



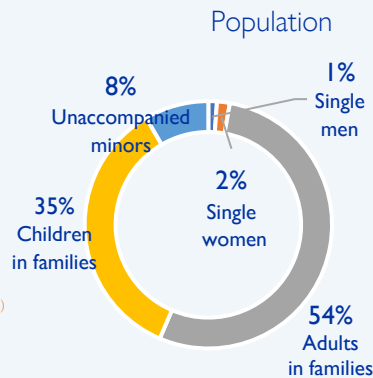
IOM/SFA  
Centre Management

3 JAN 2019  
Opening date

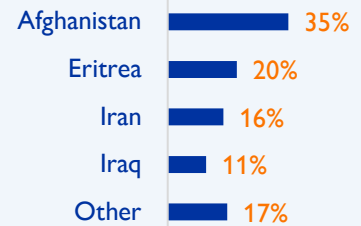
580  
Capacity (beds)

179  
Occupancy (persons)

5,121 (+45 IN MARCH)  
Total registered Persons  
since opening date



### Top Countries of Origin



\*Source: IOM, 04 April 2021

## 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 held in compliance with Covid-19 preventive 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, and empowerment programmes in the Centre for Women and girls by UNFPA/MdM.
- ✓ Child Friendly Space provided by UNICEF/SCI/LAN and Mother and Baby Corner provided by UNICEF/Fenix. Child protection officers for children in families present 24/7, provided by UNICEF/SCI.
- ✓ Social workers for legal guardianships and psychologist by UNICEF/CSW Bihac/SCI/CWS.
- ✓ Boys on the move methodology, informal life skill education of minors with focus on health issues including identification of vulnerable cases and referral in need to other specialized service provided by UNFPA.

## NFI SHELTER & NFIs

- ✓ Temporary rearrangement of accommodation units conducted by IOM to increase isolation and COVID-19 areas.
- ✓ 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. Distribution of Breast Milk Substitute by IOM/UNICEF.
- ✓ Dietary supplements prescribed by a gynecologist for women and girls at risk as well as pregnant women provided by UNFPA.
- ✓ Additional vitamin intake through fruits and vegetables for the whole population ensured due to COVID-19 outbreak.

## 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. Provision of MHPSS for UASC and children in families by UNICEF/MdM.
- ✓ 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 41 toilets and 33 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.
- ✓ Pest control 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

- ✓ Non-formal education activities for all children by UNICEF/SCI.
- ✓ Educational and recreational activities for children and adolescents by UNICEF/SCI/Lan.
- ✓ English lessons and literacy courses by UNFPA/MdM.
- ✓ For the entire 23-days lockdown period, children were provided with online classes.

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

### CONTACT US:

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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.



THIS CENTRE IS  
SUPPORTED BY THE  
EUROPEAN UNION



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

3. JANUAR 2019.  
Datum otvaranja

580  
Kapacitet

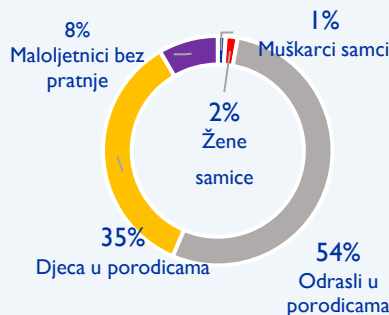
179  
Popunjenost

5,121 (+45 U MARTU)  
Registrovanih osoba od otvaranja

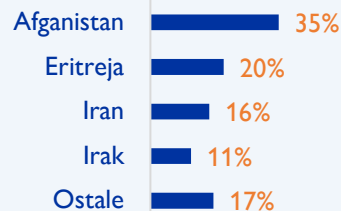
44.8050479, 15.8651727

Lokacija centra

## Populacija



## Zemlje porijekla



\*Izvor: IOM, 4. april 2021. godine.



## CCCM (Koordinacija i upravljanje kampom)

- ✓ Međuagencijski odbor za žalbe 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 rodno-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.
- ✓ Metodologija dječaci u pokretu, neformalna edukacija maloljetnika o životnim vještinama sa fokusom na zdravstvena pitanja, uključujući identifikaciju ranjivih slučajeva i upućivanje za druge specijalizirane usluge koje pruža UNFPA.



## NFI SMJEŠTAJ I NEPREHRAMBENI ARTIKLI

- ✓ IOM je napravio izolacijsko područje za smještaj osoba koje se vraćaju u PPC i za COVID-19 simptomatske slučajeve.
- ✓ IOM vrši podjelu NFI (neprehrambenih) paketa koji uključuju higijenske potrepštine i posteljinu svim novopristiglim licima.
- ✓ Wi-Fi konekciju je obezbijedio 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.
- ✓ Dodatni unos vitamina kroz voće i povrće za cijelu populaciju osiguran zbog izbjivanja COVID-19.



## ZDRAVSTVO

- ✓ Primarnu medicinsku pomoć pružaju javne zdravstvene ustanove na licu mjesta. Upućivanje na specijalističku njegu, psihosocijalnu podršku mentalnom zdravlju i upravljanje slučajevima seksualnog i rodno-zasnovanog nasilja pruža DRC/MdM/DCKBiH.
- ✓ Pružanje usluga psihosocijalne podrške i mentalnog zdravlja za maloljetnike bez pratnje i djecu iz porodica od strane UNICEF/MDM. Medicinsku pratnju obezbjeđuju DRC/JRS, a transport IOM. Servise u vezi sa seksualnim i reproduktivnim zdravljem pruža UNFPA/ MdM.



## VODOSANITARIJ E I HIGIJENA

- ✓ U centru se nalaze 41 toaleta i 33 tuševa, 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 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

- ✓ Neformalne edukativne aktivnosti za djecu obezbjeđuje UNICEF/SCI, a Edukativne i rekreacijske aktivnosti za djecu i maloljetnike bez pratnje obezbjeđuju UNICEF/SCI/Lan.
- ✓ Časove engleskog i časove opismenjanja obezbjeđuju UNFPA/MdM.
- ✓ Za cijeli period lockdown-a od 23 dana djeci su pružani online časovi.

PRIPREMIO:



U IME:

međuagencijskog  
odgovora u BiH

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Molimo posjetite [bih.iom.int/iom-migration-response](http://bih.iom.int/iom-migration-response) za više informacija te ukoliko vaša organizacija želi doprinijeti informativnoj brošuri.



OVAJ CENTAR JE  
PODRŽAN OD STRANE  
EVROPSKE UNIJE