



SERVICE FOR  
FOREIGNERS'  
AFFAIRS / IOM

Centre Management

NOVEMBER 2021

Opening date

1,512

Capacity (beds)

914

Occupancy (persons)

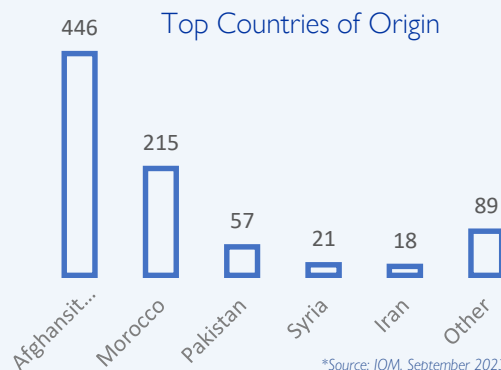
14.656

Total registered persons  
since opening date

Population

100%  
Single adult men

Top Countries of Origin



\*Source: IOM, September 2023



## CCCM CENTRE MANAGEMENT AND COORDINATION

- ✓ TRC Lipa is managed by the **SFA Camp Coordinator** through coordination with IOM.
- ✓ Field Assistants are available in the center 24/7.
- ✓ **CCCM Coordination** meetings with partners are held on regular basis.
- ✓ IOM and SFA staff hold daily meetings where they agree on common activities and remain available to each other for any assistance in the implementation of daily services.
- ✓ Protection coordination meetings with relevant partners are held every month.
- ✓ The center's **Info Point** is operational every day 24/7.



## PROTECTION

- ✓ **IOM Protection/MHPSS team** is present every day from 08:00 - 20:00 in TRC Lipa.
- ✓ Detection of needs and vulnerabilities are conducted by IOM Protection and MHPSS team through emergency screenings.
- ✓ Free legal aid, counseling and community-based protection provided by **UNHCR/Vaša Prava BiH**.
- ✓ Accountability to Affected Population mechanism in place. **Complaint and Feedback Committee** are established and organized two times a month. Two complaint boxes available within center.
- ✓ **Focus Group Discussions (FGDs)** organized by IOM Protection/MHPSS team.



## NFI SHELTER & NFIs

- ✓ Total capacity of **1512 beds** in accommodation containers.
- ✓ NFIs (non-food items) including clothes, hygiene and bed items are distributed daily by IOM according to the needs.
- ✓ Construction of **NFI central warehouse** was finalized.
- ✓ WIFI connection is provided and maintained by **TSF - Télécoms Sans Frontières**.



## FOOD & NUTRITION

- ✓ Three meals a day + two fruit snacks prepared and delivered by **IOM/Red Cross Bihac**.
- ✓ Special dietary needs are considered (vegetarian, gluten-free, dieting menus).
- ✓ Focus groups are held with migrants of all nationalities so that national dishes of all affiliations are represented on the menu.
- ✓ **The Institute of Public Health USC** regularly analyzes the hygienic correctness of prepared meals.



## WATER, SANITATION & HYGIENE

- ✓ There are **109 showers** with warm water and **163 toilets** available for migrants and asylum seekers.
- ✓ Laundry service is present on site facilitated by **IOM**.
- ✓ Disinfection, disinsection, deratization control measures take place every week by **Veterinary Institute of USC**.



## EDUCATION & LEISURE

- ✓ Empowerment sessions, literacy courses, creative workshops, IT lessons, and sports activities provided by **UNFPA**.
- ✓ Social activities provided, by **IOM IPSIA** and **Žene sa Une**.
- ✓ Foreign language lessons held by **JRS**.
- ✓ IOM runs **Creative Corner** within which there are current sewing activities, candle and soap making workshops.



## HEALTH

- ✓ **The Public Health Institute** assigns its doctors, with the support of **DRC**. Doctors are present 1,30 hours per day three days a week.
- ✓ A series of workshops related to health are held by the Institute for Public Health and coordinated with the **SFA** and **IOM**.
- ✓ Medical transport is provided by **IOM** on referral of **DRC**.
- ✓ SRH services, referrals for specialized urological services, MHPSS services at the Boys and Young Men Center by **UNFPA**.
- ✓ Mental Health and Psychosocial Support (MHPSS) is provided by **IOM** and **/MdM**.



## SAFETY & SECURITY

- ✓ Three officers per shift designated by the **BiH Directorate for Coordination of Police Bodies (DCPB)** in TRC Lipa to ensure safety and security at the site.
- ✓ Video surveillance has been established in all areas and provided by IOM.



SLUŽBA  
ZA POSLOVE  
SA STRANCIMA  
SERVICE FOR  
FOREIGNERS'  
AFFAIRS



UNITED NATIONS  
BOSNIA AND HERZEGOVINA

LIPA

# PRIVREMENI PRIHVATNI CENTAR PROFIL CENTRA, SEPTEMBER 2023



SLUŽBA ZA  
POSLOVE SA  
STRANCIMA (SPS)/  
IOM  
UPRAVLJANJE CENTROM

NOVEMBAR 2021  
DATUM OTVARANJA

1,512  
KAPACITET (KREVETI)

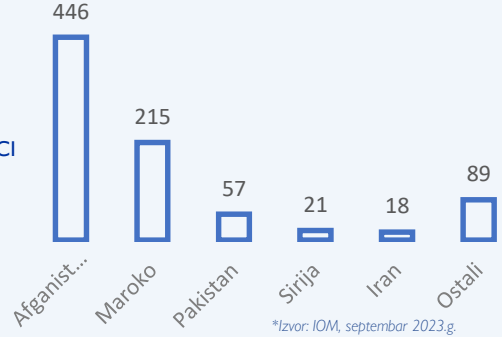
914  
POPUNJENOST (OSOBA)

14.656  
UKUPAN BROJ REGISTROVANIH  
OSOBA OD DANA OTVORANJA

Korisnici

Zemlje porijekla

100%  
ODRASLI MUŠKARCI  
SAMCI



## Koordinacija i upravljanje centrom (CCCM)

- ✓ Centrom Lipa upravlja koordinator kampa SPS-a, uz tehničku podršku IOM-a.
- ✓ Terenski asistenti su dostupni u Centru 24/7.
- ✓ CCCM koordinacioni sastanci sa partnerima održavaju se redovno.
- ✓ Osoblje SPS-a i IOM održavaju svakodnevne sastanke na kojima dogovaraju zajedničke aktivnosti, te pružaju uzajamnu podršku tokom implementacije usluga prema korisnicima.
- ✓ Koordinacioni sastanci partnera koji uspostavljaju i implementiraju sistem zaštite korisnika održavaju se svakog mjeseca.
- ✓ Info pult Centra radi svaki dan 24/7.



## SMJEŠTAJ I NEPREHRAMBENI ARTIKLI (NFI)

- ✓ Ukupan kapacitet 1,512 ležaja u smještajnim kontejnerima.
- ✓ Neprehrambene artikle, uključujući odjeću, higijenske potrepštine i posteljine, IOM svakodnevno distribuira prema potrebama korisnika.
- ✓ Završena je izgradnja centralnog skladišta za neprehrambene artikle.
- ✓ WI-FI internet konekciju obezbjeđuje i održava IOM uz podršku TSF - Télécoms Sans Frontières.



## VODOSANITARIJJE I HIGIJENA

- ✓ Za migrante i tražioce azila na raspolaganju je 109 tuševa sa toplom vodom i 163 toaleta.
- ✓ Usluga pranja rublja je obezbjeđena na licu mjesta uz podršku IOM-a.
- ✓ Mjere dezinfekcije, dezinfekcije, deratizacije (DDD mjere) obavljaju se svake sedmice od strane Veterinarskog instituta USK.



## ZDRAVSTVENA NJEGA

- ✓ Ljekari Doma zdravlja Bihać pružaju medicinske usluge u Centru, uz podršku DRC-a. Ljekari su prisutni jeadan i pol sat dnevno, tri dana u sedmici.
- ✓ Niz radionica vezanih za zdravlje održava Zavod za javno zdravstvo USK, a koordinira ih sa SPS-om i IOM-om.
- ✓ U koordinaciji sa SPS-om, medicinski transport obezbjeđuje IOM po preporuci DRC-a.
- ✓ Usluge podrške seksualno reproduktivnom zdravlju, uputnice za specijalizirane urološke usluge, usluge psihološke pomoći u Centru za dječake i mladiće sprovodi UNFPA.
- ✓ Podršku mentalnom zdravlju i psihosocijalnu podršku pružaju IOM i MdM.



## ZAŠTITA

- ✓ IOM tim za zaštitu i mentalno zdravlje je prisutan svakog dana od 08:00 - 20:00 sati u PPC Lipa.
- ✓ Detekciju potreba i ranjivosti među korisnicima sprovodi IOM tim za zaštitu i mentalno zdravlje putem procjene ranjivosti.
- ✓ Besplatnu pravnu pomoć, savjetovanje i zaštitu u zajednici pruža UNHCR/Vaša prava BiH.
- ✓ Uspostavljen je mehanizam odgovornosti prema korisnicima Centra. Komisija za žalbe i povratne informacije se osniva i organizuje dva puta mjesečno. Dvije kutije za žalbe, sugestije i povratne informacije dostupne su unutar Centra.
- ✓ Diskusije u fokus grupama organizira IOM tim za zaštitu i mentalno zdravlje.



## HRANA I ISHRANA

- ✓ Tri obroka + dvije voćne užine priprema i dostavlja IOM/Crveni križ Bihać. Služe se svakodnevno.
- ✓ Uzimaju se u obzir posebne prehrambene potrebe korisnika (vegetarijanski, bezglutenski, dijetalni jelovnici).
- ✓ Održavaju se fokus grupe sa migrantima svih nacionalnosti kako bi na meniju bila zastupljena nacionalna jela svih pripadnosti.
- ✓ Zavod za javno zdravstvo USK redovno vrši analizu higijenske ispravnosti pripremljenih obroka.



## OBRAZOVANJE I SLOBODNO VRIJEME

- ✓ Radionice osnaživanja, kursevi opismenjanja, kreativne radionice, IT lekcije i sportske aktivnosti organizira osoblje UNFPA.
- ✓ Društvene aktivnosti obezbjeđuju IOM, IPSIA i Žene sa Une.
- ✓ Časove stranih jezika održava JRS.
- ✓ IOM vodi Kreativni kutak u okviru kojeg su aktuelne aktivnosti šivanja, radionice izrade svijeta i sapuna, te radionice obrade drveta.



## SIGURNOST

- ✓ Tri službenika po smjeni ispred Direkcije za koordinaciju policijskih tijela BiH (DKPT) prisutni su u PPC Lipa kako bi osigurali sigurnost i zaštitu na licu mjesta.
- ✓ Video nadzor je uspostavljen u svim prostorijama i dijelovima Centra i obezbjeđen od strane IOM-a.



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Generalitat de Catalunya  
Government of Catalonia



Agència Catalana  
de Cooperació  
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