

**IOM/SFA**  
Site Management

**NOV 2018**  
Opening Date

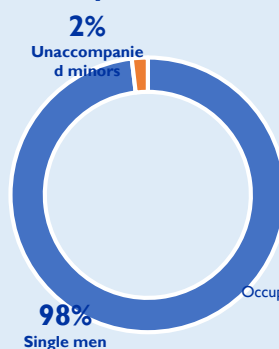
**600 / 700** ↔  
Capacity / # beds

**533** ↑  
Occupancy

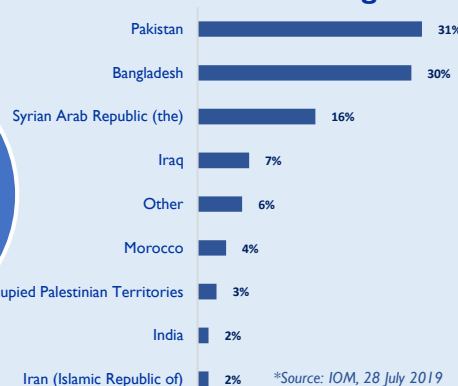
**2,671 (+194 IN JULY)**  
Registered Persons since Opening

 Designated for  
 Temporarily

### Population\*



### Countries of Origin\*



**Partner presence: IOM, UNHCR, UNICEF, DRC, Red Cross, Vaša Prava BiH, JRS, Save the Children.**

### CCCM (Centre management and coordination)

- ✓ **CCCM meetings** are organized by **IOM** on a weekly basis.
- ✓ **Interpreters** for Arabic provided by **IOM** and **DRC/JRS**.
- ✓ **IOM site manager and/or migrant assistants** are present at the site 24/7.
- ✓ **Meet the Manager hour** held twice a week.
- ✓ Communication with **Migrant Community Representatives** on a daily/weekly basis.

### 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**.
- ✓ **Protection monitoring and referrals, SGBV and MHPSS case-management** provided by **DRC**.
- ✓ Social workers for **legal guardianship** through **Save the Children** and seconded to **CSW** and outreach team for **identification and referral of UASCs** by **UNICEF/Save the Children**.

### NFI SHELTER & NFIs

- ✓ **700 beds** in total (600 accommodation capacity), out of which **228 beds** in private housing containers to accommodate vulnerable groups and the rest in halls or provisional tents. Special care and separated accommodation for people injured during the fire.
- ✓ **IOM** distributes NFIs daily, and provides tailored **NFI starting-packages** to all new arrivals. Beds, blankets, mattresses, hygiene products were provided to people injured after the fire by **IOM**, additional hygiene items by the **Red Cross**.

### FOOD & NUTRITION

- ✓ **Three meals a day** (breakfast, lunch and dinner) + **two fruit snacks** are prepared on site by **IOM/Red Cross**, ensuring sufficient daily calorie intake and nutritional balance. Meals are delivered to the rooms in case of injured/sick people. **10 different menus** are available.
- ✓ An **open outdoor kitchen** for individual use is operational.
- ✓ **23,837 meals** were distributed in July.

### HEALTH

- ✓ **Primary health care** provided *in loco* by **DRC/PHC Velika Kladuša**.
- ✓ **Medications and medical supplies** provided by **DRC**.
- ✓ **Referral to specialized primary and secondary health care services** provided by **DRC/PHC Velika Kladuša/Cantonal Hospital**.
- ✓ **Medical escort** by **DRC/JRS**, and **transportation** by **IOM**.
- ✓ **PSS and MHPSS** provided by **DRC/PHC Velika Kladuša**.

### WATER, SANITATION & HYGIENE

- ✓ The centre has **55 toilets** and **34 showers**.
- ✓ **Laundry system** is operational, supported by **IOM**, with around 230 bags being washed and dried per week.
- ✓ **Disinfection, deratization and disinsection** measures take place regularly.
- ✓ **Cleaning actions** organized regularly with the centre's population.

### SAFETY & SECURITY

- ✓ **Security staff** present in the centre 24/7.
- ✓ **Entry gate** monitored through a metal detector.
- ✓ **Video surveillance system** is operational.
- ✓ Frequent **patrols** and centre's **population checks** undertaken.

### EDUCATION & LEISURE

- ✓ **Movie nights** organized weekly by **IOM**.
- ✓ **Cultural mediation activities** provided by **JRS** twice a week.
- ✓ **English classes** twice a week ran by people accommodated in the centre and organized by **IOM**.



**PREPARED BY:** **IOM**  
UN MIGRATION

**For more info** [www.bih.iom.int](http://www.bih.iom.int)

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

### CONTACTS:

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**IOM/SFA**  
Upravljanje centrom

**NOV. 2018.**  
Datum otvaranja

**600 / 700** ←  
Kapacitet / broj kreveta

**533** ↑  
Popunjenost

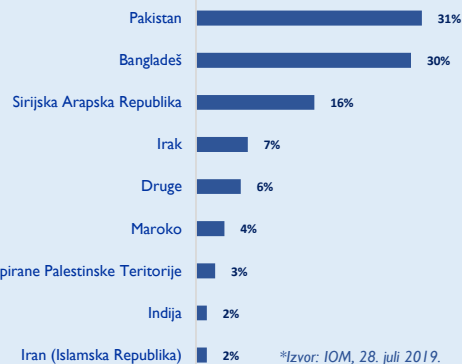
**2,671 (+194 u julu)**  
Registrovanih osoba od otvaranja

 Namijenjeno za  Privremeno

#### Populacija\*



#### Zemlje porijekla\*



**Prisutni partneri: IOM, UNHCR, UNICEF, DRC, Crveni Križ/Krst, Vaša Prava BiH, JRS, Save the Children.**

#### CCCM (Koordinacija i upravljanje kampom)

- ✓ **CCCM sastanke** organizuje **IOM** na sedmičnoj bazi.
- ✓ **Prevodiocice** za arapski obezbjeđuju **IOM** i **DRC/JRS**.
- ✓ **IOM upravitelj centra** i/ili **migrant asistenti** su prisutni u centru 24/7.
- ✓ „**Upoznajte upravitelja centra**“ se održava dva puta sedmično.
- ✓ Dnevna komunikacija sa **Predstavnicima zajednice migranata**

#### 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** pružaju **UNHCR** i **DRC**, kao i **praćenje zaštite i upućivanje na druge službe**.
- ✓ **Psiho-socijalno savjetovanje, sprečavanje i reagovanje na rodno-zasnovano nasilje** pruža **DRC**.
- ✓ **Socijalni radnici** se brinu o **starateljstvu**, mobilni/fiksni Kutak za djecu obezbjeđuju **UNICEF-a/Save the Children/CSW**.
- ✓ **Program kulturološkog posredovanja** vrši **JRS**.

#### NFI SMJEŠTAJ I NEPREHRAMBENI ARTIKLI

- ✓ Ukupno **600 kreveta**, od kojih se **228 nalaze u stambenim kontejnerima** i pružaju smještaj ranjivim kategorijama, nakon požara, ostatak kreveta se nalazi u smještaju postavljenom od strane **IOM-a/Crvenog križa/krsta**.
- ✓ Posebna njega i odvojeni smještaj za ozlijeđene.
- ✓ **IOM** vrši podjelu **NFI** (neprehrabene) paketa na dnevnoj bazi, pruža adekvatne **NFI početne pakete** koji uključuju higijenske potrepštine i posteljinu svim novopristiglim licima. Redovi za maloljetnike bez pratnje i muškarce samce su odvojeni.

#### HRANA I ISHRANA

- ✓ **Tri obroka dnevno** (doručak, ručak i večera) + dvije voćne užine se pripremaju i distribuiraju od strane **IOM-a/Crvenog križa/krsta**, osiguravajući međunarodne standarde u smislu dnevnog unosa kalorija i prehrabne vrijednosti. Obroci za ozlijeđene se dostavljaju u sobe. Dostupno je **10 različitih menija**.
- ✓ **Otvorena kuhinja** je u funkciji.
- ✓ **23,837 obroka** je podijeljeno u julu.

#### ZDRAVSTVO

- ✓ **Primarnu medicinsku pomoć** pružaju **DRC/PHC Velika Kladaša** na licu mjesta. **Lijekove** obezbjeđuje **DRC**.
- ✓ **Upućivanje na specijalističku primarnu i sekundarnu njegu** obezbjeđuju **DRC/Dom zdravlja Velika Kladaša/ Kantonalna bolnica**.
- ✓ **Medicinsku pratnju** obezbjeđuju **DRC/JRS**, a transport **IOM**.
- ✓ **Psihosocijalnu podršku mentalnom zdravlju** pružaju **DRC/ Dom zdravlja Velika Kladaša**.

#### VODOSANITARIJE I HIGIJENA

- ✓ U centru se nalaze **55 toaleta** i **34 tuševa**.
- ✓ **Servis za pranje rublja** u centru kojim upravlja **IOM** je u funkciji. Sedmično se opere i osuši 230 vreća rublja.
- ✓ **Dezinfekcija i deratizacija** se vrši na sedmičnom nivou.
- ✓ **Akcije čišćenja** se organiziraju redovno, uz učešće populacije centra.

#### SIGURNOST

- ✓ **Zaštitarska agencija** je prisutna 24/7.
- ✓ **Ulazna kapija** se kontroliše putem detektora metala i provjere **popunjenosti** se vrše učestalo.
- ✓ **Sistem videonadzora** je u funkciji.

#### OBRAZOVANJE I SLOBODNO VRIJEME

- ✓ Aktivnosti kulturološkog posredovanja organizira **JRS** dva puta sedmično.
- ✓ **Večeri filma** organizuje **IOM** na sedmičnoj bazi.
- ✓ **Časove engleskog** drže migranti smješteni u centru, a organizira ih **IOM** osoblje.

