



**IOM/SFA**  
Centre Management

**10 DEC 2019**  
Opening date

**1,700**  
Capacity (beds)

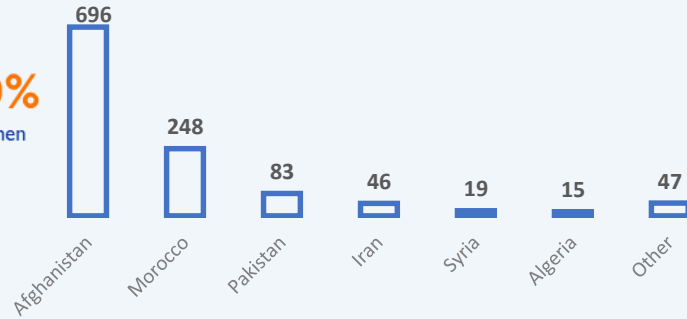
**1,154**  
Occupancy (persons)

**83,593**  
Total registered Persons since opening date

## Population

**100%**  
Single men

## Top Countries of Origin



\*Source: IOM, 30 September 2023

## CCCM CENTRE MANAGEMENT AND COORDINATION

- ✓ The center is managed and coordinated by **SFA/IOM**.
- ✓ Weekly Interagency Coordination meetings organized by **IOM** are held regularly.
- ✓ The weekly Community Representative Council meeting is held regularly ensuring the centre's population participation in the overall management.
- ✓ Feedback, Complaint and Suggestion mechanism with supporting forms is in place.
- ✓ The centre's Info point is operational providing updated information on the available services in the centre and providing pre-registration upon arrival in the centre.
- ✓ Interpreters for Arabic, Persian, Dari, French, Pashtu, Urdu and Spanish provided by **IOM** and partner organizations in the center.
- ✓ Transport service is provided by **IOM**.

## NFI SHELTER & NFIs

- ✓ IOM distributes NFIs (non-food items), including clothes, hygiene products, and bedding set to all new arrivals.
- ✓ Distribution of modern contraceptives and dignity kits is covered by **UNFPA**.
- ✓ Isolation and quarantine areas are established to correspond to COVID-19 outbreak by **IOM**, as instructed by **Public Health Institute of Sarajevo Canton**.
- ✓ For newly arrived beneficiaries AISA is issued by **SFA**, registration/pre-registration is provided prior to accommodation by **IOM**.
- ✓ Shelter is provided and monitored by **IOM** on a daily basis.
- ✓ Wi-Fi access is provided by **IOM**.

## HEALTH

- ✓ The center has on site clinic and primary health care is provided by **Public Health Centres**, supported and coordinated by **DRC/MdM/RCSBiH**.
- ✓ Mental Health and Psychosocial Support (MHPSS) is provided by **IOM** and **DRC/MdM**.
- ✓ Referrals to specialized care and medications are provided by **DRC**. Medical transportation is provided by **IOM**, and escort by **DRC**.
- ✓ **DRC** Medical Team is providing the assistance for daily COVID-19 screenings for centres population.
- ✓ **SRH** services, referrals for specialized urological care, COVID-19 health awareness workshops are provided by **UNFPA**.

## SAFETY & SECURITY

- ✓ Access control 24/7 is provided by **DCPB**.
- ✓ **IOM** established safe room for the staff working within the centre.
- ✓ CCTV expanded to cover entire premises provided by **IOM**.

## PROTECTION

- ✓ **IOM** staff provides information and referrals related to protection 24/7.
- ✓ Information on access to asylum, identification of persons in need of international protection, counselling and representation is provided by **UNHCR/Vaša Prava BiH**.
- ✓ GBV and PSS case management, empowerment support and referrals for essential services to GBV survivors and persons at risk provided by **UNFPA**;
- ✓ Community based Protection, Protection monitoring and referral to other services is provided by **IOM/DRC**.
- ✓ Psychosocial support, GBV prevention and response, assistance to survivors and persons at risk of GBV is provided by **UNHCR/BHWI**.
- ✓ Identification of UASC, protection information sharing, provision of PSS, referral to existing services, relocation to other safe accommodation and escort is provided by **SCI**.
- ✓ Assisted Voluntary Return and Reintegration (AVRR) provided by **IOM**.

## FOOD & NUTRITION

- ✓ Three meals a day, iftar, suhoor and two fruit snacks are prepared and delivered by **IOM/Pomozi.ba**, ensuring sufficient daily calories intake and nutritional balance.
- ✓ Special dietary needs are taken into account (diabetic, vegetarian, gluten-free, dieting menus).
- ✓ Open kitchen area is established by **IOM** for preparation of national dishes.

## WATER, SANITATION & HYGIENE

- ✓ The center has 80 toilets and 90 showers.
- ✓ Isolation area has 20 toilets and 20 showers.
- ✓ Gender separated facilities.
- ✓ Maintenance and cleaning services are provided by **IOM**.
- ✓ **IOM** took extra measures to ensure increased hygiene practices, disinfection dispensers were put in several spots.
- ✓ Toilet for people with disabilities is provided by **IOM**.
- ✓ Laundry service is provided by **IOM**.

## EDUCATION & LEISURE

- ✓ Educational, occupational, recreational, vocational and sport activities for the centre's population are provided by **World Vision BiH**, **UNICEF**, **UNHCR/BHWI**, **SCI** and **IOM**.
- ✓ Empowerment Boys on the Move sessions at the Boys and Young Men Centre including life-skills, awareness raising, and preventive activities are provided by **UNFPA**.
- ✓ The "Barber Shop" service is provided by **IOM**.
- ✓ Social Corner is provided by **Caritas BiH/IOM**.
- ✓ Sewing, knitting and creative workshops for migrants organized by **IOM**.