

## Bosnia and Herzegovina

01 - 31 July 2018

The European Commission and Council of Europe Development Bank respectively announced €1.5 million and €1 million in humanitarian assistance to refugees and migrants in BiH.

110 vulnerable refugees and migrants in Una Sana Canton – exclusively families with children – were voluntarily relocated from informal sites to Hotel Sedra.

Workshops for local media and journalists on responsible reporting on asylum and migration were organized by UNHCR and the BiH Association of Journalists in Bihac and Sarajevo.

### KEY INDICATORS

## 4,500

Estimated number of refugees and migrants in Una-Sana Canton - July 2018

## 24 of 175 (identified)

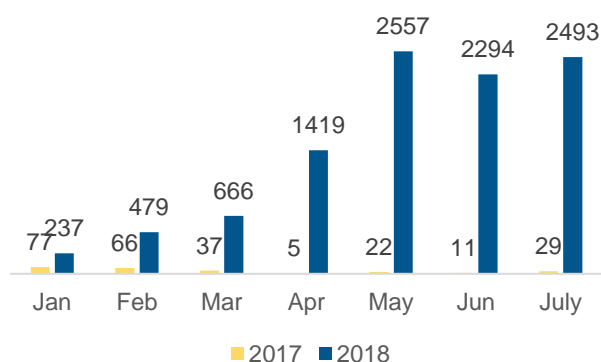
Unaccompanied and separated children assigned a legal guardian - 1 Jan – 31 July 2018

## 5,500

People assisted with transport, food, NFIs, accommodation, psychosocial counselling and other humanitarian assistance, by UNHCR, IOM, UNICEF and UNFPA - 1 Jan – 31 July 2018

### POPULATION OF CONCERN

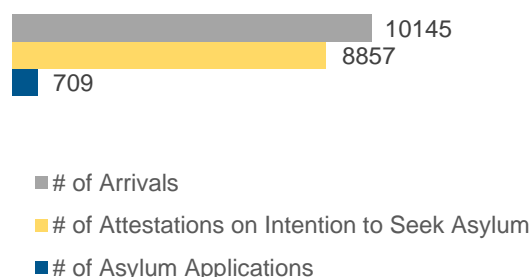
Number of detected refugee and migrant arrivals to BiH per month



### ACCESS TO ASYLUM

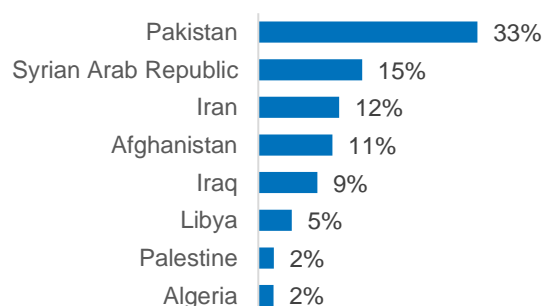
## 709 Asylum applications

People who have expressed an intention to seek asylum must then wait for the Sector for Asylum to invite them for an asylum registration interview. Those with no registered address cannot schedule an interview.



### POPULATION OF CONCERN

Top refugee and migrant CoO\* to BiH in 2018



\*Refugee and migrant country of origin (CoO) is self-declared when documents are not available.

## Operational Context

There have been over 10,145 detected refugee and migrant arrivals to Bosnia and Herzegovina (BiH) in 2018 to-date, compared to 247 for the same period (January - July) in 2017. The number of arrival has stabilized, totaling approximately 2,500 for the third month in a row. A majority arrive overland from Serbia and some from Montenegro in an irregular manner (i.e. at non-official border crossings). The number in need of humanitarian assistance at various locations throughout BiH continues to increase, with manageable numbers in Sarajevo and larger, more concerning numbers in Una-Sana Canton (USC). The latter location is linked to attempts to enter Croatia. The UN in BiH continues to express concern over reports previously received from police in Velika Kladuša (VK) regarding refugees and migrants who allege to have experienced violence and sustained physical injuries during unsuccessful attempts to cross the border due to violent deterrent measures used by Croatian police. Refugee and migrant profiling exercises in July identified further cases and the UN continues to monitor the situation.

Humanitarian needs are particularly critical in USC where it is estimated that there are now over 4,466 refugees and migrants in the canton (the average daily influx in BiH is estimated to be 69 per day). Significant progress was made in USC in July vis-à-vis the provision of protection sensitive accommodation and basic services. IOM, in cooperation with UNHCR and UNHCR partners, opened a new temporary reception center at the Hotel Sedra, in Cazin. The first 110 vulnerable refugees and migrants, all families with children, have been voluntarily transferred and medically screened by UNHCR, IOM, Médecins Sans Frontières (MSF), Danish Refugee Council (DRC), Jesuit Refugee Service (JRS) and groups of volunteers. The agreement was reached on this new center with the support of € 1.5 million from the European Commission – DG ECHO through grant agreements with UNHCR and IOM for particularly vulnerable refugees and migrants in USC. The maximum capacity in Hotel Sedra is expected to be 400. Those accommodated will also be provided with a range of key basic services, including food, medical assistance, provision of NFIs, legal aid and psychosocial aid.

This said, and given capacity limits at Hotel Sedra, previously established informal settlements of varying size in a range of locations in USC persist as a stop gap measure. The two largest such settlements are the so-called Borići dormitory in Bihać and a field in Trnovi, VK. The living and sanitary conditions in these informal settlements continue to deteriorate and were particularly affected by the heavy rains experienced in July. The Red Cross, UNHCR, IOM, MSF, and a range of actors, continue to provide a limited amount of basic services at these locations through mobile teams. The Una-Sana Ministry of Interior continue to operate police patrols to improve the security of these sites. Particular concerns were raised after 15 people were injured in a fight in Trnovi. Following an inspection from authorities in Bihać, and upon the subsequent request of the Mayor, one such informal settlement – a previously uninhabited elderly care home - had refugees and migrants who were seeking shelter there evicted and transferred to Borići dormitory on 17 July.

As in previous months, the state-managed Asylum Centre (AC) in Trnovo and Refugee Reception Centre (RRC) in Salakovac, near Mostar, have high occupancy rates. Nevertheless, despite space for a limited number of new asylum seekers in both centers on an almost daily basis, the remoteness and/or limited transport links deter many who are eligible from staying. Many sleep on the streets and in abandoned buildings in Sarajevo and its vicinity without adequate shelter, sanitation, food, or medical care. Without accommodation, they also lack the ability to register a residence, a key step to accessing the asylum procedure and for accessing related rights and services. In this regard, significant progress was also made. On 25 July, IOM signed an agreement with the Council of Europe Development Bank – Migrant and Refugee Fund, making available € 1 million to establish a reception/transit facility for up to 400 refugees and migrants on the BiH Government identified Ušivak site, in Hadžići municipality, Sarajevo Canton. Two delegations, respectively from the Council of Europe and EASO, visited BiH in July.

Despite progress, more sustainable solutions addressing evident humanitarian needs must urgently be sought in USC and elsewhere, particularly as regards accommodation and health care as winter approaches. The UN in BiH firmly advocates for a state-managed response, supported by national and international stakeholders.



*The recently opened reception center in Hotel Sedra / IOM July 2018*

## Priorities

- Continue advocating with BiH authorities, and in collaboration with donors and key stakeholders, to urgently identify sites and open additional protection sensitive accommodation facilities.
- Improve screening and referral mechanisms for refugees and migrants in tandem with the systematization of the provision of basic assistance services, including those pertaining to health, irrespective of the status of individuals in need.
- Improve systemic identification, referral, and support services to unaccompanied and separated children (UASC).

- Improve access to fair and efficient asylum procedures by, among other actions, enhancing the capacities of Service for Foreigners' Affairs (SFA) Terrain Centres to issue attestations of intention to seek asylum, advocating for the SFA to systematically renew expired attestations of intention to seek asylum or to prolong their duration, and strengthening the asylum registration capacities of the Sector for Asylum to ensure timely/efficient registration of asylum seekers and provision of asylum seeker cards.
- Continue supporting BiH authorities at all levels to respond to existing and emerging needs.

## Achievements



### PROTECTION

#### Achievements and Impact

- The protection environment for the first 110 particularly vulnerable refugees and migrants (26 families) voluntarily relocated to Hotel Sedra was greatly improved. The profiling and identification of families for accommodation in the Hotel is being led by UNHCR, in cooperation with DRC and in accordance with vulnerability criteria. IOM are leading with regard to transportation to the site, registration of people at the site, the provision of food and NFI, and overall site management. MSF and DRC, together with the Bihać and Cazin municipality health centres, provided staff for medical screening as well as the treatment of skin diseases. JRS assisted with interpreters and volunteers, provided psychosocial support and organized daycare activities for children. Further, the SFA issued or re-issued the Attestations of Intention to Seek Asylum for asylum seekers at Hotel Sedra, thus improving access to asylum procedures. The Ministry of Security's Sector for Asylum will also conduct asylum registration interviews, further promoting access to asylum procedures and related services and rights. UNHCR's partners Vaša Prava BiH (VP) and DRC will respectively ensure provision of free legal aid and psychosocial assistance at the site.



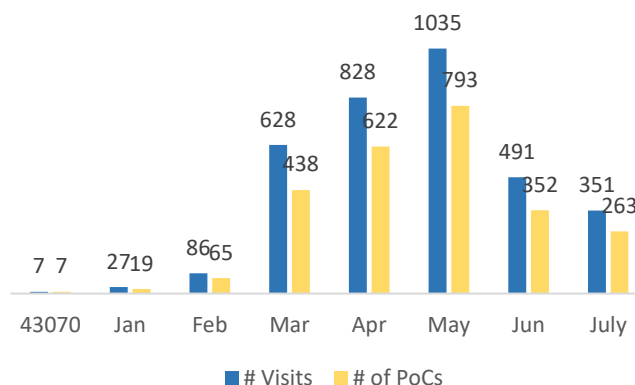
*Dancing with the families in front of Hotel Sedra / JRS  
July 2018*

- 24/7 security is being provided in Hotel Sedra by IOM, while engagement of a security provider is also being agreed for Borići settlement.
- One 15 year-old unaccompanied minor residing for several months in BiH was reunited with his family in Austria, thanks to cooperation between UNHCR, VP, Bosnia and Herzegovina Women's Initiative (BHWI), IOM, the SFA, IFS-Emmaus, and the Centre for Social Work (CSW) Doboj East.

- In USC, IOM and UNHCR partners mixed mobile teams have become fully operational and assisted 823 individuals staying in all major formal and informal shelters with a variety of services, ranging from transportation, temporary accommodation, interpretation services, to psychosocial support and medical assistance. UNHCR's partner VP ensured free legal assistance for 153 individuals. IOM has further expanded the number of mobile teams active both in USC and in Sarajevo (Hadžići).
- In USC, the European Commission will support the deployment of mixed mobile-teams comprising IOM staff and UNHCR partners VP and the DRC. The teams will have lawyers, protection officers, and doctors.

- The UNHCR Information Centre in Sarajevo continued to coordinate services for asylum seekers and refugees, including referral for accommodation in the AC and the RRC, transportation, psychosocial support and free legal aid. An average of 22 asylum seekers visited the UNHCR Information Centre on a

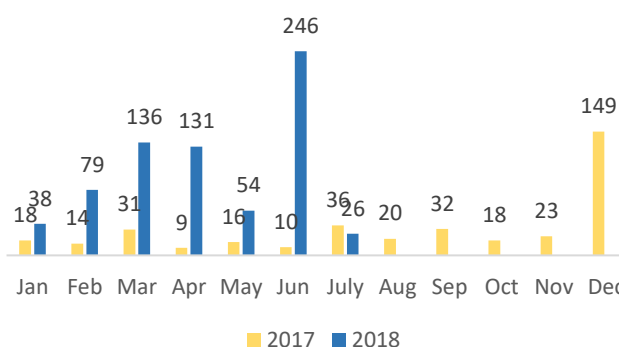
Number of Asylum Seekers assisted and number of visits to UNHCR Info Center



daily basis. It should be noted that a population composition shift has occurred, indicated by the increased proportion of women and children visiting the UNHCR Info Centre.

- In July, in support of access to fair and efficient asylum processes, 23 asylum registration interviews took place (19 in the UNHCR Info Centre, one in the AC, and three in the Immigration Centre (IC)) and three refugee status determination interviews took place (one in the AC and two in the IC). All refugees and migrants hosted in government-run reception centers as well as those recently transferred to Hotel Sedra have been re-issued the document attesting their intention to seek asylum, a precondition for access to the asylum procedure and for regular residency in the country. IOM and UNHCR advocated with the SFA to coordinate with the MoS Sector for Asylum for ensuring regular registration of cases in all temporary reception centers. The Sector for Asylum has committed to deploy staff to ensure registration of asylum applications at all centers. Registration has already started in the RRC. During the month of July, IOM and UNHCR referred a total of 492 refugees and

Asylum Applications in BiH per month





migrants for registration and re-registration to the SFA. VP also submitted 18 written requests urging the SFA to renew expired asylum attestations.

- As part of ongoing protection and monitoring activities, UNHCR and its partners VP and DRC conducted a number of profiling activities in USC. Since 26 June, 745 refugees and migrants were profiled. This includes 122 family units and 26 unaccompanied or separated children, with 254 children in total.
- UNICEF, in cooperation with Save the Children and World Vision, supported running of Child Friendly Spaces (CFS) in the RRC and in Bihać. On average, 35 children per day currently attend the CFS in the RRC. In Bihać, the CFS is mobile and provided services to over 110 children in July, while the Mother and Baby Corner provided support to 28 mothers and babies. Both spaces provide children with opportunities to develop, play, learn and strengthen their resilience as well as psychosocial counselling if needed. UNICEF, in partnership with SOS Children's villages and World Vision, is currently coordinating the extension of a CFS in the AC, while preparatory work started for establishing a CFS in Hotel Sedra with Save the Children and SOS Children's Villages.
- UNICEF, in collaboration with Save the Children, finalized the methodology for a Child Safeguarding Assessment. Child Safeguarding Training was provided to 22 professionals in VK and Bihać
- UNICEF initiated meetings with the Cantonal Ministries responsible for social welfare, Centres for Social Welfare, UN sister agencies UNHCR and IOM as well as relevant CSOs in Una-Sana, Sarajevo and Mostar Cantons. Challenges in the timely appointment of legal guardians, best interests' assessment and determination, as well as broader case management, including provision of child protection services were discussed.
- UNFPA conducted Gender-Based Violence (GBV) Rapid Assessment in the context of mixed-migration to capture the capacities, gaps, and risk of GBV faced by refugees and migrants in the context of mixed-migration in BiH.
- VP lawyers, supported by UNHCR, are present in both the AC (Tuesday and Thursday from 11:00 – 15:00 with ad hoc visits in between for asylum registration and refugee status determination interviews) and the RRC (on a daily basis) and provide free information, counselling, and free legal assistance to asylum seekers and refugees. BHWI and World Vision support with interpretation in Farsi, Arabic, Pashto, Urdu, and English.
- BHWI staff, supported by UNHCR, including social workers and psychologists are present in the AC (Tuesdays and Thursdays) and the RRC (on a daily basis) and provide individual psychosocial support, group counselling activities, and sports and recreational activities for children.
- In July, and with the protocol between MoS, UNHCR, and MFS-Emmaus, 12 particularly vulnerable asylum seekers and migrants, including seven children, were referred to



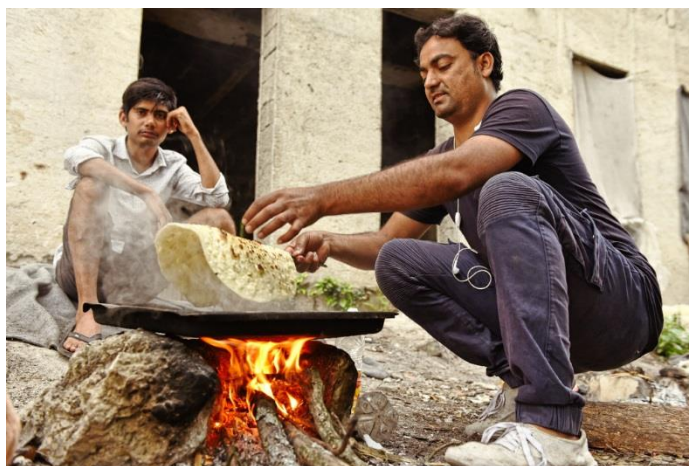
*Child-Friendly Space run by Save the Children in cooperation with UNICEF in Borići, Bihać / UNHCR July 2018*

adequate protection sensitive accommodation and care - including food, NFIs and healthcare.

- In USC, four very vulnerable families (15 persons) that fit criteria for safe accommodation were identified and referred by DRC to the safe house run by association Žene sa Une.
- The OSCE Mission has been working on an Assessment of the migrant situation and overview of the main actors in the field, which focuses on the roles and competencies of different stakeholders, the co-ordination among them, existing legislative gaps, and potential violations of the rights of refugees and migrants. The OSCE conducted 181 interviews with 11 different types of stakeholders throughout the country. The Assessment is expected to be released in September.
- The Red Cross continued the distribution of 6,000 leaflets in English, Arabic and Farsi language to migrants, containing essential information about the mine threat and maps of minefields in Bihać, VK and Cazin municipalities. Based on the needs assessment conducted in June, the Red Cross also continued distributing material on preventing the separation of families on their migratory route and informing migrants on the Red Cross services aiming to restore broken family links.

#### Identified Needs and Remaining Gaps

- Access to a fair and efficient asylum procedure must be assured. After a sharp decline in the number of asylum registration interviews between April and May, the number increased again in June, facilitated by a large number of asylum seekers being accommodated in the RRC. In July, the number of registration interviews dropped again, while a number of families recently accommodated in the RRC were awaiting registration by the MoS Sector for Asylum. Registration is however foreseen to be facilitated for new residents of Hotel Sedra, and interviews should take place on a regular basis in both centres. Advocacy needs to take place to ensure those residing outside of the government managed centres and Hotel Sedra also have access to the asylum procedure. Among other factors, access to the asylum procedure is impeded at various stages by the limited availability of information, the need for asylum seekers to have a registered address (impossible for those sleeping rough), a lack of asylum registration staff in the Sector for Asylum, and a lack of interpretation. As a result, a growing number of those in need of international protection in BiH have no effective access to the asylum procedure. Of additional concern is the short two-week validity period of the attestation of intention to seek asylum, issued by the SFA, and the difficulty to register an



*Men cooking in Borići, Bihać / UNHCR July 2018*

asylum claim with the MoS, Sector for Asylum, within this timeframe: failure to do this may cause many to be considered to be in BiH irregularly.

- All UASC should urgently be appointed a legal guardian. Identification and referral of and support to UASC continues to be challenging for the BiH authorities, especially the appointment of legal guardians to UASC authorized to make decisions in their best interest, as required by law. It has been noted that it takes days, sometimes weeks, for CSW to appoint a legal guardian; the issue is compounded by the fact that UASC often change location without informing CSWs or appointed guardians and that available interpretation is insufficient (this latter point reducing the willingness on the part of potential legal guardians)..
- Government institutions need to be strengthened, in particular the CSWs, to provide improved support services to UASC, including the possible deployment of extra social workers in the CSWs. Referral systems and/or SOPs that more clearly delineate roles and responsibilities should be developed at the BiH level, in USC and Sarajevo Cantons, based on which related trainings for professionals can be rolled out.
- Information on different aspects of protection and support should be made more accessible in a child friendly manner. Child refugees and migrants need to be informed on how to seek support.
- A CFS should be established in Hotel Sedra to ensure a safe and protective environment for children, where they can play, learn and benefit from psychological support.
- There is a need for increased GBV considerations in the response interventions to date. Different levels of risks were identified in the AC and RRC and in particular in two informal settlements in Bihac and Trnovi, including concerns relating to adolescents from the local population. There is a need for systemic solutions to adequately manage GBV cases, including legislative provisions, capacity building of all actors involved with affected population and relevant gender mainstreaming in all phases and segments of the response.
- Despite significant progress, there remains insufficient accommodation in USC. The informal settlements that have developed and continue to host refugees and migrants, such as the plot of land allocated in VK and the student dormitory in Borići, are not protection sensitive and are at best temporary solutions; further adequate protection sensitive accommodation in USC needs to be established urgently.
- More awareness raising activities should be conducted to protect lives and safety of refugees and migrants.
- Nine asylum-seekers, despite having filed an asylum claim and been registered, remained detained in the IC at the end of July.
- Transportation between Sarajevo and the AC is limited and inhibits the freedom of movement of asylum seekers residing there. Though transport links exist between the RRC and Mostar, the limited financial resources of those residing in the RRC inhibits their movement. The above can also have a negative influence on the willingness of asylum seekers to be accommodated in these locations.





## EDUCATION

### Achievements and Impact

- BHWI, supported by UNHCR, provided pre-school activities including Bosnian language classes in the RRC four times a week for 43 children.
- BHWI, supported by UNHCR, provided Bosnian language classes in the AC three times per week to seven children and pre-school education to another seven children.
- Volunteers from No Name Kitchen (NNK) provided English classes in VK.
- UNICEF and Save the Children designed a methodology and questionnaires for a Rapid Assessment of Education Needs (RAEN) of Refugee and Migrant Children in BiH.



*Pre-school education in the RRC in Salakovac / BHWI July 2018*

### Identified Needs and Remaining Gaps

- There is a lack of comprehensive provision of non-formal education, in particular among new arrivals, to prepare for refugee and migrant children's gradual inclusion into the BiH school system, including relevant local language courses. A UNICEF, child-focused, rapid assessment recommended to further evaluate the specific education needs of refugee/migrant children and what needs to be put in place to facilitate their inclusion into regular primary and secondary schools.
- There is a lack of comprehensively organized and structured activities for teenagers and UASC.



## HEALTH

### Achievements and Impact

- Primary health care continues to be provided for asylum seekers residing in the AC and RRC through agreements with the Trnovo and the Mostar Health Institutes. In both instances, twice weekly visits of a medical professional are provided for and ambulance services are available when needed.
- UNHCR and IOM make referrals and, in some cases, have covered the cost for urgent and lifesaving emergency and primary medical treatment for refugees and migrants in BiH who are located outside of the AC, RRC, and IC. In July, the UN provided medical assistance and referrals in 132 cases and psychosocial counselling in hundreds of cases country-wide. Further, UNHCR covered the costs for a limited number of secondary and tertiary health care interventions in emergency life-saving cases. IOM continued to support the doctor working with Border Police based in Trebinje.
- UNICEF is preparing information materials for Infant and Young Child Feeding (IYCF) to be shared with families to encourage and support breastfeeding among new mothers as

well as inform others on the importance of proper nutrition as a prevention mechanism for childhood illnesses. UNICEF is also supporting development of protocols on the distribution of baby formula.

- Mother and Baby Corners are operational in the RCC and in Bihać, while being established in the AC.
- MSF continued to operate mobile medical teams, through MoUs with the VK and Bihać Health Centers (whereby MSF provide a camper, medicines and pay costs for the medical treatments of refugees and migrants, while Health Centres provide necessary personnel). The team operated three days per week and conducted 921 consultations. The number of treatments for skin diseases showed an upward trend and a large number of consultations were made in relation to wound dressings and injuries related to long-distance travelling.
- In partnership with UNHCR and through an ECHO funded project, DRC became operational initially in providing medical assistance in USC. Medical teams comprised of at least one medical doctor, a medical nurse, and a psychologist, will provide assistance to migrants and refugees in cooperation with the Primary Health Centres of USC.
- In cooperation with the Primary Health Centres of the municipalities of Bihać and Cazin, DRC ensured the medical screening, skin disease treatment of the first 110 residents of Hotel Sedra, out of which 16 persons were positive on scabies/body lice/head lice. Medical teams of Cazin Health Centre continued to provide medical assistance in the site. DRC also provided occasional medical escorts.
- Medical volunteers/NNK ensured provision of first aid three times a week in VK sites when MSF teams were not present.
- The World Health Organization have begun discussions with relevant BiH institutions with a view to providing technical assistance and conducting advocacy initiatives.
- .
- The UN and partners advocated for facilitated access of refugees and migrants to primary, secondary and tertiary life-saving/necessary healthcare as well as equal costs of medical services as for nationals.



*Medical assistance provided by the Red Cross in Borići, Bihać / Red Cross July 2018*

### **Identified Needs and Remaining Gaps**

- According to law, asylum seekers have access to primary health care. In practice, access to primary health care for refugees and migrants not accommodated in the AC, the RRC, or the IC is limited – even with valid documentation – as they can only seek primary health care in Trnovo Municipality (unless the costs are covered by international organizations or non-governmental actors).

- Further, hospitals and medical centers in BiH lack clear instructions and protocols on how to treat refugees and migrants with no documentation or awaiting registration with the Sector for Asylum. While so far it has been reported that they have accepted a large proportion of medical cases, the increasing demand for health services has led to some cases where individuals with no documents or outside the asylum or immigration systems have been refused treatment unless payments were guaranteed by an international organization. Volunteers have also had to cover medical needs with private donations, which is unsustainable given the rising number of arrivals.
- Asylum seekers do not have access to secondary health care unless the costs are covered by themselves, by volunteers or by international or non-governmental organizations. Further, where fees are applicable, the cost of health care for foreigners in BiH can be considerably more expensive than it is for nationals. Agreements with relevant institutions at various levels need to be reached to ensure that such health care costs incurred are uniformly charged at the rate applied to citizens of BiH.
- Mobile health units have not been engaged to deal specifically with issues relevant for children such as the provision of immunization services. Support is needed so that the Institutes of Public Health develop protocols on immunizing refugee and migrant children as well as possibly conducting vaccination campaigns and so that all children who did not receive all necessary vaccines are given an opportunity to rectify this.
- All children, accompanied or unaccompanied, should be provided with urgent medical attention (check-ups) and should have access to psychosocial support and counselling. There needs to be established a system that ensures access to primary, secondary and tertiary health care for all children and pregnant women regardless of their legal status.
- First-line refugee and migrant responders lack training vis-à-vis the identification of communicable diseases and ways to effectively address these.



## **FOOD SECURITY AND NUTRITION**

### **Achievements and Impact**

- Asylum seekers accommodated in the AC are provided with a monthly food package by the MoS in accordance with recommendations made by a nutritionist at the Sarajevo Federal Institute for Public Health. Further to this food package, additional food and supplements are provided for pregnant women, chronically ill individuals, and children up to the age of 10. A fresh food allowance to the amount of BAM 30 per month is also given to every asylum seeker in the center. In addition, Caritas and Catholic Relief Services (CRS) provided a range of fresh vegetables, canned foods, coffee and tea, and sweets. Food is also provided for irregular migrants placed in the IC.
- Asylum seekers accommodated in the RRC are provided with three meals daily by the local Red Cross. In addition, Caritas and CRS provided packages of baby food.

- UNHCR's partner BHWI provided 115 supplementary food items for young children, women at risk and patients with chronic diseases in the Sarajevo area.
- All Hotel Sedra residents are regularly being provided with food by IOM, including adequate baby nutrition.
- IFS-Emmaus distributed over 12,000 cooked meals in Trnovi, VK and started preparing and distributing two cooked meals per day plus dry meals as needed, in addition to fresh vegetables and donations. NNK provided food packages in VK to cover gaps. IOM continued to support food distribution by local volunteers.
- With USAID and IOM support, food is regularly distributed by the Red Cross, JRS, and volunteers (Czech Team) at the former student dormitory of Borići, in Bihać. Some 3,000 meals for 1,000 people were distributed daily.
- Food is provided by independent volunteers in Sarajevo twice a day, for a total of about 600 meals a day (lunch and dinner).



*Food distribution in Trnovi, Velika Kladusa / IFS-Emmaus July 2018*

#### **Identified Needs and Remaining Gaps**

- Access to adequate food and nutrition (supplements such as vitamins, where needed) for babies, children, and pregnant women is insufficient or insecure. This is particularly the case in Bihać and VK.
- A number of actors in charge of food distribution need to adapt activities to the nutritional needs of children, with a special focus on children under five to ensure that their needs are met. This includes training frontline workers on Infant and Young Child Feeding (IYCF) practices.
- There is a lack of Mother-Baby Corners in key locations, promoting and supporting IYCF practices.
- With the increased number of people in need, in tandem with the extended duration of their stay, a number of actors offering food are running out of resources and there is a risk that these services will be discontinued.



## WATER AND SANITATION

### Achievements and Impact

- Six sanitary containers with toilets and showers have been installed in Borići settlement, in Bihać, serving a total of about 520 persons (160 women, 360 men, with additional facilities for persons with disabilities). However, given the recent increase in numbers at the site, additional containers will need to be procured urgently.
- Construction works for the expansion of sanitary services in Hotel Sedra is being planned to enable the accommodation of additional persons.
- Cleaning personnel has been recruited for Hotel Sedra and is being scaled up in Borići, following the increase in residents' numbers.
- JRS coordinated the cleaning of the Borići facility, including the building and toilet/showers containers. Fifty plastic bags a day and cleaning material have been provided by the Czech Team volunteers.
- In VK, NNK organises showers three days per week for women and children and four days per week for men, and provides hygiene items as well as clothes washing services. NNK also delivers 900 litres of drinkable water daily, for up to 70 people to a settlement called "Helicopter Place". Plastic bags are also provided for cleaning.



*Installation of sanitary containers in Borići, Bihać / IOM July 2018*

### Identified Needs and Remaining Gaps

- Showers and toilets are not available to a large enough number of refugees and migrants on a frequent enough basis. Showers are crucial for hygiene but also mental health and wellbeing.
- There is need for more hygiene packages to be distributed and cleaning material and washing machines to be available in various sites.



**SHELTER AND NFI****Achievements and Impact**

- IOM, in cooperation with UNHCR and UNHCR partners, opened Hotel Sedra to serve as a reception center for families and individuals identified as more vulnerable. At the end of July, the center hosted 110 persons and it is expected to reach its capacity of 400 people upon conclusion of minor rehabilitation works. JRS assisted in preparing the rooms.



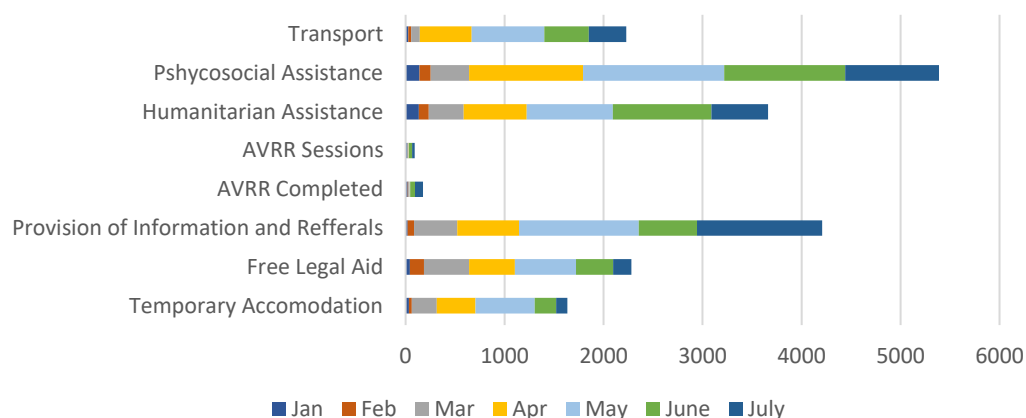
*Teams involved in the transfer of families to Hotel Sedra  
/ JRS July 2018*

- A contract was signed on July 25<sup>th</sup> between IOM and the Council of Europe Development Bank Migrant and Refugee Fund to open an additional transit/reception center in Hadžići, in Canton Sarajevo, for up to 400 persons. The set-up of the center has been agreed with the MoS and tenders for rehabilitation works and procurement of containers and other supplies have been published.
- The AC, currently accommodates up to 120 asylum seekers. Occupancy rates fluctuate on a daily basis, in particular for single men, while at the end of July there were 25 persons belonging to seven families accommodated. On 21 July, 93 asylum seekers were voluntarily relocated from Bihać to the AC and were registered by the SFA and issued with attestations of expressed intention to seek asylum. On occasion, asylum seekers refuse to be accommodated there because, among other factors, of the lack of internet access and the remote location of the AC and lack of transportation options.
- Following UNCT advocacy, and the opening of the RRC by the BiH Authorities in May, the RRC began to take referrals in June; referrals continued in July. The average night occupancy is 177. At the end of July, 144 individuals belonging to 50 families were accommodated. This includes 70 female women and girls and 62 children, of which 26 are 0-4 and 24 are 5-10 years old.
- In USC, four very vulnerable families (15 persons) that fit criteria for safe accommodation were identified and referred by DRC to the safe house run by association Žene sa Une.
- An independent volunteer managed house in Ilidža, the House of All (HoA), continued to provide shelter to refugees and migrants with the support of local charities and individual donors. The house accommodated up to 19 families (between 70 and 90 people) and provides a range of services: food, medical aid, legal assistance (in collaboration with UNHCR's partner VP and activities for kids (in collaboration with Save the Children) and adults.
- In July, IOM distributed NFIs to 230 individuals, including Hotel Sedra residents, who have been provided with NFI packages including sanitary supplies, clothes, blankets,

etc. as per family unit's needs. UNHCR's partner BHWI distributed 206 packages of NFI. The Red Cross and BHWI provide NFIs in the RRC on a daily basis. Caritas and CRS distributed a number of monthly hygiene packages and products in the AC and RRC, including baby diapers.

- In VK, IFS-Emmaus distributed 500 hygiene packages in Trnovi site in VK, as well as blankets, pillows, packages of clothes and footwear, and children toys. Part of it was meant to alleviate the effects of flooding that occurred this month on the site. Support was also provided by NNK with a range of NFIs including blankets, sleeping bags and tents, as well as hygiene items.
- JRS and the Red Cross installed 50 bunk beds in the Borići facility.

### # of refugees and migrants and type of assistance provided by UN agencies (UNHCR, IOM and UNICEF and UNFPA as of July)



### Identified Needs and Remaining Gaps

- Present and planned reception facilities are not sufficient to accommodate all persons currently in the country, especially considering that their number is not expected to decrease in the next months. Despite significant progress in July, additional protection sensitive and winter appropriate accommodation is desperately needed in a range of locations for various groups. It is urgent to accelerate the identification and operationalization of more sustainable accommodation solutions at the earliest, and in particular for UASC.
- Insufficient security standards in VK hinder the distribution of NFIs.
- There is a lack of adequate clothing for children and of clean underwear for women (children, teens, and adults).

**DURABLE SOLUTIONS****Achievements and Impact**

- IOM provided AVRR counselling to 81 persons and assisted 24 persons to return to their countries of origin. IOM AVRR assistance includes accommodation while waiting for repatriation, support in obtaining travel documents, travel costs and cash transfers for facilitating their reintegration.
- One 15 year-old unaccompanied minor residing for several months in BiH was reunited with his family in Austria, thanks to cooperation between UNHCR, VP, BHWI, IOM, the SFA, IFS-Emmaus and the CSW Dobož East.

**Identified Needs and Remaining Gaps**

- IOM continues to work on establishment of faster and simpler procedures of obtaining travel documents for those migrants expressing the wish to return to their home countries by raising awareness on AVRR among consular representatives of main countries of origin.

**LOGISTICS****Achievements and Impact**

- IOM Mobile Teams and UNHCR's partner, BHWI, provided transportation to 376 refugees and migrants in vulnerable situations (families, minors, pregnant women, individuals with medical conditions, etc.) to and from the SFA, hotels and hostels, the AC and RRC, etc., based on identified needs, vulnerability criteria, and in coordination with the SFA, the Border Police, and other actors on the ground.

**Identified Needs and Remaining Gaps**

- Insufficient transportation options still present challenges to access to services for migrants and asylum seekers, in particular, access to medical care, registration with the SFA and sector for asylum, and other services. In response to the current situation, IOM will scale up the number and presence of its mobile teams.



## PUBLIC INFORMATION

### Achievements and Impact

- In a context of increasingly xenophobic and irresponsible reporting, on 13 July in Bihać and 17 July in Sarajevo, UNHCR supported the BiH Association of Journalists to host workshops on responsible reporting on asylum and migration. The primary goal of the workshops was to improve the knowledge of journalists and editors on the provisions of international humanitarian law, the correct use of terminology in media content, as well as to reduce sensationalist approaches when reporting on this topic or when making statements as an official. The workshop also worked to open a dialogue between journalists/media and public officials/institutions responsible for implementing laws and international regulations regarding refugees and migrants for better information sharing. The events were attended by the representatives of some 40 media outlets and the UNHCR-IOM Guidelines for reporting on asylum and migration were presented.
- In July, the refugee and migrant situation in BiH continued to attract international attention. For example, the BBC<sup>1</sup>, CNN-affiliate N1 TV<sup>2</sup>, Balkan Insight<sup>3</sup>, the French<sup>4</sup> and the Japanese press<sup>5</sup>.



*Workshop on responsible reporting on asylum and migration in Bihać / UNHCR July 2018*

### Identified Needs and Remaining Gaps

- An increase in negative reporting in the media on the migrants, refugees, and asylum seekers in BiH has been recorded. Much media reporting has been uninformed and xenophobic and falls short of the professional and ethical standards of journalism which oblige journalists and editors to objectively, comprehensively, uniformly, and humanely report on migrants and asylum seekers.

<sup>1</sup> [https://www.bbc.co.uk/news/world-europe-44709252?intlink\\_from\\_url=https://www.bbc.co.uk/news/topics/cdl8n2edxeet/bosnia-herzegovina&link\\_location=live-reporting-story](https://www.bbc.co.uk/news/world-europe-44709252?intlink_from_url=https://www.bbc.co.uk/news/topics/cdl8n2edxeet/bosnia-herzegovina&link_location=live-reporting-story)

<sup>2</sup> <http://ba.n1info.com/a273748/English/NEWS/UNHCR-spokesperson-This-is-not-a-migrant-crisis.html>

<sup>3</sup> <http://www.balkaninsight.com/en/article/bosnia-is-still-trying-to-find-solution-for-migrants-camp-07-18-2018>

<sup>4</sup> [http://www.liberation.fr/planete/2018/07/29/migrants-en-bosnie-la-peur-de-devenir-calais\\_1669607](http://www.liberation.fr/planete/2018/07/29/migrants-en-bosnie-la-peur-de-devenir-calais_1669607)

<sup>5</sup> <https://mainichi.jp/articles/20180722/ddm/007/030/058000c>

## Working in partnership

- Sectoral meetings in USC continue to take place on a weekly basis, widely inviting actors working to address humanitarian needs.
- Bi-weekly coordination meetings in Sarajevo continue to take place, widely inviting stakeholders concretely engaged in the ongoing humanitarian response.
- UNHCR prepares these monthly updates on behalf of the UNCT in BiH. They are published on the United Nations in Bosnia and Herzegovina website: [http://bit.ly/MRM\\_Updates](http://bit.ly/MRM_Updates).
- Information on actions of institutions/organizations/individuals are collected on voluntary basis. Refugee/migration statistics presented in this document are provided by Government of BiH and partner agencies. UN in BiH is not responsible for accuracy of information provided by non-UN sources.

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### LINKS

UNHCR Data Portal: <https://data2.unhcr.org/en/situations/mediterranean>

IOM: <http://migration.iom.int/europe/>

Media guidelines: <https://bih.iom.int/pbn/reporting-migration-and-refugees-brochure>

Asylum Information Brochure: [https://issuu.com/unhcrsee/docs/information\\_for\\_as\\_in\\_bih](https://issuu.com/unhcrsee/docs/information_for_as_in_bih)