



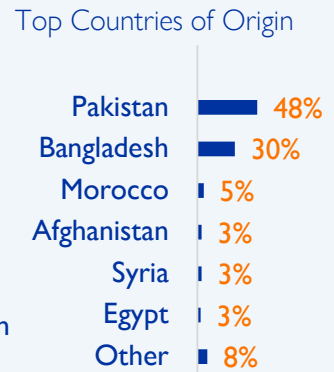
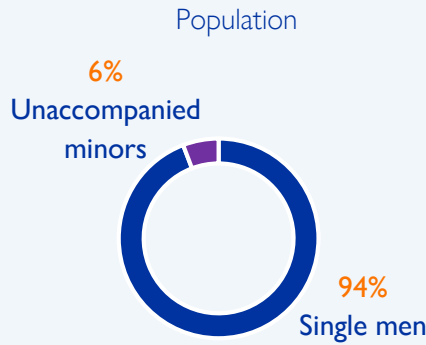
IOM/SFA
Centre Management

1 NOV 2018
Opening date

1,000
Capacity (beds)

792
Occupancy (persons)

4,699 (+124 IN JUNE)
Total registered Persons since opening date



*Source: IOM, 5 July 2020

CCCM CENTRE COORDINATION AND MANAGEMENT

- ✓ Weekly CCCM meetings organized by IOM were suspended due to Covid-19 prevention measures.
- ✓ Interpreters for Arabic provided by IOM and DRC/JRS.
- ✓ IOM site manager and/or migrant assistants are present at the site 24/7. Meet the Manager hour held twice a week.
- ✓ The Community Complaints Council with migrants, IOM and partners reviews complaints twice a month.
- ✓ Communication with Migrant Community Representatives on a daily/weekly basis.

PROTECTION

- ✓ Free legal aid, information, counselling, representation and community-based protection provided by UNHCR/ Vaša Prava BiH/DRC.
- ✓ 24/7 staff providing information and referral to protection by IOM.
- ✓ Social workers for legal guardianship by UNICEF through Save the Children, seconded to the CSW Velika Kladuša.
- ✓ Designated zone for UASC providing 24/7 child protection services supported by UNICEF/CSW Bihac/SCI.

NFI SHELTER & NFIs

- ✓ IOM distributes NFIs (non-food items) daily and provides tailored NFI starting-packages to all new arrivals.
- ✓ Medical quarantine, with a capacity of 48 beneficiaries provided by IOM.
- ✓ IOM created an isolation area to accommodate those returning to the TRC and for symptomatic cases.

FOOD & NUTRITION

- ✓ Three meals a day + two fruit snacks are prepared on site by IOM/RCSBiH, ensuring sufficient daily calorie intake and nutritional balance.
- ✓ Different meals are prepared based on specific needs (vegetarian, gluten-free).
- ✓ Additional kitchen available for the centres population to prepare food by IOM.
- ✓ Food provided to non-registered vulnerable groups.

HEALTH

- ✓ Primary health care, psychosocial support and mental health provided by Public Health Center Velika Kladuša/DRC/MdM/RCSBiH.
- ✓ DRC Medical Team is providing assistance for daily COVID-19 screenings for all staff and centers population.
- ✓ Referral to specialized primary and secondary health care services provided by DRC/PHC Velika Kladuša/Cantonal Hospital. Medical escort by JRS, and transportation by IOM.
- ✓ Medications and medical supplies, SGBV and mental health psychosocial support case-management provided by DRC. Provision of MHPSS for UASC by UNICEF/MdM.

WATER, SANITATION & HYGIENE

- ✓ The centre has 64 toilets and 34 showers.
- ✓ Laundry system is operational, supported by IOM.
- ✓ IOM took extra measures to ensure increased hygiene practices, eg. disinfection dispensers were put in several spots.
- ✓ Disinfection, deratization and dissection measures take place regularly.
- ✓ IOM maintenance staff is constantly working on repairs and improvements.
- ✓ Cleaning actions are organized regularly with the centre's population.

SAFETY & SECURITY

- ✓ Security staff present in the centre 24/7. Additional security hired to support with Covid-19 mitigation strategies.
- ✓ Entry gate monitored through a metal detector.
- ✓ Video surveillance system is operational, 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

- ✓ Educational workshops through project "integration corners for mutual understanding" provided by local NGO Žene sa Une.
- ✓ Educational and recreational activities to UASCs provided by UNICEF/SCI/CSW Velika Kladuša.



THIS CENTRE IS SUPPORTED BY THE EUROPEAN UNION

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

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MIRAL
TEMPORARY RECEPTION CENTRE
SITE PROFILE, JUNE 2020

Population: 65% Unaccompanied minors, 34% Single men

Top Countries of Origin: Pakistan (48%), Bangladesh (30%), Morocco (5%), Afghanistan (3%), Syria (3%), Egypt (3%), Other (8%)

PROTECTION: High level of information, counselling, representation and community support. IOM staff providing information and referrals to UNHCR, DRC, and other relevant organizations. IOM provides medical services, including mental health support, and is working to ensure that all registered persons have access to these services.

FOOD & NUTRITION: IOM provides food and is supported in this by UNHCR. IOM provides food and is supported in this by UNHCR. IOM provides food and is supported in this by UNHCR.

WATER, SANITATION & HYGIENE: IOM provides water and is supported in this by UNHCR. IOM provides water and is supported in this by UNHCR. IOM provides water and is supported in this by UNHCR.

EDUCATION & LEISURE: IOM provides education and is supported in this by UNHCR. IOM provides education and is supported in this by UNHCR. IOM provides education and is supported in this by UNHCR.

CONTACT ILM: The Contact ILM (Foreign Liaison Officer) is available for information and referrals to UNHCR, DRC, and other relevant organizations. IOM provides information and referrals to UNHCR, DRC, and other relevant organizations.



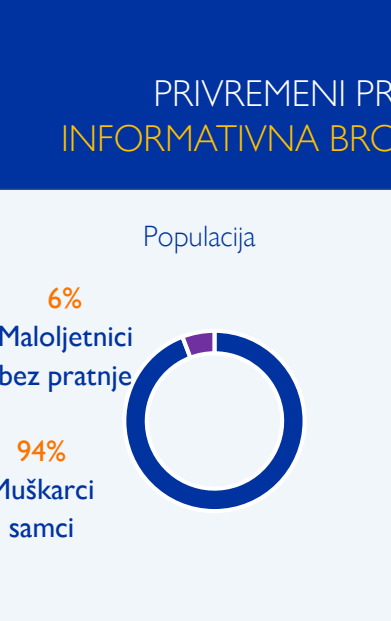
IOM/Služba za poslove sa strancima BiH (SPS)
Upravljanje centrom

1. NOVEMBAR 2018.
Datum otvaranja

1,000
Kapacitet

792
Popunjenost

4,699 (+124 IN JUNE)
Registrovanih osoba od otvaranja



Zemlje porijekla

Pakistan	48%
Bangladeš	30%
Maroko	5%
Afganistan	3%
Sirija	3%
Egipat	3%
Ostale	8%

*Source: IOM, 5 juli 2020

CCCM (Koordinacija i upravljanje kampom)

- IOM CCCM sedmični sastanci su suspendovani zbog mjera prevencije Covid-19.
- Prevodiocje za arapski obezbjeđuju IOM i DRC/JRS.
- IOM upravitelj centra i/ili migrant asistenti su prisutni u centru 24/7. „Upoznajte upravitelja centra“ se održava dva puta sedmično.
- Međuagencijski odbor u centru razmatra i daje odgovore na zaprimljene žalbe na sedmičnom nivou.
- Dnevna/sedmična komunikacija sa predstavnicima Vijeća migranata.

ZAŠTITA

- Besplatnu pravnu pomoć, informiranje, savjetovanje i zaštitu utemeljenu u zajednici pružaju UNHCR/Vaša Prava BiH/DRC.
- 24/7 osoblje koje pruža informacije i upućivanje na zaštitu pruža IOM.
- Socijalne radnike dodijeljene Centru za socijalni rad Velika Kladuša koji se brinu o starateljstvu obezbjeđuje UNICEF-a preko Save the Children.
- Zona za maloljetnike koja pruža 24/7 zaštitu, podržava UNICEF/ Centar za socijalni rad Velika Kladuša/SCI.

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 svim novopristiglim licima.
- Medicinska karantena, sa kapacitetom od 48 korisnika od IOM-a.

HRANA I ISHRANA

- Tri obroka dnevno + dvije voćne užine se pripremaju i distribuiraju od strane IOM-a/DCKBiH. Dostupni su različiti meniji u skladu sa posebnim potrebama korisnika (vegeterijanska, bezglutenska...). Hrana se obezbjeđuje i migrantima koji nisu registrirani u centru.
- Otvorena kuhinja kao i kuhinja unutar centra su na raspolaganju korisnicima.

ZDRAVSTVO

- Primarnu medicinsku pomoć, psihosocijalnu podršku i podršku mentalnom zdravlju pružaju Dom Zdravlja Velika Kladuša/DRC/MdM/DCKBiH na licu mjesta. Upućivanje na specijalističku primarnu i sekundarnu njegu obezbjeđuju DRC/Dom zdravlja Velika Kladuša.
- DRC Medicinski tim pruža pomoć u svakodnevnom pregledima COVID-19 za sve osoblje i stanovništvo centara. Lijekove i medicinske potrepštine, i upravljanju slučajevima seksualnog i rodno-zasnovanog nasilje pruža DRC.
- Medicinsku pratnju, obezbjeđuju DRC/JRS, a transport IOM. Pružanje usluga psihosocijalne podrške i mentalnog zdravlja za maloljetnike od strane UNICEF/MDM.

VODOSANITARJE I HIGIJENA

- U centru se nalaze 64 toaleta i 34 tuševa.
- Servis za pranje rublja u centru kojim upravlja IOM je u funkciji.
- IOM je poduzeo dodatne mjere kako bi osigurao povećane higijenske prakse, kao npr. na nekoliko mjesta postavljeni su dezinfekcijski uređaji.
- Dezinfekcija, deratizacija i dezinskcija se vrše redovno.
- Akcije čišćenja se organiziraju redovno, uz učešće populacije centra.

SIGURNOST

- Zaštitorska agencija je prisutna 24/7. Dodatni zaštitari angažirani kao odgovor na mjere prevencije Covid-19.
- Ulazna kapija se kontroliše putem detektora metala.
- 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

- Edukativne radionice kroz projekat „Integracioni uglovi za međusobno razumijevanje“ koje je realizirala lokalna nevladina organizacija Žene sa Une.
- Obrazovne i rekreacijske aktivnosti maloljetnicima bez pratnje pruža UNICEF/SCI/CSR Velika Kladuša.

PRIPREMIO: U IME: međugencijskog odgovora u BiH

OVAJ CENTAR JE PODRŽAN OD STRANE EVROPSKE UNIJE

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Molimo posjetite bih.iom.int/iom-migration-response za više informacija te ukoliko vaša organizacija želi doprinijeti informativnoj brošuri.