



**IOM/SFA**  
Centre Management

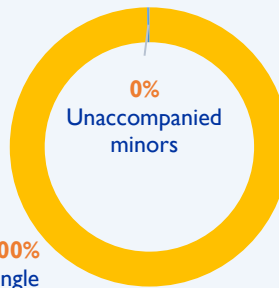
**10 DEC 2019**  
Opening date

**2,400**  
Capacity (beds)

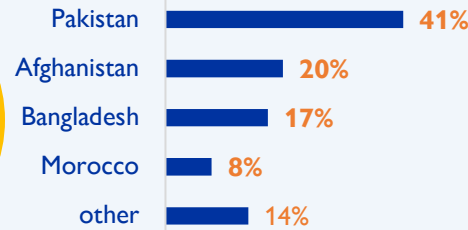
**1,118**  
Occupancy (persons)

**19,226 (+266 IN MAY)**  
Total registered Persons since opening date

### Population



### Top Countries of Origin



\*Source: IOM, 30 May 2021

## CCCM CENTRE MANAGEMENT AND COORDINATION

- ✓ The Community Representative Council (representing different nationalities, gender-balanced) meets regularly ensuring the centre's population participation in the overall management.
- ✓ The centre's Info point is operational 24/7, providing updated information on the available services in the centre and outside.
- ✓ Feedback and Complaint mechanism is in place.
- ✓ 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 are held regularly in compliance with Covid-19 preventive measures.

## PROTECTION

- ✓ Free legal aid, information, counselling and representation provided by UNHCR/ Vaša Prava BiH.
- ✓ 24/7 staff providing information and referral to protection by IOM.
- ✓ Boys on the move methodology, 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
- ✓ Assistance to UASC including referrals for guardianship, psychosocial support and SGBV prevention and response provided by UNHCR/BHWI.

## NFI SHELTER & NFIs

- ✓ IOM distributes NFIs (non-food items), including hygiene products, and bedding to all new arrivals. Distribution of modern contraceptives, hygienic pads and dignity kits by UNFPA
- ✓ Isolation and quarantine areas to respond to COVID-19 outbreak by IOM.
- ✓ Wi-Fi supported by IOM.

## FOOD & NUTRITION

- ✓ Three meals a day + two fruit snacks are prepared and delivered by IOM/Pomoziba, ensuring sufficient daily calorie intake and nutritional balance.
- ✓ Special dietary needs are taken into account (vegetarian, gluten-free, dieting menus).
- ✓ Additional 28,302 *Suhoor* and *Iftar* meals were distributed during the holy month of Ramadan.

## HEALTH

- ✓ The center has on site clinic and primary health care and mental health psychosocial support is provided by Public Health Centres, supported and coordinated by DRC and RCSBiH.
- ✓ Referrals to specialized care, medical escort and medications provided by DRC, transportation by IOM.
- ✓ DRC Medical Team is providing the assistance for daily COVID-19 screenings for all staff and centres population.
- ✓ Psychological first aid and provision of sexual and reproductive health services for young men by UNFPA

## WATER, SANITATION & HYGIENE

- ✓ The center has 80 toilets and 97 showers.
- ✓ Gender separated facilities.
- ✓ Maintenance and cleaning staff by IOM.
- ✓ IOM took extra measures to ensure increased hygiene practices, eg. disinfection dispensers were put in several spots.
- ✓ Toilet for people with disabilities.
- ✓ WASH committee meeting regularly held in coordination with UNFPA/SCI/WV.

## SAFETY & SECURITY

- ✓ Security staff present in the centre 24/7 by IOM.
- ✓ Additional security hired to support with Covid-19 mitigation strategies by IOM.
- ✓ IOM increased safety of and security of residents by conducting improvement works of the centre's fence.

## EDUCATION & LEISURE

- ✓ Educational, occupational, recreational, vocational and sport activities by World Vision BiH, UNICEF, UNHCR/BHWI and IOM.
- ✓ The *Social Corner* for centres population was opened in partnership with World Vision.
- ✓ The *Barber Shop* was opened by DRC with the support of IOM.
- ✓ Educational and creative sessions, language and literacy classes provided (for adolescents and young men) by UNFPA



THIS CENTRE IS SUPPORTED BY THE EUROPEAN UNION

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

### CONTACT US:

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IOM/Služba za poslove sa strancima BiH (SPS)  
Upravljanje centrom

10. DECEMBAR 2019.  
Datum otvaranja

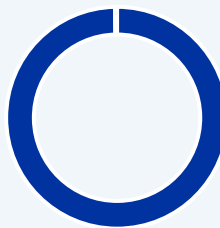
2,400  
Kapacitet

1,118  
Popunjenost

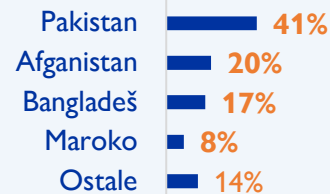
19,226 (+266 U MAJU)  
Registrovanih osoba od otvaranja

## Populacija

100%  
Muškarci  
i samci



## Zemlje porijekla



\*Izvor: IOM, 30. maj 2021. godine



## CCCM (Koordinacija i upravljanje centrom)

- ✓ Vijeće predstavnika zajednice (koje predstavljaju različite nacionalnosti, rodno uravnoteženo) redovno se sastaje osiguravajući učešće stanovništva centra u ukupnom upravljanju.
- ✓ Info centar je u funkciji 24/7 i pruža ažurirane informacije o servisima unutar i van centra.
- ✓ Mehanizam povratnih informacija i žalbi je uspostavljen.
- ✓ Postoji mehanizam za upoznavanje menadžera i oni koji su zainteresovani mogu se prijaviti i dogovoriti vrijeme u info centru.
- ✓ Prevodioce za arapski, farski, paštu i urdu obezbjeđuju IOM i DRC/JRS.
- ✓ IOM CCCM sedmični sastanci održavaju se redovno u skladu sa preventivnim mjerama COVID-19.
- ✓ IOM upravitelj centra i/ili migrant asistenti su prisutni u centru 24/7.



## NFI SMJEŠTAJ I NEPREHRAMBENI ARTIKLI

- ✓ IOM vrši podjelu NFI (neprehrambenih) paketa koji uključuju higijenske potrepštine i posteljinu svim novopristiglim licima.
- ✓ IOM je napravio izolacijsko područje za smještaj osoba koje se vraćaju u PPC i za COVID-19 simptomatske slučajeve.
- ✓ Wi-Fi konekciju je obezbijedio IOM.



## ZDRAVSTVO

- ✓ Centar ima kliniku, a primarnu zdravstvenu zaštitu i psihosocijalnu podršku mentalnom zdravlju pružaju centri za javno zdravlje, podržavaju i koordiniraju DRC i RCSBiH. Primarnu medicinsku pomoć i psihosocijalnu podršku mentalnom zdravlju pružaju Javne zdravstvene ustanove na licu mjesta, podržali i koordinirali DRC i RCSBiH.
- ✓ Upućivanje na specijalističku njegu, medicinsku pratnju i lijekove vrši DRC, a transport IOM.
- ✓ DRC Medicinski tim pruža pomoć u svakodnevnim pregledima COVID-19 za sve osoblje i korisnike centra.



## SIGURNOST

- ✓ Zaštarska agencija je prisutna 24/7.
- ✓ IOM asistent za sigurnost koordinira i vrši monitoring u centru.
- ✓ Dodatni zaštitari angažirani kao odgovor na mjere prevencije COVID-19.
- ✓ Povećana sigurnost osoblja i korisnika postavljanjem aparata za gašenje požara, opreme za prvu pomoć, detektore dima i evakuacijske izlaze od IOM-a.



## ZAŠTITA

- ✓ Besplatnu pravnu pomoć, informiranje, savjetovanje i zaštita utemeljena u zajednici, koju pružaju UNHCR/DRC/Vaša Prava BiH, kao i praćenje zaštite i upućivanje na druge službe.
- ✓ 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 upućivanje prema potrebi drugim specijaliziranim servisima od UNFPA / MdM.
- ✓ Pomoć djeci bez pratnje, uključujući uputstva za starateljstvo, psihosocijalnu podršku i sprečavanje i reagovanje na rodno-zasnovano nasilje, pruža UNHCR / BHVI.



## HRANA I ISHRANA

- ✓ Tri obroka dnevno + dva voćna obroka se pripremaju i distribuiraju od strane IOM/Pomozi.ba.
- ✓ U obzir se uzimaju posebne prehrambene potrebe (vegetarijanski, bezglutenski, dijetni meniji).



## VODOSANITARIJE I HIGIJENA

- ✓ U centru se nalaze 80 toaleta i 97 tuša, odvojenih po spolovima.
- ✓ Održavanje i čišćenje vrši IOM osoblje.
- ✓ IOM je poduzeo dodatne mjere kako bi osigurao povećane higijenske prakse, kao npr. na nekoliko mjesta postavljeni su dezinfekcijski uređaji.
- ✓ Toalet za osobe sa invaliditetom.
- ✓ Sastanak odbora za WASH redovno se održava u koordinaciji sa UNFPA / SCI / WV.



## EDUCATION & LEISURE

- ✓ Edukativne, praktične, rekreativne, stručne i sportsko-rekreativne aktivnosti podržavaju World Vision BiH, UNICEF, UNHCR/BHVI i IOM.
- ✓ Otvoren je Društveni kutak u partnerstvu sa World Vision, koja je pružala opremu za stolni tenis, karte i druge društvene igre.
- ✓ Brijaničnicu je otvorio DRC uz podršku IOM-a.
- ✓ Edukativne i kreativne sesije, časove jezika i pismenosti koje je (za adolescente i mladiće) osigurao UNFPA



OVAJ CENTAR JE  
PODRŽAN OD STRANE  
EVROPSKE UNIJE



PRIPREMIO: U IME:  
međugencijskog  
odgovora u BiH

## KONTAKTI:

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