



IOM/SFA  
Centre Management

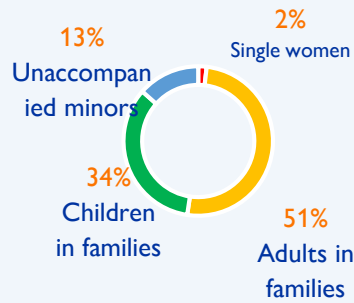
25 JUL 2018  
Opening date

400  
Capacity (beds)

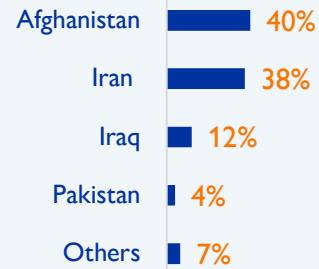
218  
Occupancy (persons)

2,537 (+70 IN SEPTEMBER)  
Total registered Persons since opening date

### Population



### Top Countries of Origin



\*Source: IOM, 4 October 2020

## 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.
- ✓ Meet the Manager hour is held weekly.
- ✓ The centre's Info point is operational, providing updated information on the available services in the centre and outside.
- ✓ A systematic voluntary community participation mechanism is in place for WASH, food and translation.
- ✓ Interpreters for Arabic and Farsi provided by IOM and DRC/JRS.
- ✓ Weekly CCCM meetings organized by IOM were suspended due to Covid-19 prevention measures.
- ✓ Regular case-management meetings on health and education.

## PROTECTION

- ✓ Free legal aid, information, counselling and community-based protection as well as protection monitoring 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 Youth Corner provided by UNICEF/SCI/Lan and a Mother and Baby Corner provided by UNICEF/Fenix.
- ✓ Child Protection Officers 24/7 for UASC and children in families by UNICEF/SCI, social worker for legal guardianship by UNICEF/CSW Cazin/CWS.

## SHELTER & NFIs

- ✓ IOM distributes NFIs and provides tailored starting-packages, including hygiene products, and bedding to all new arrivals.
- ✓ IOM created an isolation area to accommodate those returning to the TRC and for symptomatic cases.
- ✓ Wi-Fi supported by IOM.
- ✓ Distribution of modern contraceptives and hygienic pads by UNFPA /MdM, and special NFIs for mothers and babies as well as school material by UNICEF.

## FOOD & NUTRITION

- ✓ Three meals a day + two fruit snacks are prepared and delivered by IOM/RCSBiH. Special dietary needs taken into account (vegetarian, gluten-free, etc).
- ✓ Provision of complementary food to infants and children below 24 months by IOM/RC. Provision of breastfeeding counselling by Primary Health Center Cazin, and provision of Breast Milk Substitute and of baby snacks by IOM/UNICEF/Fenix.

## HEALTH

- ✓ Primary health care provided by Public Health Centres. Referrals to specialized care, medications, SGBV and PSS case management provided by DRC, psychosocial and mental support by DRC/MdM/RCSBiH.
- ✓ Medical escort by DRC/JRS, and transportation by IOM.
- ✓ Sexual and reproductive health services and workshops for women by UNFPA/MdM. Provision of MHPSS for UASC and children in families by UNICEF/MdM.
- ✓ Paediatric infirmary and immunization of children by UNICEF/DRC.

## WATER, SANITATION & HYGIENE

- ✓ The centre has 66 toilets and 76 showers, gender separated.
- ✓ Laundry system is in place, providing services to all centers population, supported by IOM.
- ✓ IOM took extra measures to ensure increased hygiene practices, eg. disinfection dispensers were put in several spots.
- ✓ 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.
- ✓ IOM Security Assistant present in the centre.
- ✓ Regular fire safety measures and warden system in place.
- ✓ Increased safety of personnel and centres population by placing fire extinguishers, first aid kits, smoke detectors 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 and adolescents by UNICEF/Žene sa One and by Musicians without Borders.
- ✓ English lessons and literacy courses by UNFPA/MdM.



THIS CENTRE IS SUPPORTED BY THE EUROPEAN UNION

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

CONTACT US:  
Alma Dizdarevic CCCM Manager [aldizdarevic@iom.int](mailto:aldizdarevic@iom.int)  
Edita Selimbegovic Public Information [eselimbegovic@iom.int](mailto:eselimbegovic@iom.int)  
Amira Al Makzomy Information Management [aalmakzomy@iom.int](mailto:aalmakzomy@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

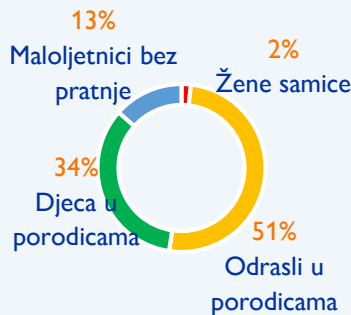
25. JULI 2018  
Datum otvaranja

400  
Kapacitet

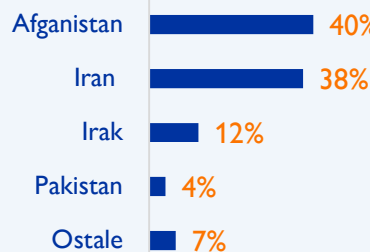
218  
Popunjenost

2,537 (+70 U SEPTEMBRU)  
Registrovanih osoba od otvaranja

### Populacija



### Zemlje porijekla



\*Izvor: IOM, 4. oktobar 2020. godine.



## CCCM (Koordinacija i upravljanje kampom)

- ✓ Vijeće migranata se sastaje redovno kako bi se osiguralo učešće migrantske populacije u upravljanju centrom.
- ✓ Jednosatni sastanak sa upraviteljem se održava na sedmičnoj bazi.
- ✓ Info centar je u funkciji i pruža ažurirane informacije o servisima unutar i van centra.
- ✓ Uspostavljen je sistemski mehanizam za dobrovoljno učešće zajednice za WASH, hranu i prevođenje.
- ✓ Prevodiocice za arapski i farski obezbjeđuju IOM i DRC/JRS.
- ✓ IOM CCCM sedmični sastanci su suspendovani zbog mjera prevencije Covid-19. 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/ Vaša Prava BiH/DRC.
- ✓ 24/7 osoblje koje pruža informacije i upućivanje na zaštitu pruža IOM.
- ✓ UNFPA/MdM obezbjeđuju psihosocijalnu podršku za preživjele rodno-zasnovanog nasilja i osobe u riziku, programe osnaživanja u Centru za žene i djevojke i radionice o prevenciji.
- ✓ Prostor za djecu, Kutak za majku i dijete i Kutak za mlade obezbjeđuju UNICEF/Fenix. Službenici za zaštitu djece obezbjeđuje UNICEF/SCI 24/7, Socijalne radnike koji upućuju na zakonske staratelje obezbjeđuju UNICEF/CSR Cazin.



## NFI SMJEŠTAJ I NEPREHRAMBENI ARTIKLI

- ✓ IOM vrši podjelu NFI (neprehrambenih) paketa, i pruža adekvatne NFI početne pakete koji uključuju higijenske potrepštine i posteljenu 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 bebe obezbjeđuje UNICEF/Žene sa Une a školski pribor obezbjeđuje UNICEF
- ✓ IOM je napravio izolacijsko područje za smještaj osoba koje se vraćaju u PPC i za COVID-19 simptomatske slučajeve.



## HRANA I ISHRANA

- ✓ Tri obroka dnevno + dva voćna obroka se pripremaju i distribušu od strane IOM/DCKBiH. Posebne prehrambene potrebe se uzimaju u obzir (vegetarijanska, bezglutenska..). IOM/DCKBiH priprema dodatnu hranu za djecu mlađu od 24 mjeseca.
- ✓ Savjetovanje o dojenju od strane Zdravstvenog Centra Cazin, i zamjensko mlijeko za dojenčad od strane IOM/UNICEF/Fenix.



## ZDRAVSTVO

- ✓ Primarnu medicinsku pomoć pružaju Javne zdravstvene ustanove na licu mjesta. Upućivanje na specijalističku njegu, lijekove, psihosocijalnu podršku mentalnom zdravlju i upravljanje slučajevima seksualnog i rodno-zasnovanog nasilja vrši DRC.
- ✓ Medicinsku pratnju obezbjeđuju DRC/JRS a transport IOM.
- ✓ Usluge seksualnog i reproduktivnog zdravlja i radionice za žene obezbjeđuje UNFPA/MdM. Pružanje usluga psihosocijalne podrške i mentalnog zdravlja za maloljetnike bez pratnje i djecu iz porodica od strane UNICEF/MDM. Pedijatrijsku ambulantu i imunizaciju za djecu obezbjeđuje UNICEF/DRC.



## VODOSANITARIJE I HIGIJENA

- ✓ U centru se nalaze 66 toaleta i 76 tuševa, odvojenih po spolovima.
- ✓ Servis za pranje rublja u centru je osiguran od strane IOM-a.
- ✓ IOM je poduzeo dodatne mjere kako bi osigurao povećane higijenske prakse, kao npr. na nekoliko mjesta postavljeni su dezinfekcijski uređaji.
- ✓ Dezinfekcija, deratizacija i dezinsekcija se vrši na sedmičnom nivou.



## SIGURNOST

- ✓ Zaštitarska agencija je prisutna 24/7 od strane IOM. 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.



## OBRAZOVANJE I SLOBODNO VRIJEME

- ✓ Neformalne edukativne aktivnosti za djecu obezbjeđuje UNICEF/SCI. Edukativne i rekreacijske aktivnosti za djecu i maloljetnike bez pratnje obezbjeđuju UNICEF/SCI/Lan.
- ✓ Časove engleskog i časove opismenijavanja obezbjeđuju UNFPA/MdM.



THIS CENTRE IS SUPPORTED BY THE EUROPEAN UNION



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.

PRIPREMIO: U IME:  
međuagencijskog odgovora u BiH

### KONTAKTI:

Alma Dizdarevic CCCM UPRAVITELJICA CENTRA [aldizdarevic@iom.int](mailto:aldizdarevic@iom.int)  
Edita Selimbegovic JAVNO INFORMISANJE [eselimbegovic@iom.int](mailto:eselimbegovic@iom.int)  
Amira Al Makzomy UPRAVLJANJE INFORMACIJAMA [aalmakzomy@iom.int](mailto:aalmakzomy@iom.int)