



**SFA/IOM**  
Centre Management

**JAN 2019**  
Opening Date

**422** ↔  
Capacity / # beds

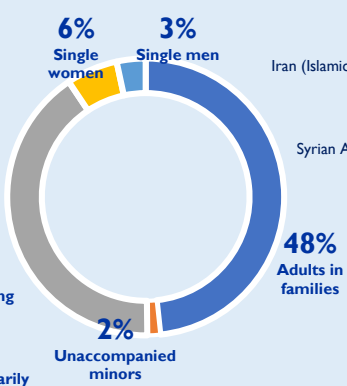
**276** ↑  
Occupancy

**1105 (+230 IN AUGUST)**  
Registered Persons since Opening

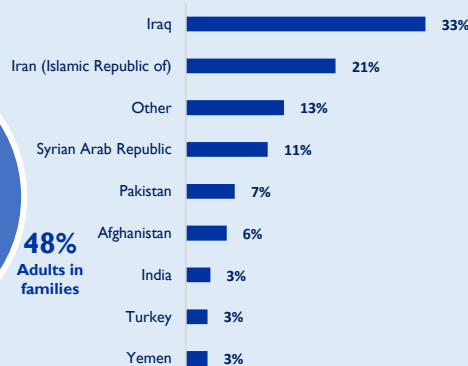
Designated for & vuln. persons  
Temporarily

**41%**  
Children in families

### Population\*



### Countries of Origin\*



\*Source: IOM, 1 September 2019

Partner presence: **IOM, UNHCR, UNICEF, UNFPA, DRC, Red Cross, Vaša Prava BiH, JRS, Save the Children, Žene sa Une, MdM.**

### CCCM (Centre management and coordination)

- ✓ An **inter-agency complaint mechanism** is in place: complaints are received by different partners and acted upon and/or referred on a regular basis.
- ✓ The centre's **Info point** is operational, providing updated information on the available services in the centre and outside.
- ✓ **Interpreters** for Arabic, Farsi, Pashtu and Urdu provided by **IOM, DRC/JRS** and **Save the Children**.
- ✓ **CCCM meetings** are organized by **IOM** on a weekly basis.
- ✓ Regular case-management meetings on **health, education and protection**.
- ✓ **IOM centre manager and/or migrant assistants** are present at the centre 24/7.

### PROTECTION

- ✓ **Free legal aid, information, counselling and representation** provided by **UNHCR/ Vaša Prava BiH**.
- ✓ **Individual counselling, protection outreach and Community-based protection** provided by **UNHCR/DRC**, as well as **protection monitoring and referrals**.
- ✓ **Psychosocial support to GBV survivors** and persons at risk, **empowerment programmes** in the Centre for Women and girls and preventive and awareness workshops by **UNFPA/MdM**.
- ✓ **SGBV and MHPSS case management** by **DRC**.
- ✓ **Child Friendly Space** and **Mother and Baby Corner** provided by **UNICEF/Žene sa Une**.
- ✓ **Social workers** and a **psychologist** by **UNICEF/CSW Bihac**.

### NFI SHELTER & NFIs

- ✓ **422 beds** in shared rooms accommodating mostly families and vulnerable groups.
- ✓ **Wi-Fi** supported by **IOM**.
- ✓ **IOM** distributes NFIs daily, and provides tailored **NFI starting-packages**, including hygiene products, women-kits, and bedding to all new arrivals.
- ✓ Distribution of **modern contraceptives** and **hygienic pads** by **UNFPA/MdM**, and of **school material** by **UNICEF**.

### FOOD & NUTRITION

- ✓ **Three meals a day** (breakfast, lunch and dinner) + **two fruit snacks** are prepared and delivered by **IOM/Red Cross**, ensuring sufficient daily calorie intake and nutritional balance.
- ✓ Special **dietary needs** taken into account and menus adjusted to them (vegetarian, gluten-free, dieting menu).
- ✓ Provision of **additional food to children, mothers and babies** and **Nutrition Specialist** providing training on complementary feeding of infants and young children by **UNICEF**.

### HEALTH

- ✓ **Primary health care** provided *in loco* by **Public Health Centres, medications** and **referrals** to specialized care by **DRC**. **Medical escort** provided by **DRC/JRS**, and transportation by **IOM**.
- ✓ **Sexual and reproductive health services** and workshops for women by **UNFPA/MdM**.
- ✓ **Outreach pediatric care** by **UNICEF/DRC**, **outreach pediatric ambulance** by **UNICEF**.

### WATER, SANITATION & HYGIENE

- ✓ The centre has **44 toilets** and **29 showers**. **Gender separated facilities** plus access for **persons with disabilities**.
- ✓ **Laundry system** in place supported by **IOM**.
- ✓ **Disinfection, disinsection and deratization** measures take place regularly.

### SAFETY & SECURITY

- ✓ **Security staff** present in the centre 24/7.
- ✓ **Video surveillance system** in place.

### EDUCATION & LEISURE

- ✓ **Primary school enrolment** for all children aged 6 -15. Pre-enrolment **medical examination** done by **UNICEF/DRC**, transportation by **IOM**. **Summer school** of Bosnian language, sports and other subjects by **UNICEF/Save the Children**.
- ✓ **English lessons** and **literacy courses** by **UNFPA/MdM**.



**PREPARED BY:** ON BEHALF OF:  
**IOM** UN MIGRATION  
the Inter-Agency response in BiH  
**For more info** [www.bih.iom.int](http://www.bih.iom.int)

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**SFA/IOM**  
Upravljanje centrom

**JANUAR 2019.**  
Opening Date

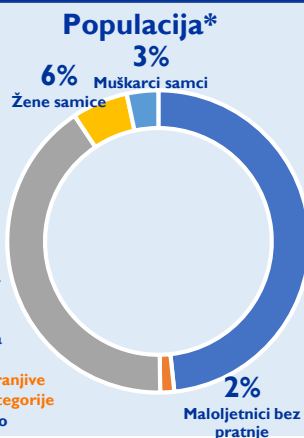
**422** ↔  
Kapacitet / broj kreveta

**276** ↑  
Popunjenost

**1105 (+230 U AUGUSTU)**  
Registrovanih osoba od otvaranja

**41%**  
Djeca u porodicama

**Namijenjeno za** **& ranjive kategorije**  
Pripremeno



**Prisutni partneri: IOM, UNHCR, UNICEF, UNFPA, DRC, Crveni križ/krst, Vaša Prava BiH, JRS, Save the Children, Žene sa Une, MDM.**

### CCCM (Koordinacija i upravljanje kampom)

- ✓ **Međuagencijski odbor** u centru organizuje redovne sastanke, razmatra i daje odgovor na zaprimljene žalbe.
- ✓ **Info centar** je u funkciji.
- ✓ **Prevodiocice** za arapski, farsi, paštu i urdu obezbjeđuju **IOM, DRC/JRS i Save the Children.**
- ✓ **IOM** organizuje **CCCM sastanke** na sedmičnoj bazi.
- ✓ **Redovni sastanci** na temu **zdravstva i obrazovanja i zaštite.**
- ✓ **IOM** upravitelj centra i/ili **migrant asistenti** su prisutni u centru 24/7.

### ZAŠTITA

- ✓ **Besplatnu pravnu pomoć, informiranje, savjetovanje i pravnu pomoć** pružaju **UNHCR/ Vaša Prava BiH.**
- ✓ **Individualno savjetovanje, širenje zaštite na terenu i zaštite utemeljene u zajednici,** koje pruža **UNHCR i DRC,** kao i **praćenje zaštite i upućivanje na druge službe.**
- ✓ **UNFPA/MDM** obezbjeđuje psihosocijalnu podršku za preživjele rodno-zasnovanog nasilja i **programme osnaživanja u Centru za žene i djevojke.**
- ✓ **Podršku za preživjele rodno-zasnovanog nasilja i medicinsku psihosocijalnu podršku** pruža **DRC.**
- ✓ **Prostor za djecu i Kutak za majku i dijete** obezbjeđuju **UNICEF/Save the Children/Žene sa Une. Socijalne radnike** koji upućuju na zakonske staratelje obezbjeđuju **UNICEF/CSW Bihać.**

### NFI SMJEŠTAJ I NEPREHRAMBENI ARTIKLI

- ✓ **422 kreveta** u zajedničkim sobama pružaju viši nivo privatnosti za porodice i ranjivu kategoriju.
- ✓ **Wi-Fi** konekciju je obezbijedio **IOM.**
- ✓ **IOM** vrši podjelu **NFI (neprehrambenih)** paketa na dnevnoj bazi, pruža adekvatne **NFI početne pakete** koji uključuju higijenske potrepštine i posteljinu svim novopristiglim licima.
- ✓ Podjelu **modernih kontracepcijskih sredstava** vrši **UNFPA,** a **školskog pribora** obezbjeđuje **UNICEF.**

### HRANA I ISHRANA

- ✓ **Tri obroka dnevno** (doručak, ručak i večera) + dva voćna obroka se pripremaju i distribuišu od strane **IOM/Crveni križ/krst,** osiguravajući međunarodne standarde u smislu dnevnog unosa kalorija i prehrambene vrijednosti.
- ✓ **Posebne prehrambene potrebe** se uzimaju u obzir i prehrana se usklađuje u skladu sa potrebama (vegetarijanska, bezglutenska..)
- ✓ **Dodatnu hranu za djecu, majke i bebe** te **Nutricionistu** koji je obezbijedio obuku i savjetovanje za osoblje u centru su obezbijedili **UNICEF.**

### ZDRAVSTVO

- ✓ **Primarnu medicinsku pomoć i psihosocijalnu podršku mentalnom zdravlju** pružaju **Javne zdravstvene ustanove** na licu mjesta **Upućivanje** na specijalističku njegu i **lijevoke** obezbjeđuje **DRC.**
- ✓ **Medicinsku pratnju** obezbjeđuju **DRC/JRS,** a transport **IOM.**
- ✓ Servise u vezi sa **seksualnim i reproduktivnim zdravljem** za žene, podjelu **modernih kontracepcijskih sredstava i higijenskih uložaka** pruža **UNFPA/ MDM.**
- ✓ Outreach pedijatrijsku njegu obezbjeđuje **UNICEF/DRC,** outreach pedijatrijsku ambulantu obebjbeđuje **UNICEF.**

### VODOSANITARIJE I HIGIJENA

- ✓ U centru se nalaze **44 toaleta i 29 tuševa,** odvojenih po spolovima te sa pristupom za osobe sa invaliditetom.
- ✓ **Servis za pranje rublja** u centru je osiguran od strane **IOM-a.**
- ✓ **Dezinfekcija, deratizacija i dezinskcija** se vrši na sedmičnom nivou.

### SIGURNOST

- ✓ **Zaštitarska agencija** je prisutna 24/7.
- ✓ **Sistem videonadzora** je u funkciji.

### OBRAZOVANJE I SLOBODNO VRIJEME

- ✓ **Polazak u osnovnu školu** za svu djecu uzrasta 6 – 15 je omogućio **UNICEF. DRC** obzbjeđuje **sistematski pregled** pred polazak u školu, a transport **IOM. Ljetnu školu lokalnog jezika, sporta i drugih predmeta** organizira **UNICEF/ StC.**
- ✓ **Časove engleskog i časove opismenjanja** obezbjeđuju **UNFPA/MDM.**



**PRIPREMIO:** **IOM** UN MIGRATION  
**U IME:** međuagencijskog odgovora u BiH  
**Za više informacija** [www.bih.iom.int](http://www.bih.iom.int)

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