnote-ref-19)
20. <https://www.axsmap.com/> [↑](#endnote-ref-20)
21. <http://assets.centralparknyc.org/pdfs/maps/Central_Park_Access_Map.pdf> [↑](#endnote-ref-21)
22. <https://www.nycgo.com/videos/how-to-explore-nyc-with-a-wheelchair> [↑](#endnote-ref-22)
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