



IOM/SFA  
Centre Management

10 DEC 2019  
Opening date

1,800  
Capacity (beds)

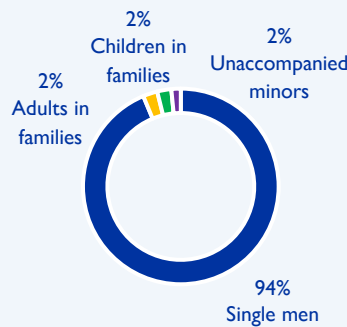
1,804  
Occupancy (persons)

2,253 (+1,716 IN APRIL)  
Total registered Persons  
since opening date

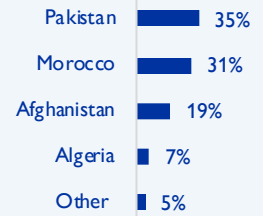
43.8424582,18.2460413

Site Location

## Population



## Top Countries of Origin



\*Source: IOM, 4 May 2020

## CCCM CENTRE MANAGEMENT AND COORDINATION

- Centre management is in the process of establishing Migrants Representative Council and inter-agency Community Feedback Committee to ensure the centre's population participation in the overall management.
- The centre's Info point is operational 24/7, providing updated information on the available services in the centre and outside.
- A meet the manager mechanism is in place and those interested can sign up and arrange the time at the info point.
- Interpreters for Arabic, Farsi, Pashtu and Urdu provided by IOM and DRC/JRS.
- Weekly CCCM meetings organized by IOM were suspended due to Covid-19 prevention measures.

## PROTECTION

- Free legal aid, information, counselling and representation provided by UNHCR/ Vaša Prava BiH.
- 24/7 staff providing information and referral to protection by IOM.
- Boys on the move methodology, informal life skill education of minors with special focus on health issues in the Centre for young men and adolescent boys, including identification of vulnerable cases and referral in need to other specialized service provided by UNFPA/MdM.
- Assistance to UASC including referrals for guardianship, psychosocial support and SGBV prevention and response provided by UNHCR/BHWI.

## NFI SHELTER & NFIs

- IOM distributes NFIs (non-food items), and provides tailored NFI starting-packages, including hygiene products, and bedding to all new arrivals.
- IOM created a COVID-19 quarantine area to accommodate those returning to the TRC and isolation area for symptomatic cases.
- Wi-Fi supported by IOM.

## FOOD & NUTRITION

- Three meals a day + two fruit snacks are prepared and delivered by IOM/Pomozi.ba, ensuring sufficient daily calorie intake and nutritional balance.

## HEALTH

- The center has on site clinic and primary health care and mental health psychosocial support is provided by Public Health Centres, supported and coordinated by DRC and RCSBiH.
- Referrals to specialized care, medical escort and medications provided by DRC, transportation by IOM.
- DRC Medical Team is providing the assistance for daily COVID-19 screenings for all staff and centers population.

## WATER, SANITATION & HYGIENE

- The center has 31 toilets and 46 showers.
- Gender separated facilities.
- Maintenance and cleaning staff by IOM.
- IOM took extra measures to ensure increased hygiene practices, eg. disinfection dispensers were put in several spots.
- Toilet for people with disabilities.

## SAFETY & SECURITY

- Security staff present in the centre 24/7 by IOM.
- Additional security hired to support with Covid-19 mitigation strategies by IOM.
- IOM increased safety of personnel and centres population by placing fire extinguishers, first aid kits, smoke detectors and evacuation exits.

## EDUCATION & LEISURE

- Educational, occupational, recreational, vocational and sport activities by World Vision BiH, UNICEF, UNHCR/BHWI and IOM.
- The Social Corner for centres population was opened in partnership with World Vision, which provided equipment for table tennis, playing cards and other social games.

PREPARED BY: ON BEHALF OF:  
IOM UN MIGRATION the Inter-Agency  
response in BiH

## CONTACT US:

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THIS CENTRE IS  
SUPPORTED BY  
THE EU



IOM/Služba za poslove sa strancima BiH (SPS)  
Upravljanje centrom

10. DECEMBAR 2019  
Datum otvaranja

1,800  
Kapacitet

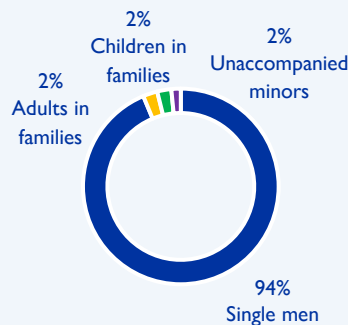
1,804  
Popunjenost

2,253 (+1,716 U APRILU)  
Registrovanih osoba od otvaranja

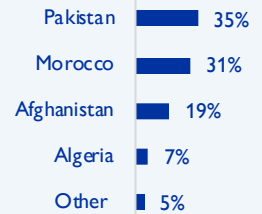
43.8424582, 18.2460413

Lokacija centra

## Populacija



## Zemlje porijekla



\*Izvor: IOM, 4 Maj 2020.



## CCCM (Koordinacija i upravljanje centrom)

- ✓ Uprava centra je u procesu uspostavljanja Vijeća migranata i Međuagencijskog odbora kako bi se osiguralo učešće migrantske populacije u upravljanju centrom.
- ✓ Info centar je u funkciji 24/7 i pruža ažurirane informacije o servisima unutar i van centra.
- ✓ Postoji mehanizam za upoznavanje menadžera i oni koji su zainteresovani mogu se prijaviti i dogovoriti vrijeme u info centru.
- ✓ Prevodiocice za arapski, farski, paštu i urdu obezbjeđuju IOM i DRC/JRS.
- ✓ IOM CCCM sedmični sastanci su suspendovani zbog mjera prevencije Covid-19. IOM upravitelj centra i/ili migrant asistenti su prisutni u centru 24/7.



## ZAŠTITA

- ✓ Besplatnu pravnu pomoć, informiranje, savjetovanje i zaštita utemeljena u zajednici, koju pružaju UNHCR/DRC/Vaša Prava BiH, kao i praćenje zaštite i upućivanje na druge službe.
- ✓ 24/7 osoblje koje pruža informacije i upućivanje na zaštitu pruža IOM.
- ✓ Dječaci u pokretu, neformalna edukacija životnih vještina maloljetnika s posebnim naglaskom na zdravstvena pitanja u Centru za mladiće, uključujući upućivanje prema potrebi drugim specijaliziranim pružateljima od UNFPA / MdM.
- ✓ Pomoć djeci bez pratnje, uključujući uputstva za starateljstvo, psihosocijalnu podršku i sprečavanje i reagovanje na rodno-zasnovano nasilje, pruža UNHCR / BHVI.



## NFI SMJEŠTAJ I NEPREHRAMBENI ARTIKLI

- ✓ IOM vrši podjelu NFI (neprehrambenih) paketa koji uključuju higijenske potrepštine i posteljinu svim novopristiglim licima.
- ✓ IOM je napravio COVID-19 karantenu za smještaj osoba koje se vraćaju u PPC i izolacijsko područje za COVID-19 simptomatske slučajeve.
- ✓ Wi-Fi konekciju je obezbijedio IOM.



## HRANA I ISHRANA

- ✓ Tri obroka dnevno + dva voćna obroka se pripremaju i distribuišu od strane IOM/Pomozi.ba.



## ZDRAVSTVO

- ✓ Primarnu medicinsku pomoć i psihosocijalnu podršku mentalnom zdravlju pružaju javne zdravstvene ustanove na licu mjesta, podržali i koordinirali DRC i RCSBiH.
- ✓ Upućivanje na specijalističku njegu, medicinsku pratnju i lekove vrši DRC.
- ✓ DRC Medicinski tim pruža pomoć u svakodnevnim pregledima COVID-19 za sve osoblje i stanovništvo centara.



## VODOSANITARIE I HIGIJENA

- ✓ U centru se nalaze 31 toaleta i 46 tuša, odvojenih po spolovima.
- ✓ Održavanje i čišćenje vrši IOM osoblje.
- ✓ IOM je poduzeo dodatne mjere kako bi osigurao povećane higijenske prakse, kao npr. na nekoliko mjesta postavljeni su dezinfekcijski uređaji.



## SIGURNOST

- ✓ Zaštitarska agencija je prisutna 24/7. IOM pomoćnik za sigurnost koordinira i vrši monitoring u centru.
- ✓ Dodatni zaštitari angažirani kao odgovor na mjere prevencije Covid-19.
- ✓ Povećana sigurnost osoblja i korisnika postavljanjem aparata za gašenje požara, opreme za prvu pomoć, detektore dima i evakuacijske izlaze od IOM-a.



## EDUCATION & LEISURE

- ✓ Edukativne, praktične, rekreativne, stručne i sportsko-rekreativne aktivnosti podržavaju World Vision BiH, UNICEF, UNHCR/BHVI i IOM.
- ✓ Otvoren je Društveni kutak u partnerstvu sa World Vision, koja je pružala opremu za stolni tenis, karte i druge društvene igre.



## KONTAKTI: