



**IOM/SFA**  
Centre Management

**JAN 2019**  
Opening Date

**422** ↔  
Capacity / # beds

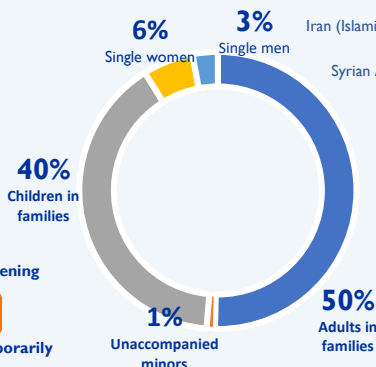
**306** ↓  
Occupancy

**767 (+82 IN JUNE)**  
Registered Persons since Opening

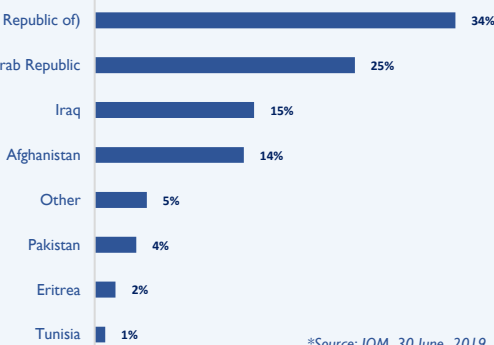
**& vuln. persons**  
Designated for

**Temporarily**

### Population\*



### Countries of Origin\*



\*Source: IOM, 30 June 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 construction of the centre's **Info point** is ongoing.
- ✓ **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 SGBV survivors or 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/Save the Children/Žene sa Une**.
- ✓ **Social workers and a psychologist** by **UNICEF/CSW Bihac**.

### SHELTER & NFIs

- ✓ **420 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** carried out by **UNFPA**, 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 accordingly. An **open kitchen** for individual use is in place.
- ✓ 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** and **MHPSS** provided *in loco* by **Public Health Centres**, **medications** and **referrals** to specialized health care by **DRC**. **Medical escort** provided by **DRC/JRS**, and **transportation** by **IOM**.
- ✓ **Sexual and reproductive health services** for women, distribution of **contraceptives** and **hygienic pads** by **UNFPA**.

### 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**.
- ✓ **Training on hygiene practices for mothers and babies** provided to medical staff by **UNICEF/DRC**.
- ✓ **Disinfection, disinsection and deratization** measures take place regularly.

### SAFETY & SECURITY

- ✓ **Security staff** present in the centre 24/7.
- ✓ **Video surveillance system** is in place and functional.
- ✓ **GBV safety audits** conducted by **UNFPA**.

### 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 **SRH workshops** by **UNFPA/MDM**.



PREPARED BY  
**IOM**  
UN MIGRATION  
For more info

ON BEHALF OF:  
the Inter-Agency response in **BiH**  
[www.bih.iom.int](http://www.bih.iom.int)

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**IOM/SFA**  
Upravljanje centrom

**JANUAR 2019.**  
Opening Date

**422** ↔  
Kapacitet / broj kreveta

**306** ↓  
Popunjenost

**767 (+82 u JUNU)**  
Registrovanih osoba od otvaranja

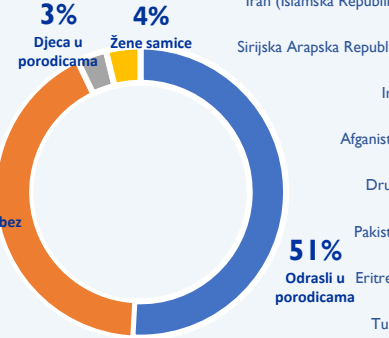


Namijenjeno za

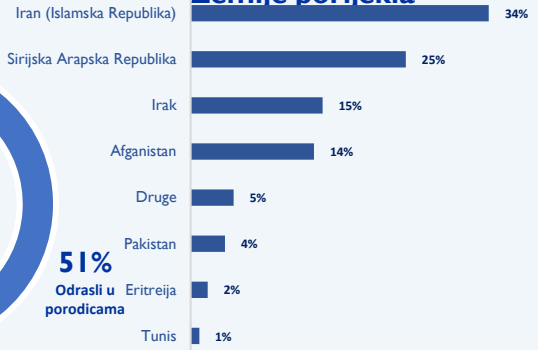


& ranjive kategorije Pripremeno

**Populacija\***



**Zemlje porijekla\***



\*Izvor: IOM, 30. juni 2019.

Prisutni partneri: **IOM, UNHCR, UNICEF, UNFPA, DRC, Crveni križ/krst, Vaša Prava, 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.
- ✓ Izgradnja **Info centra** je u toku.
- ✓ **Prevodioc**e 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** kao i **programe 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 i psihologa** obezbjeđuju **UNICEF/Centar za socijalni rad Bihać**.

**NFI SMJEŠTAJ I NEPREHRAMBENI ARTIKLI**

- ✓ **IOM** vrši podjelu **NFI** (neprehrambenih) paketa dva puta sedmično, pruža adekvatne **NFI početne pakete** koji uključuju ličnu higijensku potrepštinu i posteljinu svim novopristiglim licima.
- ✓ Podjelu **modernih kontracepcijskih sredstava** vrši **UNFPA**, a **školskog pribora** obezbjeđuje **UNICEF**.
- ✓ **Wi-Fi** konekciju obezbjeđuje **IOM**.

**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.
- ✓ **Dodatnu hranu za djecu, majke i bebe** te **Nutricionistu** koji je obezbijedio obuku i savjetovanje za osoblje u centru su obezbijedili **UNICEF**.
- ✓ **Posebne prehrambene potrebe** se uzimaju u obzir i meniji se usklađuju prema njima. **Zajednička kuhinja** je slobodna za korištenje korisnicima centra.

**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**, odvojene po spolovima te sa pristupom za osobe sa invaliditetom.
- ✓ **Servis za pranje rublja** u centru je osiguran od strane **IOM-a**.
- ✓ Obuku za zdravstveno osoblje o **pravilnom održavanju higijene za majke i bebe** organizuju **UNICEF/DRC**.
- ✓ **Dezinfekcija, deratizacija i dezinfekcija** se vrši na sedmičnom nivou.

**SIGURNOST**

- ✓ **Zaštitorska agencija** je prisutna 24/7.
- ✓ **Sistem videonadzora** je u funkciji.
- ✓ **Sigurnosnu procjenu** na rodno zasnovano nasilje vrši **UNFPA**.

**OBRAZOVANJE I SLOBODNO VRIJEME**

- ✓ **Polazak u osnovnu školu** za svu djecu uzrasta 6-15 je omogućio **UNICEF, DRC** obezbjeđuje **sistematski pregled** pred polazak u školu, a transport **IOM**. **Časove engleskog i radionice o seksualnom i reproduktivnom zdravlju** obezbjeđuju **UNFPA/MDM**.



**PRIPREMIO:**  
**IOM**  
UN MIGRATION

**Za više informacija** [www.bih.iom.int](http://www.bih.iom.int)

**U IME:**  
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