



IOM/SFA  
Centre Management

21 APR 2020  
Opening date

1,000  
Capacity (beds)

964  
Occupancy (persons)

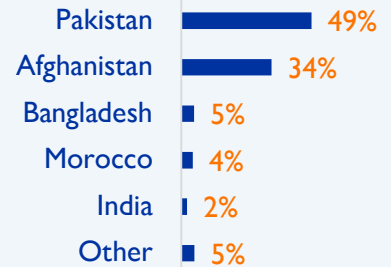
3,186 (+1433 IN JULY)  
Total registered Persons  
since opening date

44.700061, 16.075411  
Site Location

## Population

100%  
Single men

## Top Countries of Origin



\*Source: IOM, 5 August 2020

## CCCM CENTRE MANAGEMENT AND COORDINATION

- ✓ Weekly CCCM meetings organized by IOM were suspended due to COVID-19 prevention measures, CCCM held short operational meetings with partner agencies daily.
- ✓ IOM site manager and/or migrant assistants are present at the site 24/7.
- ✓ Meet the Manager hour held twice a week.
- ✓ Camps' info desk is operational 24/7 to provide information on available services.
- ✓ An inter-agency complaint mechanism is in place: complaints are received by different partners and acted upon and/or referred on a regular basis.

## PROTECTION

- ✓ 24/7 staff providing information and referral to protection by IOM.
- ✓ Vulnerable categories are referred to SCI/Church World Service/ DRC/SFA for relocation of families and UASC to protection appropriate accommodation.

## NFI SHELTER & NFIs

- ✓ IOM distributes NFIs (non-food items) daily and provides tailored NFI starting-packages to all new arrivals.
- ✓ IOM created COVID-19 quarantine area to accommodate all new arrivals to the ETC and isolation for symptomatic cases. The isolation areas are further divided into 3 zones.
- ✓ Internet connection is provided through Internet vouchers by IOM.

## FOOD & NUTRITION

- ✓ Three meals a day + two fruit snacks are prepared on site by IOM/RCSBiH, ensuring sufficient daily calorie intake and nutritional balance.
- ✓ Different meals are prepared based on specific needs (vegetarian, gluten-free).
- ✓ Tea is prepared and distributed to beneficiaries twice a day by IOM.
- ✓ Outdoor kitchen for migrants is operational.

## HEALTH

- ✓ Primary health care, provided by DRC/Public health institute, secondary health care provided by Cantonal Hospital Bihać.
- ✓ DRC Medical Team is providing assistance for daily COVID-19 screenings for all staff and centers population.
- ✓ Referral to specialized primary and secondary health care services provided by DRC. Medical escort by JRS, and transportation by IOM.

## WATER, SANITATION & HYGIENE

- ✓ The camp has 57 ecological toilets and 68 showers.
- ✓ IOM took extra measures to ensure increased hygiene practices, eg. disinfection dispensers were put in several spots, and backpack disinfection sprays were used to disinfect the camp.
- ✓ IOM provides masks, gloves and disinfection gel on the entrance to the camp to every person that arrives.
- ✓ Disinfection, deratization and disinsection measures take place regularly.

## SAFETY & SECURITY

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

## EDUCATION & LEISURE

- ✓ Movie nights on a big screen organized daily by IOM.
- ✓ Tea party - with music and dance is a regular activity during afternoons, organized by IOM.



THIS CENTRE IS  
SUPPORTED BY THE  
EUROPEAN UNION

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

## CONTACT US:

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Please visit [bih.iom.int/iom-migration-response](http://bih.iom.int/iom-migration-response) for more information should your organization want to contribute to the Site Profile/s.



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

21. APIL 2020  
Datum otvaranja

1,000  
Kapacitet

964  
Popunjenost

3,186 (+1433 IN JULY)  
Registrovanih osoba od otvaranja

44.700061, 16.075411  
Lokacija kampa

## Populacija

**100%**  
Muškarci samci

## Zemlje porijekla

Pakistan	49%
Afganistan	34%
Bangladeš	5%
Maroko	4%
Indija	2%
Ostale	5%

\*Izvor: IOM, 5 august 2020. godine.



## CCCM (Koordinacija i upravljanje centrom)

- ✓ IOM CCCM sedmični sastanci su suspendovani zbog mjera prevencije Covid-19. CCCM je imao kratke operativne sastanke sa partnerskim agencijama svakodnevno
- ✓ IOM upravitelj kampa i/ili migrant asistenti su prisutni u kampu 24/7.
- ✓ „Upoznajte upravitelja kampa“ se održava dva puta sedmično.
- ✓ Info pult radi 24 sata dnevno i pruža informacije o dostupnim uslugama.
- ✓ Međuagencijski odbor za žalbe u centru organizuje redovne sastanke, razmatra i daje odgovor na zaprimljene žalbe.



## ZAŠTITA

- ✓ 24/7 osoblje koje pruža informacije i upućivanje na zaštitu pruža IOM.
- ✓ Ranjive kategorije upućuju se prema SCI/Church World Service/DRC/SPS radi preseljenja porodica i maloljetnika da se pruža odgovarajuća zaštite i smještaj.



## NFI SMJEŠTAJ I NEPREHRAMBENI ARTIKLI

- ✓ IOM je napravio COVID-19 karantenu za smještaj novih osoba i izolacijsko područje za COVID-19 simptomatske slučajeve. Područja izolacije dalje su podijeljena u 3 zone.
- ✓ IOM vrši podjelu NFI (neprehrambenih) paketa svim novopristiglim licima.
- ✓ Internet konekciju putem internetskih vaučera osigurava IOM.



## HRANA I ISHRANA

- ✓ Tri obroka dnevno + dvije voćne užine se pripremaju i distribuiraju od strane IOM-a/DCKBiH.
- ✓ Dostupni su različiti meniji u skladu sa posebnim potrebama korisnika (vegeterijanska, bezglutenska...). Hrana se obezbjeđuje i migrantima koji nisu registrirani u centru.
- ✓ Čaj se priprema i distribuira korisnicima dva puta dnevno od strane IOM.
- ✓ Vanjska kuhinja je operativna i u upotrebi od strane korisnika.



## ZDRAVSTVO

- ✓ Primarnu medicinsku pomoć pružaju DRC/Dom zdravlja Bihać na licu mjesta, sekundarnu zdravstvenu zaštitu pruža Kantonalna bolnica Bihać.
- ✓ Upućivanje na specijalističku primarnu i sekundarnu njegu obezbjeđuju DRC.
- ✓ DRC Medicinski tim pruža pomoć u svakodnevnim pregledima COVID-19 za sve osoblje i stanovništvo centara.
- ✓ Medicinsku pratnju, obezbjeđuju DRC/JRS, a transport IOM.



## VODOSANITARJE I HIGIJENA

- ✓ U kampu se nalaze 57 toaleta i 68 tuševa.
- ✓ IOM je poduzeo dodatne mjere kako bi osigurao povećane higijenske prakse, kao npr. na nekoliko mjesta postavljeni su dezinfekcijski uređaji i kamp se dezinficira pomoću ledne prskalice.
- ✓ Svakoj osobi koja uđe u kamp IOM pruža maske, rukavice i dezinfekcijski gel
- ✓ Dezinfekcija, deratizacija i dezinsekcija se vrše redovno.



## SIGURNOST

- ✓ Zaštitarska agencija je prisutna 24/7. Dodatni zaštitari angažirani kao odgovor na mjere prevencije Covid-19 od IOM-a.
- ✓ U kampu su 24/7 prisutni policajci.
- ✓ Povećana sigurnost osoblja i korisnika postavljanjem aparata za gašenje požara, opreme za prvu pomoć, detektore dima i evakuacijske izlaze od IOM-a.



## OBRAZOVANJE I SLOBODNO VRIJEME

- ✓ Filmske večeri na velikom platnu koje svakodnevno organizuje IOM.
- ✓ Čajanka - uz muziku i ples redovna je aktivnost tokom popodnevni sati, organizira IOM.



PRIPREMIO: U IME:  
IOM međuagencijskog  
UN MIGRATION odgovora u BiH

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Molimo posjetite [bih.iom.int/iom-migration-response](http://bih.iom.int/iom-migration-response) za više informacija te ukoliko vaša organizacija želi doprinijeti informativnoj brošuri.