



IOM/SFA  
Centre Management

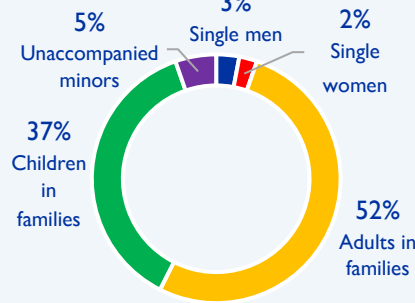
14 JAN 2019  
Opening date

400  
Capacity (beds)

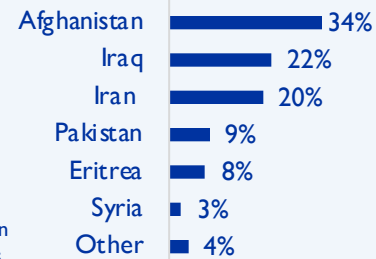
301  
Occupancy (persons)

2,878 (+321 IN MAY)  
Total registered Persons  
since opening date

### Population



### Top Countries of Origin



\*Source: IOM, 7 June 2020

## CCCM CAMP COORDINATION AND MANAGEMENT

- ✓ An inter-agency complaint mechanism is in place: complaints are received by different partners and acted upon and/or referred on a regular basis.
- ✓ The centre's Info point is operational, providing updated information on the available services in the centre and outside.
- ✓ Interpreters for Arabic, Farsi, Pashtu and Urdu provided by IOM, DRC/JRS and UNICEF/SCI.
- ✓ Regular case-management meetings on health, education and protection.
- ✓ Weekly CCCM meetings organized by IOM were suspended due to Covid-19 prevention measures.
- ✓ IOM centre manager and/or migrant assistants are present at the centre 24/7.

## PROTECTION

- ✓ Free legal aid, counselling and community-based protection provided by UNHCR/ Vaša Prava BiH/DRC.
- ✓ 24/7 staff providing information and referral to protection by IOM.
- ✓ Psychosocial support to GBV survivors or persons at risk, empowerment programmes in the Centre for Women and girls and preventive and awareness workshops by UNFPA/MdM.
- ✓ Child Friendly Space and Mother and Baby Corner provided by UNICEF/Fenix, and UNICEF/SCI Child Protection Officers for children in families present 24/7.
- ✓ Guardianship and social inclusion of UASC and Social workers and a psychologist by UNICEF/CSW Bihac/SCI.

## NFI SHELTER & NFIs

- ✓ IOM created a COVID 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, including hygiene products, women-kits, and bedding to all new arrivals.
- ✓ Wi-Fi for all centers population, supported by IOM.
- ✓ Distribution of modern contraceptives and hygienic pads by UNFPA/MdM.
- ✓ Complementary provision of NFIs for mothers and babies by UNICEF/ŽsU, and of school material by UNICEF.

## FOOD & NUTRITION

- ✓ Three meals a day + two fruit snacks prepared and delivered by IOM/RCSBiH.
- ✓ Special dietary needs are taken into account (vegetarian, gluten-free, dieting menus).
- ✓ Provision of complementary food to infants and children below 24 months by IOM/RCSBiH. Provision of breastfeeding counselling and lactation through Primary Health Centre Bihac/DRC in paediatric clinic and distribution of Breast Milk Substitute by IOM/UNICEF.

## HEALTH

- ✓ Primary health care provided by Public Health Centres, medications, referrals to specialized care, SGBV and mental health psychosocial support provided by DRC/MdM/RCSBiH.
- ✓ Paediatric infirmary and immunization supported by UNICEF/DRC.
- ✓ Medical escort by DRC/JRS, transportation by IOM.
- ✓ Sexual and reproductive health services and workshops for women by UNFPA/MdM.

## WATER, SANITATION & HYGIENE

- ✓ The centre has 23 toilets and 16 showers, gender separated.
- ✓ IOM took extra measures to ensure increased hygiene practices, eg. disinfection dispensers were put in several spots.
- ✓ Laundry system is in place, and services available to all centers population, supported by IOM.
- ✓ Disinfection, disinsection and deratization measures take place regularly.

## SAFETY & SECURITY

- ✓ Security staff present in the centre 24/7. Additional security hired to support with Covid-19 mitigation strategies.
- ✓ 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

- ✓ Online classes for all children aged 6-15 during COVID-19 as prevention measures by UNICEF/SCI.
- ✓ Educational and recreational activities for children by UNICEF/SCI were suspended due to COVID-19 prevention measures.
- ✓ English lessons and literacy courses by UNFPA/MdM.

PREPARED BY: **IOM**  
UN MIGRATION

ON BEHALF OF:  
the Inter-Agency  
response in BiH

### CONTACT US:

Amira Hadzimehmedovic CCCM Manager [ahadzimehmed@iom.int](mailto:ahadzimehmed@iom.int)  
Edita Selimbegovic Public Information [eselimbegovic@iom.int](mailto:eselimbegovic@iom.int)  
Amira Al Makzomy Information Management [almakzomy@iom.int](mailto:almakzomy@iom.int)

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

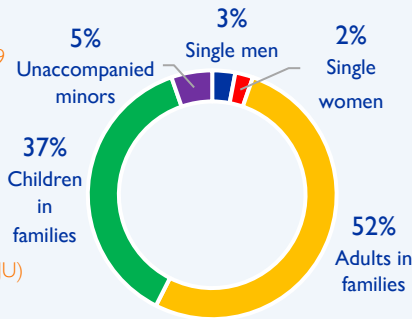
14. JANUARR 2019  
Datum otvaranja

400  
Kapacitet

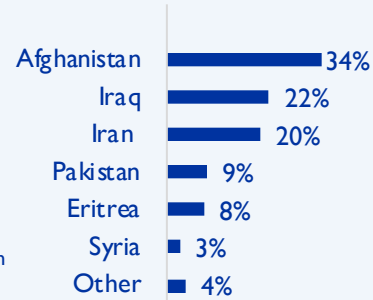
301  
Popunjenost

2,878 (+321 U MAJU)  
Registrovanih osoba od otvaranja

### Populacija



### Zemlje porijekla



\*Izvor: IOM, 7 juni 2020.



### CCCM (Koordinacija i upravljanje kampom)

- ✓ Međuagencijski odbor u centru organizuje redovne sastanke, razmatra i daje odgovor na zaprimljene žalbe.
- ✓ Info centar je u funkciji i pruža ažurirane informacije o servisima u centru i van centra.
- ✓ Prevodiocice za arapski, farsi, paštu i urdu obezbjeđuju IOM, DRC/JRS i UNICEF/SCI.
- ✓ IOM CCCM sedmični sastanci su suspendovani zbog mjera prevencije Covid-19. IOM upravitelj centra i/ili migrant asistenti su prisutni u centru 24/7.
- ✓ Redovni sastanci na temu zdravstva i obrazovanja i zaštite.
- ✓ IOM upravitelj centra i/ili migrant asistenti su prisutni u centru 24/7.



### ZAŠTITA

- ✓ Besplatnu pravnu pomoć, informiranje, savjetovanje i zaštita utemeljena u zajednici, pružaju UNHCR/DRC/Vaša Prava BiH.
- ✓ 24/7 osoblje koje pruža informacije i upućivanje na zaštitu pruža IOM.
- ✓ UNFPA/MdM obezbjeđuje psihosocijalnu podršku za preživjele rodn-zasnovanog nasilja i programe osnaživanja u Centru za žene i djevojke.
- ✓ Prostor za djecu i Kutak za majku i dijete obezbjeđuju UNICEF/Fenix, i UNICEF/SCI službenici za zaštitu djece u porodici su prisutni 24/7.
- ✓ Socijalne radnike i psihologa obezbjeđuju UNICEF/CSR Bihać.



### NFI SMJEŠTAJ I NEPREHRAMBENI ARTIKLI

- ✓ IOM je napravio 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 i posteljinu svim novopristiglim licima.
- ✓ Wi-Fi konekciju je obezbjedio IOM.
- ✓ Podjelu modernih kontracepcijskih sredstava i higijenskih uložaka vrši UNFPA/MdM.
- ✓ Komplementarno pružanje NFI za majke i djecu obezbjeđuje UNICEF/ŽsU, a školski pribor obezbjeđuje UNICEF.



### HRANA I ISHRANA

- ✓ Tri obroka dnevno + dva voćna obroka se pripremaju i distribuišu od strane IOM/DCKBiH.
- ✓ Posebne prehrambene potrebe se uzimaju u obzir (vegetarijanska, bezglutenska..).
- ✓ IOM/DCKBiH vrši nabavku dodatne hrane za djecu mlađu od 24 mjeseca. Savjetovanje o dojenju se vrši preko Doma zdravlja Bihać/DRC-a, a nabavka zamjenskog mlijeka za dojenčad od strane UNICEF-a/IOM.



### ZDRAVSTVO

- ✓ Primarnu medicinsku pomoć pružaju javne zdravstvene ustanove na licu mjesta. Upućivanje na specijalističku njegu, psihosocijalnu podršku mentalnom zdravlju i upravljanje slučajevima seksualnog i rodn-zasnovanog nasilje pruža DRC/MdM/DCKBiH.
- ✓ Pedijatrijsku ambulantu i imunizaciju podržavaju UNICEF/DRC.
- ✓ Medicinsku pratnju obezbjeđuju DRC/JRS, a transport IOM.
- ✓ Servise u vezi sa seksualnim i reproduktivnim zdravljem pruža UNFPA/ MdM.



### VODOSANITARIJE I HIGIJENA

- ✓ U centru se nalaze 23 toaleta i 16 tuševa, odvojenih po spolovima te sa pristupom za osobe sa invaliditetom.
- ✓ 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 npr. na nekoliko mjesta postavljeni su dezinfekcijski uređaji. Održavanje i čišćenje vrši IOM osoblje.
- ✓ Dezinfekcija, deratizacija i dezinskcija se vrši na sedmičnom nivou.



### SIGURNOST

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



### OBRAZOVANJE I SLOBODNO VRIJEME

- ✓ Online predavanja za svu djecu uzrasta 6 – 15 tijekom COVID-19 kao preventivne mjere je omogućio UNICEF/SCI.
- ✓ Edukativne i rekreacijske aktivnosti za djecu koje obezbjeđuje UNICEF/SCI su suspendovane zbog mjera prevencije COVID-19.
- ✓ Časove engleskog i časove opismenjanja obezbjeđuju UNFPA/MdM.



### KONTAKTI: