



IOM/SFA  
Centre Management

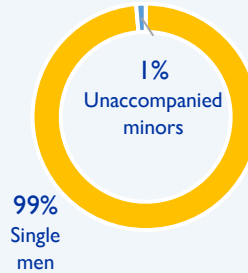
1 NOV 2018  
Opening date

700  
Capacity (beds)

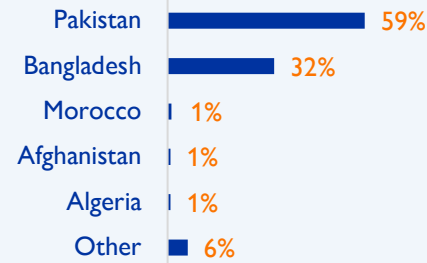
734  
Occupancy (persons)

5,739 (+134 IN MARCH)  
Total registered Persons since opening date

### Population



### Top Countries of Origin



\*Source: IOM, 04 April 2021

## CCCM CENTRE COORDINATION AND MANAGEMENT

- ✓ Weekly CCCM meetings organized by IOM were held regularly in compliance with Covid-19 preventive 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.
- ✓ IOM provided additional mattresses to be used in the COVID-19 and isolation areas
- ✓ Increased COVID-19 prevention measures through the installation of plexiglasses in the isolation areas and in dining hall for meal distribution.

## 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.
- ✓ Additional vitamin intake through fruits and vegetables for the whole population ensured due to COVID-19 outbreak.

## 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.
- ✓ Pest control 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.
- ✓ To increase monitoring of migrants and asylum seekers who are in isolation areas, IOM hired six additional security staff.
- ✓ A fire drill was held to verify evacuation procedures to train migrants and asylum seekers and the TRC's staff.

## EDUCATION & LEISURE

- ✓ Activities limited to smaller groups in compliance to COVID-19 preventive measures.
- ✓ 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.
- ✓ The Barber Shop was opened by DRC with the support of IOM.



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

1. NOVEMBAR 2018  
Datum otvaranja

700  
Kapacitet

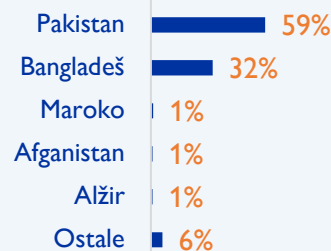
734  
Popunjenost

5,739 (+134 U MARTU)  
Registrovanih osoba od  
otvaranja

## Populacija



## Zemlje porijekla



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



## CCCM (Koordinacija i upravljanje kampom)

- ✓ IOM CCCM sedmični sastanci su suspendovani zbog mjera prevencije Covid-19.
- ✓ Prevodiocice 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.
- ✓ Povećane mjere prevencije COVID-19 ugradnjom pleksiglasa u izolacijska područja i u trpezariji.



## 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.
- ✓ Dodatni unos vitamina kroz voće i povrće za cijelu populaciju osiguran zbog izbijanja COVID-19.



## 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 tuša.
- ✓ 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

- ✓ Zaštitarska 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

- ✓ Aktivnosti ograničene na manje grupe u skladu sa preventivnim mjerama COVID-19.
- ✓ Edukativne radionice kroz projekat „Kutovi integracije za uzajamno razumijevanje“ koje je organizovala lokalna NVO Žene sa Une.
- ✓ Obrazovne i rekreativne aktivnosti za UASCs pruža UNICEF / SCI / CSR Velika Kladuša.
- ✓ Brijračnicu je otvorio DRC uz podršku IOM-a.



PRIPREMIO: U IME:  
međuagencijskog  
odgovora u BiH

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