



IOM/SFA  
Centre Management

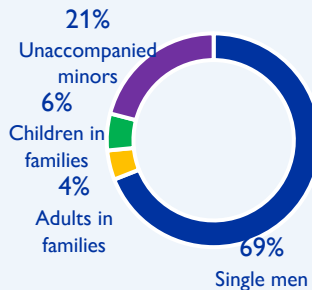
26 OCT 2018  
Opening date

1,515  
Capacity (beds)

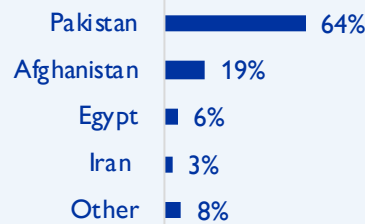
539  
Occupancy (persons)

11,325 (+38 IN MAY)  
Total registered Persons since opening date

### Population



### Top Countries of Origin



\*Source: IOM, 7 June 2020

## CCCM CAMP COORDINATION AND MANAGEMENT

- ✓ A Migrants Representative Council meets regularly ensuring the centre's population participation in the overall management.
- ✓ The inter-agency Community Feedback Committee reviews complaints on a weekly basis.
- ✓ The centre's Info point is operational 24/7, providing updated information on the available services in the centre and outside.
- ✓ A meet the manager mechanism is in place and those interested can sign up and arrange the time at the info point.
- ✓ Interpreters for Arabic, Farsi, Pashtu and Urdu provided by IOM and DRC/JRS.
- ✓ Weekly CCCM meetings organized by IOM were suspended due to Covid-19 prevention measures.
- ✓ IOM site manager and/or migrant assistants are present at the site 24/7.

## PROTECTION

- ✓ Free legal aid, counselling and community-based protection provided by UNHCR/DRC/Vaša Prava BiH.
- ✓ 24/7 staff providing information and referral to protection by IOM.
- ✓ Boys on the move methodology, informal life skill education of minors with special focus on health issues in the Centre for young men and adolescent boys, including identification of vulnerable cases and referral in need to other specialized service provided by UNFPA/MdM.
- ✓ Legal guardians and a designated zone for UASCs by UNICEF/CSW Bihać/SCI. Child Protection Officers present 24/7 for UASCs and children in families by UNICEF/SCI and Psychologist supported by UNICEF through CSW.

## NFI SHELTER & NFIs

- ✓ IOM created an COVID-19 quarantine area to accommodate those returning to the TRC and isolation area for symptomatic cases.
- ✓ IOM distributes NFIs daily, and provides tailored NFI starting-packages, while distribution of modern contraceptives and hygienic pads is by UNFPA/MdM. Complementary provision of NFIs for mothers and babies by UNICEF/ŽsU and of school material by UNICEF.
- ✓ Wi-Fi supported by TSF/IOM.

## FOOD & NUTRITION

- ✓ Three meals a day + two fruit snacks prepared and delivered by IOM/RCSBiH. An open kitchen for individual use is operational.
- ✓ Provision of complementary food to infants and children below 24 months by UNICEF/IOM/RCSBiH. Provision of breastfeeding counselling and lactation and distribution of Breast Milk Substitute by UNICEF/Fenix/DRC.

## HEALTH

- ✓ Primary health care and mental health psychosocial support by Public Health Centres and DRC/MdM/RCSBiH.
- ✓ DRC Medical Team is providing assistance for daily COVID-19 screenings for all staff and centers population.
- ✓ Pediatric mobile teams supported by UNICEF/DRC.
- ✓ Referrals and Medical escort provided by DRC/JRS, medications and medical supplies by DRC and transportation by IOM.

## WATER, SANITATION & HYGIENE

- ✓ The centre has 119 toilets and 72 showers, gender separated.
- ✓ Laundry system is in place, and the service is provided to all centers population, supported by IOM.
- ✓ IOM took extra measures to ensure increased hygiene practices, eg. disinfection dispensers were put in several spots.
- ✓ Maintenance and cleaning staff by IOM.
- ✓ Disinfection, deratization and disinsection measures take place regularly.

## SAFETY & SECURITY

- ✓ Security staff present in the centre 24/7 by IOM.
- ✓ Additional security hired to support with Covid-19 mitigation strategies by IOM.
- ✓ Video surveillance system is operational and provided by IOM.
- ✓ Increased safety of personnel and centres population by placing fire extinguishers, first aid kits, smoke detectors and evacuation exits by IOM.

## EDUCATION & LEISURE

- ✓ Online classes for all children aged 6-15 during COVID-19 as prevention measures by UNICEF.
- ✓ Educational and recreational activities for children and UASC by UNICEF/SCI.
- ✓ Several social integration corners by IOM/Žene sa Une.
- ✓ English lessons and literacy courses by UNFPA/MdM.

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

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Please visit [bih.iom.int/iom-migration-response](http://bih.iom.int/iom-migration-response) for more information should your organization want to contribute to the Site Profile/s.





### IOM/Služba za poslove sa strancima BiH (SPS)

Upravljanje centrom

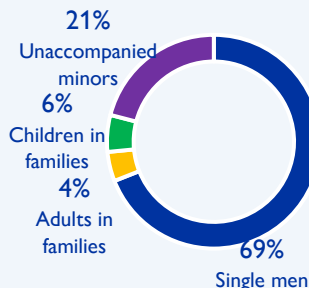
26. OKTOBAR 2018  
Datum otvaranja

1,515  
Kapacitet

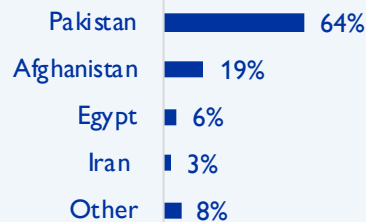
539  
Popunjenost

11,325 (+38 U MAJU)  
Registrovanih osoba od otvaranja

### Populacija



### Zemlje porijekla



\*Izvor: IOM, 7 juni 2020.



### CCCM Koordinacija i upravljanje kampom

- ✓ Vijeće migranata se sastaje redovno kako bi se osiguralo učešće migrantske populacije u upravljanju centrom.
- ✓ Međuagencijski odbor u centru razmatra i daje odgovor na zaprimljene žalbe na sedmičnom nivou.
- ✓ Info centar je u funkciji 24/7 i pruža ažurirane informacije o servisima unutar i van centra.
- ✓ Postoji mehanizam za upoznavanje menadžera i oni koji su zainteresovani mogu se prijaviti i dogovoriti vrijeme u info centru.
- ✓ Prevođioce za arapski, farski, paštu i urdu obezbjeđuju IOM i DRC/JRS.
- ✓ IOM CCCM sedmični sastanci su suspendovani zbog mjera prevencije Covid-19. IOM upravitelj centra i/ili migrant asistenti su prisutni u centru 24/7.



### ZAŠTITA

- ✓ Besplatnu pravnu pomoć, savjetovanje i zaštita utemeljena u zajednici, koju pružaju UNHCR/DRC/Vaša Prava BiH.
- ✓ 24/7 osoblje koje pruža informacije i upućivanje na zaštitu pruža IOM.
- ✓ Dječaci u pokretu, neformalna edukacija životnih vještina maloljetnika s posebnim naglaskom na zdravstvena pitanja u Centru za mladiće, uključujući i upućivanje prema potrebi drugim specijaliziranim pružateljima od UNFPA / MdM.
- ✓ Službenici za zaštitu djece su prisutni 24/7 za maloljetnike bez pratnje i za djecu u porodicama (UNICEF/SCI), psihologa, zakonske staratelje i odvojeni prostor za maloljetnike bez pratnje obezbjeđuju od strane UNICEF preko Centar za socijalni rad Bihać.



### NFI SMJEŠTAJ I NEPREHRAMBENI ARTIKLI

- ✓ IOM je stvorio COVID-19 karantenu za smještaj osoba koje se vraćaju u PPC i izolacijsko područje za COVID-19 simptomatske slučajeve.
- ✓ IOM vrši podjelu NFI (neprehrambenih) paketa koji uključuju higijenske potrepštine. A podjelu modernih kontracepcijskih sredstava i higijenskih uložaka vrši UNFPA/MdM.
- ✓ Wi-Fi konekciju je obezbijedio TSF/IOM.
- ✓ Komplementarno pružanje NFI za majke i bebe obezbjeđuje UNICEF/Žene sa Une a školski pribor obezbjeđuje UNICEF.



### HRANA I ISHRANA

- ✓ Tri obroka dnevno + dva voćna obroka se pripremaju i distribuišu od strane IOM/DCKBiH.
- ✓ Zajednička kuhinja je u funkciji.
- ✓ UNICEF/IOM/DCKBiH vrši nabavku dodatne hrane za djecu mlađu od 24 mjeseca. Savjetovanje o dojenju i nabavka zamjenskog mljeka za dojenčad od strane UNICEF-a/Fenix/DRC.



### ZDRAVSTVO

- ✓ Primarnu medicinsku pomoć i psihosocijalnu podršku mentalnom zdravlju pružaju Javne zdravstvene ustanove na licu mjesta, a upućivanje na specijalističku njegu vrši DRC.
- ✓ Medicinsku pratnju obezbjeđuju DRC/JRS, lijekove i medicinsku opremu DRC, a transport IOM.
- ✓ Pedijatrijski mobilni tim podržavaju UNICEF/DRC.
- ✓ DRC Medicinski tim pruža pomoć u svakodnevnim pregledima COVID-19 za sve osoblje i stanovništvo centara.



### VODOSANITARJE I HIGIJENA

- ✓ U centru se nalaze 119 toaleta i 72 tuša, odvojenih po spolovima.
- ✓ Servis za pranje rublja u centru je osiguran za sve korisnike, od strane IOM-a.
- ✓ IOM je poduzeo dodatne mjere kako bi osigurao povećane higijenske prakse, kao naprimjer na nekoliko mjesta postavljeni su dezinfekcijski uređaji. Održavanje i čišćenje vrši IOM osoblje.
- ✓ Dezinfekcija, deratizacija i dezinskcija se vrše redovno.



### SIGURNOST

- ✓ Zaštitarska agencija je prisutna 24/7. Dodatni zaštitari angažirani kao odgovor na mjere prevencije Covid-19.
- ✓ Ulazna kapija se kontroliše i provjere popunjenosti se vrše učestalo.
- ✓ Sistem videonadzora je u funkciji i obezbjeđuje ga IOM.
- ✓ Povećana sigurnost osoblja i korisnika postavljanjem aparata za gašenje požara, opreme za prvu pomoć, detektore dima i evakuacijske izlaze od IOM-a.



### OBRAZOVANJE I SLOBODNO VRIJEME

- ✓ Online predavanja za svu djecu uzrasta 6 – 15 tijekom COVID-19 kao preventivne mjere je omogućio UNICEF.
- ✓ Edukativne i rekreativne aktivnosti za djecu i maloljetnike bez pratnje organizuje UNICEF/SCI.
- ✓ Nekoliko Integracijskih kutaka obezbjeđuju IOM/Žene sa Une. Časove engleskog i časove opismenjanja obezbjeđuju UNFPA/MdM.



### KONTAKTI: