



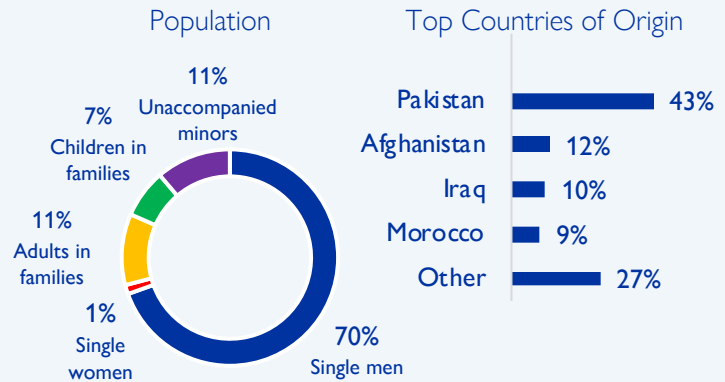
IOM/SFA  
Centre Management

24 OCT 2018  
Opening date

900  
Capacity (beds)

883  
Occupancy (persons)

14,592 (+230 IN APRIL)  
Total registered Persons since opening date



43.8234058,18.2178521  
Site Location

### CCCM CENTRE MANAGEMENT AND COORDINATION

- ✓ A Migrants Representative Council meets regularly ensuring the centre's population participation in the overall management.
- ✓ Interpreters for Arabic, Pashto, Farsi, Punjabi and Urdu provided by IOM, DRC, BHWI, World Vision BiH.
- ✓ The centre's Info point is operational every day within established working hours, providing updated information on the available services in the centre and outside.
- ✓ Weekly CCCM meetings organized by IOM were suspended due to Covid-19 prevention measures.
- ✓ IOM site manager and/or migrant assistants are present at the site 24/7.

### PROTECTION

- ✓ Free legal aid, counselling and representation provided by UNHCR/ Vaša Prava BiH.
- ✓ 24/7 staff providing information and referral to protection provided by IOM.
- ✓ Psychosocial support, SGBV prevention and response, assistance to UASCs provided by UNHCR/BHWI.
- ✓ Child protection services for UASC 24/7 supported by UNICEF/World Vision.
- ✓ Child Friendly Space and Mother and Baby Corner provided by UNICEF/World Vision, as well as mental health psychosocial support for children.
- ✓ Boys on the move methodology, informal life skill education of minors with special focus on health issues implemented by UNFPA.

### NFI SHELTER & NFIs

- ✓ IOM created a COVID-19 quarantine area to accommodate those returning to the center and isolation area for COVID-19 symptomatic cases.
- ✓ IOM distributes NFIs (non-food items), and provides tailored NFI starting-packages, including hygiene products, women-kits, and bedding to all new arrivals and provides regular re-fills.
- ✓ Wi-Fi supported by IOM and partly by World Vision BiH.

### 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.
- ✓ Breastfeeding counselling and distribution of Breast Milk Substitute and baby snacks in MBC by UNICEF/World Vision.

### HEALTH

- ✓ Primary health care and mental health psychosocial support provided at the site by Public Health Centres, supported and coordinated by DRC. Referrals to specialized care, provided by DRC, transportation by IOM.
- ✓ DRC Medical Team is providing the assistance for daily COVID-19 screenings for all staff and centers population.
- ✓ Early Childhood Development services in Mother Baby Corner supported by UNICEF/World Vision.

### WATER, SANITATION & HYGIENE

- ✓ The center has 44 toilets and 36 showers.
- ✓ Gender separated facilities.
- ✓ Laundry system is in place, providing services to all centers population, supported by IOM.
- ✓ Maintenance and cleaning staff by IOM.
- ✓ IOM took extra measures to ensure increased hygiene practices, eg. disinfection dispensers were put in several spots.

### SAFETY & SECURITY

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

### EDUCATION & LEISURE

- ✓ Educational, occupational, recreational, vocational and sport activities by World Vision BiH, UNICEF, UNHCR/BHWI and IOM.
- ✓ Outdoor gym by World Vision BiH.





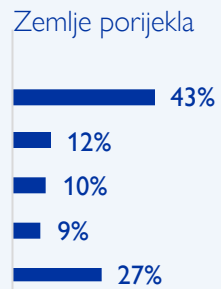
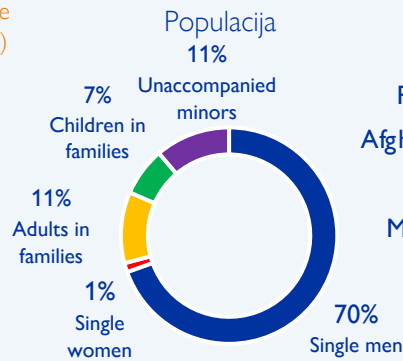
IOM/Služba za poslove sa strancima BiH (SPS)  
Upravljanje centrom

24 OKTOBAR 2018  
Datum otvaranja

900  
Kapacitet

883  
Popunjenost

14,592 (+230 U APRILU)  
Registrovanih osoba od otvaranja



\*Source: IOM, 4 Maj 2020



## CCCM (Koordinacija i upravljanje kampom)

- ✓ Vijeće migranata se sastaje redovno kako bi se osiguralo učešće migrantske populacije u upravljanju centrom.
- ✓ Prevodioci za arapski, pašto, farsi, istočnopandžapski jezik i urdu obezbjeđuju IOM/DRC/BHWI/World Vision BiH.
- ✓ Info centar je u funkciji u definisano radno vrijeme i pruža ažurirane informacije o servisima u centru i van centra.
- ✓ 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, i savjetovanje pružaju UNHCR/Vaša Prava BiH.
- ✓ 24/7 osoblje koje pruža informacije i upućivanje na zaštitu pruža IOM.
- ✓ Psiho-socijalno savjetovanje, sprečavanje i reagovanje na rodno-zasnovano nasilje, pomoć djeci bez pratnje, koje pružaju UNHCR/BHWI.
- ✓ Servise zaštite za maloljetnike bez pratnje, prostor za djecu i Kutak za majku i dijete obezbjeđuju UNICEF/World Vision, kao i psihosocijalnu podršku mentalnom zdravlju za djecu.
- ✓ Dječaci u pokretu, neformalna edukacija životnih vještina maloljetnika s posebnim naglaskom na zdravstvena pitanja koja provodi UNFPA.



## NFI SMJEŠTAJ I NEPREHRAMBENI ARTIKLI

- ✓ IOM vrši podjelu NFI (neprehrambenih) paketa, koji uključuju higijenske potrepštine i posteljinu svim novopristiglim licima, i ostalima u centru prema potrebi.
- ✓ 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 i World Vision BiH.



## HRANA I ISHRANA

- ✓ Tri obroka dnevno + dvije voćne užine se pripremaju i distribuiraju od strane IOM/Pomozi.ba, osiguravajući međunarodne standarde u smislu dnevnog unosa kalorija i prehrambene vrijednosti.
- ✓ Savjetovanje o dojenju, nabavku zamjenskog mlijeka za dojenčad i užinu za bebe u Kutku za majku i dijete vrši UNICEF-a/ World Vision BiH.



## ZDRAVSTVO

- ✓ Primarnu medicinsku pomoć pružaju Javne zdravstvene ustanove na licu mjesta, podržano i uz koordinaciju DRC-a.
- ✓ Upućivanje na specijalističku njegu obezbjeđuje DRC, a transport IOM.
- ✓ DRC Medicinski tim pruža pomoć u svakodnevnim pregledima COVID-19 za sve osoblje i stanovništvo centara.
- ✓ Usluge ranog razvoja djece u Kutku za majku i dijete pruža UNICEF/World Vision.



## VODOSANITARIJ E I HIGIJENA

- ✓ U centru se nalaze 44 toaleta i 36 tuševa.
- ✓ Toaleti su odvojeni po spolovima.
- ✓ Servis za pranje rublja u centru je osiguran za sve korisnike, od strane IOM-a.
- ✓ Održavanje i čišćenje obezbijedio IOM.
- ✓ 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, i ulazna kapija se kontroliše.
- ✓ Povećana sigurnost osoblja i korisnika postavljanjem aparata za gašenje požara, detektore dima, evakuacijske izlaze i opreme za prvu pomoć od IOM-a.
- ✓ Dodatni zaštitari angažirani kao odgovor na mjere prevencije Covid-19 od IOM-a.



## OBRAZOVANJE I SLOBODNO VRIJEME

- ✓ Edukativne, praktične, rekreativne, stručne i sportsko-rekreativne aktivnosti podržavaju World Vision BiH, UNICEF, UNHCR/BHWI i IOM.
- ✓ Vanjsku teretanu obezbjeđuje World Vision BiH.



OVAJ CENTAR  
JE PODRŽAN  
OD STRANE EU



PRIPREMIO: U IME:  
međugencijskog  
odgovora u BiH

## KONTAKTI:

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