



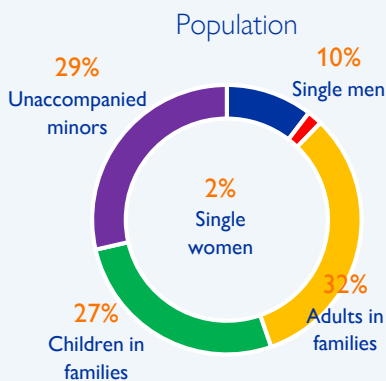
**IOM/SFA**  
Centre Management

**24 OCT 2018**  
Opening date

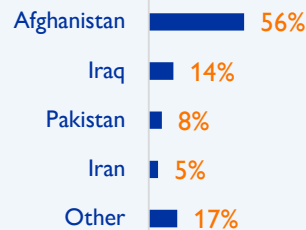
**800**  
Capacity (beds)

**826**  
Occupancy (persons)

**16,489 (+607 IN AUGUST)**  
Total registered Persons since opening date



### Top Countries of Origin



\*Source: IOM, 5 September 2020

## 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.

## NFI SHELTER & NFIs

- ✓ **IOM** created an isolation area to accommodate those returning to the center and 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**.

## 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**.

## 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**.

## 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**.

## 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**.

## 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.

## EDUCATION & LEISURE

- ✓ Online classes for all children aged 6-15 during COVID-19 as prevention measures by **UNICEF/World Vision BiH**.
- ✓ Educational, occupational, recreational, vocational and sport activities by **World Vision BiH**, **UNICEF**, **UNHCR/BHWI** and **IOM**.
- ✓ Outdoor gym by **World Vision BiH**.



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

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

24 OKTOBAR 2018  
Datum otvaranja

800  
Kapacitet

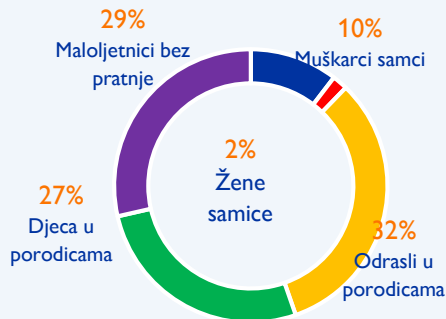
826  
Popunjenost

16,489 (+607 IN AUGUST)  
Registrovanih osoba od otvaranja

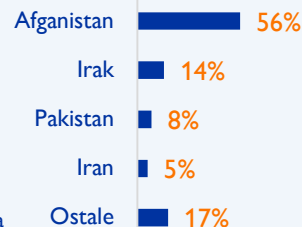
43.8234058, 18.2178521

Lokacija centra

Populacija



Zemlje porijekla



CCCM (Koordinacija i upravljanje kampom)

- ✓ Vijeće migranata se sastaje redovno kako bi se osiguralo učešće migrantske populacije u upravljanju centrom.
- ✓ Prevodiocice 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 izolacijsko područje za smještaj osoba koje se vraćaju u PPC i 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.



VODOSANITARIJE 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

- ✓ Online predavanja za svu djecu uzrasta 6 – 15 tijekom COVID-19 kao preventivne mjere je omogućio UNICEF/World Vision BiH.
- ✓ Edukativne, praktične, rekreativne, stručne i sportsko-rekreativne aktivnosti podržavaju World Vision BiH, UNICEF, UNHCR/BHWI i IOM.
- ✓ Vanjsku teretanu obezbjeđuje World Vision BiH.



KONTAKTI: