



IOM/SFA
Centre Management

3 JAN 2019
Opening date

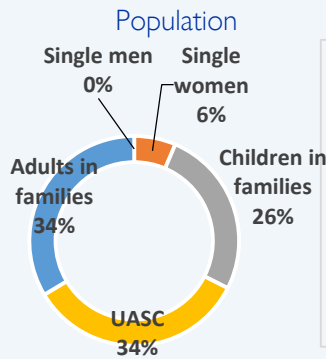
580
Capacity (beds)

265
Occupancy (persons)

9,626 (SEPTEMBER)
Total registered persons since opening date

44.8050479, 15.8651727

Site Location



Countries of Origin



*Source: IOM, 1 October 2023

CCCM CAMP COORDINATION AND MANAGEMENT

- ✓ A complaint and feedback mechanism is in place: complaints and suggestions are considered and acted upon and/or referred to on a regular basis.
- ✓ The centre's Registration and Info point is operational, carrying out registration and providing updated information on the available services in the centre and outside.
- ✓ Cultural mediators/Interpreters for Arabic, Farsi, Pashtu, Urdu, Spanish, and French provided by IOM, UNFPA, WVI, DRC, and MdM.
- ✓ Case-management meetings on health, education, protection, and child protection are organized regularly.
- ✓ Biweekly CCCM meetings are organized by IOM and held in compliance with Covid-19 preventive measures.
- ✓ IOM centre manager and/or migrant protection assistants are present at the centre 24/7.

PROTECTION

- ✓ IOM MPAs and Protection and MHPSS team conducting emergency screening, information-sharing session, supporting Accountability to Affected Population mechanism, conducting referrals to specialized and non-specialized services, providing psychological first aid and psychosocial support 24/7.
- ✓ Free legal aid, counselling provided by UNHCR/ Vaša Prava BiH.
- ✓ Child Friendly Space provided by UNICEF/WVI/LAN and Mother and Baby Corner provided by UNICEF/Fenix. Child protection officers for children in families and unaccompanied and separated children are present 24/7, provided by UNICEF/WVI.
- ✓ Social workers for legal guardianships and psychologist by UNICEF/CSW Bihac/WVI.
- ✓ GBV, PSS case management and empowerment support provided through the Women and Girls Center by UNFPA.

NFI SHELTER & NFIs

- ✓ For newly arrived beneficiaries AISA is issued by SFA, preregistration and isolation areas, including pre-screening prior to registration are provided by IOM.
- ✓ IOM distributes NFIs daily and provides tailored NFI starting-packages, including hygiene products, clothes and shoes, women kits, and beddings.
- ✓ Distribution of dignity kits for women and girls by UNFPA.
- ✓ IOM provides Wi-Fi for the center's population.
- ✓ Complementary provision of NFIs for mothers and babies by IOM and school material by UNICEF.

FOOD & NUTRITION

- ✓ Three meals a day + two fruit snacks prepared and delivered by IOM/ Red Cross City of Bihac.
- ✓ Special dietary needs are taken into account (vegetarian, gluten-free, dieting menus).
- ✓ Provision of complementary food to infants and children below 24 months and breast milk substitute by IOM. Distribution of Breast Milk Substitute by UNICEF/Fenix-MBC.
- ✓ Breastfeeding counseling by UNICEF/Fenix at the MBC.
- ✓ Dietary supplements prescribed by a gynecologist for women and girls at risk as well as pregnant women provided by UNFPA.

HEALTH

- ✓ Primary health care provided by Public Health Centres, medications, referrals to specialized care, SGBV and Mental Health and Psychosocial Support (MHPSS) services provided by DRC/UNFPA/MdM.
- ✓ Paediatric infirmary and immunization supported by UNICEF/DRC.
- ✓ Medical escort by DRC, transportation by IOM.
- ✓ SRH services, referrals for specialized gynecological and urological services, MHPSS services for women and girls by UNFPA.

WATER, SANITATION & HYGIENE

- ✓ The center has 46 toilets and 36 showers, gender separated.
- ✓ IOM took extra measures to ensure increased hygiene practices, e.g. disinfection dispensers were put in several spots.
- ✓ Laundry system is in place, and services available to all centers population, supported by IOM and Caritas.
- ✓ Disinfection, disinsection, deratisation control measures take place regularly.

SAFETY & SECURITY

- ✓ DCPB responsible for security in the centre.
- ✓ Video surveillance system in place provided by IOM.
- ✓ Increased safety of personnel and centres population by placing fire extinguishers, first aid kits, smoke detectors and evacuation exits, installed by IOM.

EDUCATION & LEISURE

- ✓ Both formal and non-formal education activities for all children by UNICEF/WVI/SCI and Public Education Institutions.
- ✓ Educational and recreational activities for children and adolescents by UNICEF/WVI/Lan, Žene sa Une, and IPSIA. Educational, and recreational workshops for mothers, pregnant women and children by Fenix.
- ✓ Empowerment sessions by UNFPA.
- ✓ English lessons and literacy courses by UNFPA/MdM and WVI.



44.8050479,15.8651727

Site Location

IOM/SLUŽBA ZA
POSPJEŠA
STRANCIMA (SPS)
Upravljanje Centrom

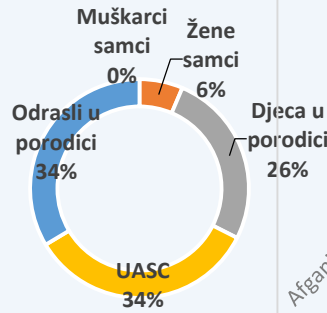
3 JAN 2019
Datum otvaranja

580
KAPACITET (kreveti)

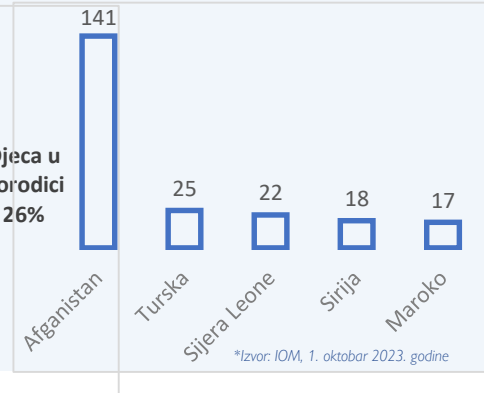
265
Prisutnost/Broj korisnika na 30.
oktobar 2023. godine

9,626 (SEPTEMBAR)
Ukupan broj registrovanih
korisnika od otvaranja

Korisnici



Zemlje porijekla



KOORDINACIJA & UPRAVLJANJE CENTROM (CCCM)

- ✓ Mehanizam za povratne informacije i žalbe je uspostavljen. Prijedlozi se redovno razmatraju i adresiraju.
- ✓ Info punkt Centra je u funkciji, vrši registraciju i pruža ažurirane informacije o dostupnim uslugama u Centru i izvan.
- ✓ Kulturne posrednike/prevodioce za arapski, farsi, paštu, urdu, španski i francuski jezik obezbjeđuju IOM, UNFPA, WVI, DRC i MdM.
- ✓ Redovno se organizuju sastanci za razmatranje predmeta o korisnicima vezano za zdravlje, obrazovanje, zaštitu i zaštitu djece.
- ✓ Dvonedeljne CCCM sastanke organizuje IOM.
- ✓ IOM Menadžer Centra i/ili asistenti za zaštitu migranata prisutni su u centru 24 sata dnevno.

ZAŠTITA

- ✓ IOM tim za zaštitu i mentalno zdravlje provodi inicijalne procjene ranjivosti, vrši razmjenu informacija, podržava mehanizam odgovornosti prema korisnicima, upućuje na specijalizirane i nespacijalizirane službe, te pruža prvu psihološku pomoć i psihosocijalnu podršku 24/7.
- ✓ UNHCR/ Vaša prava BiH pružaju besplatnu pravnu pomoć.
- ✓ UNICEF/WVI/LAN organizuju Prostor prilagođen djeci a UNICEF/Fenix Kutak za majku i bebu. Službenici za dječiju zaštitu za djecu u porodicama i djecu bez pratnje i razdvojenju djecu su prisutni 24 sata dnevno, 7 dana u nedjelji, kroz aktivnosti UNICEF/WVI.
- ✓ Socijalni radnici za zakonsko starateljstvo i psiholog su angažovani preko UNICEF/Centar za socijalni rad Bihać/WVI.
- ✓ UNFPA pruža podršku za slučajevne rodno zasnovanog nasilja, organizuje psihosocijalnu i podršku za osnaživanje kroz Centar za žene i djevojke.

NFI SMJEŠTAJ & NEPREHRAMBENI ARTIKLI (NFIs)

- ✓ Za nove korisnike Služba za poslove sa strancima (SPS) izdaje potvrdu za iskazni interes za traženje azila, a IOM organizuje i vrši predregistraciju i upravlja izolacionim smještajem, uključujući prethodnu provjeru prije registracije.
- ✓ IOM svakodnevno distribuira NFI i obezbjeđuje prilagođene početne pakete NFI-a, uključujući higijenske proizvode, odjeću i obuću, ženske komplete i posteljino.
- ✓ Distribuciju paketa za žene i djevojke vrši UNFPA.
- ✓ IOM obezbjeđuje Wi-Fi za korisnike/ce centra.
- ✓ IOM obezbjeđuje NFI za majke a UNICEF školski materijal.

HRANA & PREHRANA

- ✓ Tri obroka dnevno + dvije voćne užine priprema i dostavlja IOM/Crveni križ Grad Bihać.
- ✓ Uzimaju se u obzir posebne prehrambene potrebe (vegetarijanski, bezglutenski, dijetalni jelovnici).
- ✓ IOM obezbjeđuje dopunsku hranu za dojenčad i djecu mlađu od 24 mjeseca i zamjenu za majčino mlijeko. UNICEF-a/Fenix-MBC vrši distribuciju zamjene za majčino mlijeko.
- ✓ Savjetovanje o dojenju od strane UNICEF-a/Fenixa i Kutku za majku i bebu.
- ✓ Dodaci prehrani koje prepisuje ginekolog za žene i djevojčice u riziku, kao i za trudnice koje obezbjeđuje UNFPA.

ZDRAVSTVENA NJEGA

- ✓ Primarnu zdravstvenu zaštitu pružaju domovi zdravlja. Propisivanje lijekova, upućivanje na specijaliziranu njegu, SGBV i usluge mentalnog zdravlja i psihosocijalne podrške (MHPSS) pružaju DRC/UNFPA/MdM.
- ✓ Pedijatrijska ambulanta i imunizacija uz podršku UNICEF/DRC.
- ✓ Medicinska pratnja DRC-a, prevoz od strane IOM-a.
- ✓ UNFPA organizuje usluge seksualnog i reproduktivnog zdravlja, uputnice za specijalizirane ginekološke i urološke usluge, te usluge mentalnog zdravlja i psihosocijalne podrške za žene i djevojčice.

VODA, SANITARIJE & HIGIJENA

- ✓ Centar ima 46 toaleta i 36 tuševa, rodno odvojenih.
- ✓ IOM je poduzeo dodatne mjere kako bi osigurao povećanu higijensku zaštitu, npr. dozatori za dezinfekciju postavljeni su na nekoliko mjesta.
- ✓ Sistem pranja veša je uspostavljen za sve korisnike Centara, uz podršku IOM-a i Caritas.
- ✓ Kontrolne mjere dezinfekcije, dezinsekcije, deratizacije sprovede se redovno.

SIGURNOST & BEZBJEDNOST

- ✓ Direkcija za koordinaciju policijskih tijela (DKPT) je nadležna za sigurnost u centru.
- ✓ Sistem video nadzora je uspostavljen od strane IOM-a.
- ✓ IOM održava aparate za gašenje požara, pakete prve pomoći, detektore dima i izlaze za evakuaciju, čime je povećana sigurnost osoblja i stanovništva centara

OBRAZOVANJE & SLOBODNO VRIJEME

- ✓ UNICEF/WVI/SCI organizuju aktivnosti formalnog i neformalnog obrazovanja za svu djecu od strane javnih obrazovnih institucija.
- ✓ UNICEF/WVI/Lan, Žene sa Une i IPSIA organizuju obrazovne i rekreativne aktivnosti za djecu i adolescente. Fenix organizuje edukativne i rekreativne radionice za majke, trudnice i djecu.
- ✓ UNFPA organizuje radionice osnaživanja.
- ✓ Časovi engleskog jezika i kursevi pismenosti od strane UNFPA/MdM i WVI.