



IOM/SFA
Centre Management

JAN 2019
Opening Date

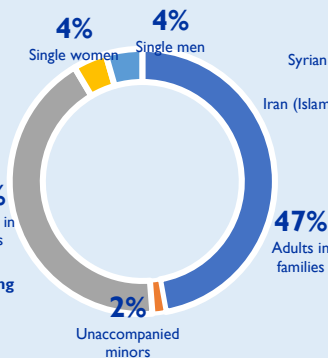
422 ↔
Capacity / # beds

254 ↓
Occupancy

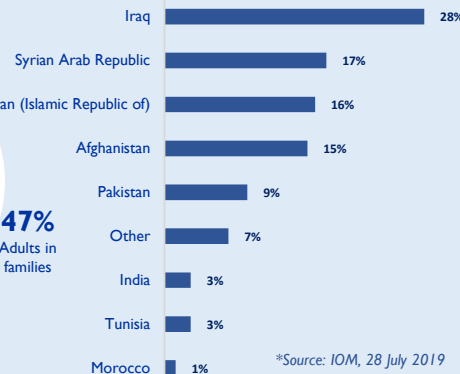
875 (+108 IN JULY)
Registered Persons since Opening

43% Children in families
Designated for & vuln. persons
Temporarily

Population*



Countries of Origin*



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** and **DRC/JRS**.
- ✓ **CCCM meetings** are organized by **IOM** on a weekly basis.
- ✓ Regular case-management meetings on **health** and **education**.
- ✓ **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 rooms, out of which **160 beds** providing an increased level of privacy to accommodate 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**.

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**.
- ✓ **English lessons** and **literacy courses** by **UNFPA/MdM**.





IOM/SFA
Upravljanje centrom

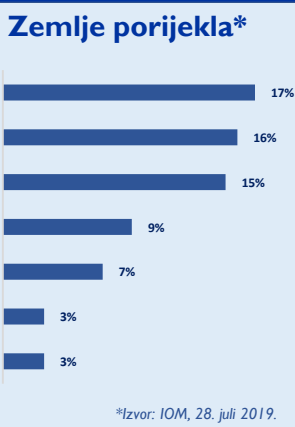
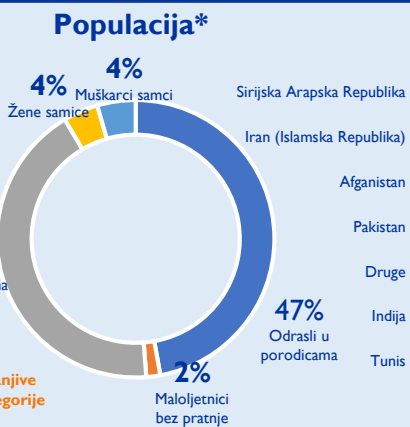
JANUAR 2019.
Opening Date

422 ↔
Kapacitet / broj kreveta

254 ↓
Popunjenost

875 (+108 u JULU)
Registrovanih osoba od otvaranja

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, farski, paštu i urdu obezbjeđuju **IOM** i **DRC/JRS**.
- ✓ **IOM** organizuje **CCCM sastanke** na sedmičnoj bazi.
- ✓ **Redovni sastanci** na temu **zdravstva i obrazovanja**.
- ✓ **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 sobama, od kojih **160 kreveta** pružaju viši nivo privatnosti za ranjive kategorije.
- ✓ **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 **lijekove** 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**.

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**.
- ✓ **Časove engleskog** i **časove opismenjavanja** obezbjeđuju **UNFPA/MDM**.



PRIPREMIO: **IOM** UN MIGRATION
U IME: međuagencijskog odgovora u BiH
Za više informacija www.bih.iom.int

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