

Bosnia and Herzegovina

01 - 31 January 2019

134 refugee and migrant children, from House of All, the Žene sa Une safe house, and the Sedra, Borići, Ušivak, and Bira TRCs were enrolled in primary education.

IOM opened the Borići TRC on 3 January and the first 136 refugees and migrants moved in. The Borići TRC is predominantly for families with children.

Health care services in the Ušivak TRC are now provided by the Sarajevo Cantonal Health Institute through the Hadžići Primary Health Centre, with the support of DRC.

KEY INDICATORS

5,000 – 5,500

estimated refugee and migrant population at the end of January 2019

4,554

winterized accommodation as of 31 January 2019

284,000

meals provided in January 2019 in BiH

134

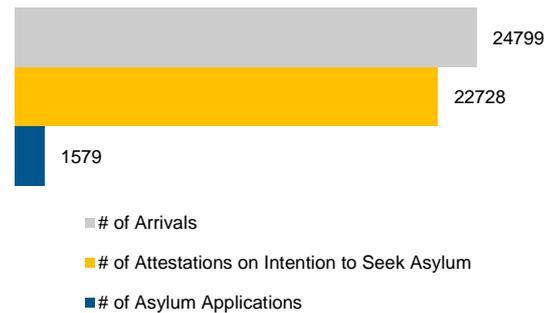
Refugee and migrant children enrolled in school in January 2019

ACCESS TO ASYLUM

1,567 Asylum applications

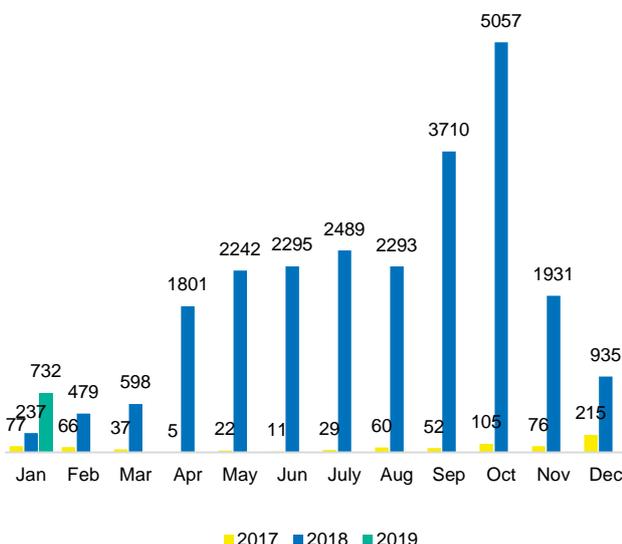
1 January 2018 – 31 January 2019

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

Number of detected refugee and migrant arrivals to BiH per month



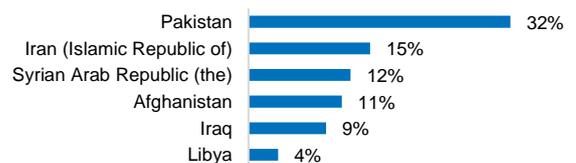
*Weekly arrival figures are calculated based on the date of the beginning of the reporting week. For example, figure from the week beginning on 31 Dec was aggregated to 2018.

POPULATION OF CONCERN

Top refugee and migrant CoO* arrivals to BiH in January 2019



Top refugee and migrant CoO* arrivals to BiH between 1 January 2018 and 31 January 2019



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

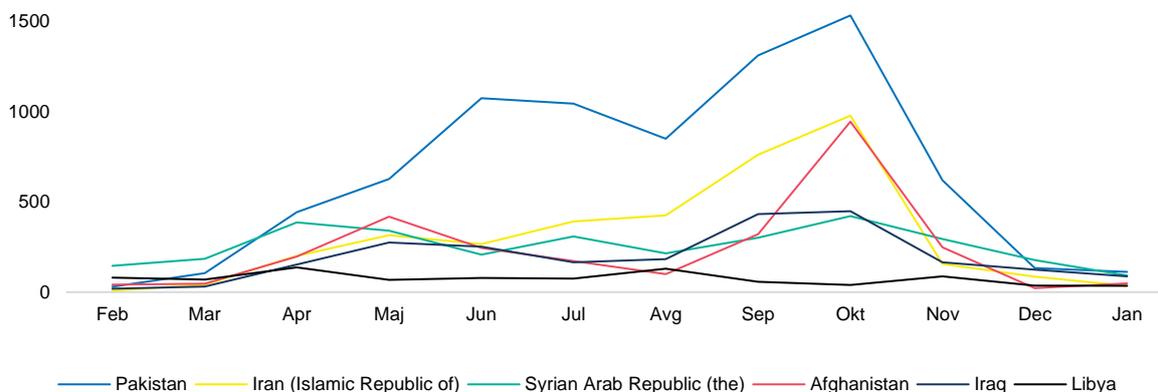
Key Updates and Operational Context by Sector

Population:

The authorities in Bosnia and Herzegovina (BiH) detected the arrival of 24,799 refugees and migrants to the country between 1 January 2018 and 31 January 2019. Despite unfavourable weather for travelling, refugees and migrants continued to arrive to BiH, with 732 detected arrivals in January 2019 compared to 237 in January 2018. There is a significant chance of increased arrivals in the spring with milder weather and improved travel conditions. The majority arrive overland in an irregular manner (i.e. at non-official border crossings). It is estimated that between 5,000 and 5,500 refugees and migrants remain in BiH in need of a range of types of humanitarian assistance at various locations, in particular in Sarajevo and Una-Sana Canton (USC). The latter location is linked to attempts to enter Croatia and the European Union. More detailed population estimates are available below as part of the 3W.

In January 2019, the largest declared Country of Origin (CoO) among new arrivals was Pakistan (15 per cent), followed by Syria (13 per cent), Iraq (12 per cent), Algeria (11 per cent), Morocco (10 per cent), and Afghanistan (7 per cent). The composition of arrivals – according to declared CoO – fluctuated over 2018, as shown in the below chart.

Monthly Arrival Trend of Most Common Declared Countries of Origin:
Feb 2018 - Jan 2019



Accommodation/Shelter:

While occupancy rates fluctuate on a daily basis, as of 31 January 4,554 spaces were available across eight locations in BiH, not including safe accommodation and hostels made available to a limited number of particularly vulnerable cases or spaces in the Immigration Centre in Lukavica.

There remains a need for additional shelter in USC with the Bira TRC and Miral facility at, or above, full capacity and a high chance of increased arrivals in spring. Moreover, a larger number of smaller sites would be conducive to reduced tensions and enhanced security within each site, thus enhancing the protection environment. Given the pressure on accommodation, UNHCR and partners, in collaboration with other actors on the ground, work to identify, profile, and prioritize cases for referral to appropriate available spaces.

Establishing sufficient, winterized, safe, and protection-sensitive accommodation continued to be a key focus of the response. In January, IOM continued to work on improving the living conditions in accommodation centres: of particular note, IOM opened the Borići TRC in Bihać and installed additional accommodation containers and sanitary containers in the Bira TRC and Miral Facility, substituting more temporary solutions such as tents.

IOM worked to improve the coordination of service provision within TRCs, organizing camp coordination meetings with partner agencies/organizations and conducting service mappings to better organize service provision schedules. Additionally, with the aim of further including refugees and migrants in the management of TRCs and regularly collecting feedback on areas in need of improvement, migrant community representatives' councils are being established in all facilities and new complaint/feedback mechanisms were introduced.

Larger than planned population numbers in many centres continues to present a range of challenges, including problems with the WASH infrastructure (broken sinks, toilet covers and seats, damaged locks, theft of shower heads and heaters), damage to accommodation containers (stolen or broken heaters, beds, windows, doors), and building maintenance issues (water infiltrations, leaking pipes, misuse of electrical equipment causing power outages, broken fences, etc.).

Relatedly, House Rules in refugee and migrant languages are displayed visibly in the Sedra, Bira, Ušivak, and Borići TRCs. Further, in the Borići TRC, House Rules (adopted prior to its opening) are given to and signed by every refugee and migrant in their language upon registration. In Miral, House Rules were developed and are being translated; they will be distributed and displayed inside the centre.

As mentioned above, the Borići TRC was opened by IOM on 3 January 2019 and the first 136 refugees and migrants were voluntarily transferred by dedicated IOM, UNHCR, and DRC teams to the refurbished facility and accommodated in rooms. The final capacity of the site is expected to be 530 (of which 130 are to be accommodated in housing containers to be installed near the building). Families are accommodated in rooms with capacities of either 4, 6, 8, or 16 beds. The building is equipped with a ramp for ensuring access to persons with disabilities and a dedicated room and toilet. Security measures, including the fire alarm, hydrant system, and fire extinguishers are in place and their status is regularly monitored: evacuation plans are being revised. There are challenges with refugees and migrants removing or damaging the fire detection devices to smoke inside undetected or children playing with fire extinguishers. The first official coordination meeting, led by IOM, including all humanitarian actors was held in the Borići TRC on 25 January. Containers for offices and premises for service providers were installed in the courtyard facing the building.

By the end of January, the Bira TRC, in USC, hosted 2,228 refugees and migrants. Throughout the month, IOM continued to improve the standards of the TRC by gradually replacing temporary solutions with more sustainable structures. The replacement of tents with housing containers continues (working to address challenges to heating large tents and respond to privacy and security concerns), along with adjustments to the set-up of tents, to optimize the organization of the different accommodation solutions. Refugees and migrants are regularly moved from tents to containers based on their vulnerability and space availability. Works to connect newly installed housing containers and tents to the electricity continued along with improvements to the water supply and drainage system and ongoing maintenance and repair works. Separation of the family and UASC areas from the area

where single males are accommodated was improved and fences dividing the two areas repaired. Additional work was undertaken to repair the fence around the TRC and better regulate access to the site. An information centre point for sharing available assistance, service providers, working hours, and for receiving feedback, suggestions, complaints, and report incidents was established. The TRC is managed by IOM, which oversees the daily running of the camp in coordination with partners providing other services. IOM staff and security personnel are present 24/7. As of 1 November, free internet connectivity with Wi-Fi access is provided at the Bira TRC by Télécoms Sans Frontières.

The Miral facility in Velika Kladuša (VK), had a maximum agreed accommodation capacity of 700 at the end of January and hosted 902 refugees and migrants. Refugees and migrants are accommodated inside the facility in containers on two floors - dedicated containers are available for UASC and families. Partitioning walls have been built on the upper and ground floor of the building to create separate housing spaces so that refugees and migrants can be separated in smaller groups and enjoy more privacy. The creation of a new quarantine area with partition walls is also under development. Thirty-nine new housing containers, with up to 234 beds, were installed in January, connected to the electricity and equipped with heaters. On 20 January, all families, UASC and other vulnerable categories were moved to housing containers. Moving of single males to the remaining containers also commenced. In January, the Municipality maintenance company took over the site waste management, removing waste twice per day. The Miral facility is managed by IOM, which oversees the daily running of the camp in coordination with partners providing other services. IOM staff and security personnel are present 24/7 in the camp.

The Sedra TRC, in Cazin Municipality, had a maximum accommodation capacity of 420 at the end of January and hosted 342 refugees and migrants. The Sedra TRC provides accommodation for families with children who are prioritized for voluntary relocation from other sites in partnership with UNHCR. The Sedra TRC is managed by IOM, which oversees the daily running of the centre in coordination with partners providing other services. IOM staff and security personnel are present 24/7. The poor conditions of the building's structure and water, electricity and heating infrastructure continue to be a challenge, particularly affecting one part of the facility. Electric heaters have been placed in each affected room to ensure adequate heating, refugees and migrants have been given additional NFIs, and the use of high consumption electrical appliances limited, resulting in a reduction of power outages. However, water infiltrations and problems with toilets and showers out of function continue as their repair requires significant construction works. Coordination meetings are regularly organized in the Sedra TRC to address any issues and improve service delivery coordination.

The Ušivak TRC, in Sarajevo Canton, had a maximum accommodation capacity of 800 at the end of January and hosted 494 asylum seekers and migrants with separate areas for single males and for families with children and UASC. On 29 January, IOM signed an agreement with Qatar Charity, who will finance the construction of a pre-fabricated building to replace the tents currently hosting the single males for whom no space in housing containers is available. This will be a significant step towards reducing tensions among refugees and migrants caused by differences between the available accommodation solutions. Coordination meetings of partners working in Ušivak are held on a weekly basis to discuss the schedule of activities as well as any emerging challenges. IOM supports the SFA with camp coordination and camp management (CCCM), and has staff, including a Camp Manager, security personnel and migrant assistants, present at the centre 24/7.

The Ministry of Security (MoS) managed Asylum Centre (AC) in Trnovo Municipality, in Sarajevo Canton, continues to provide accommodation – with basic services, free legal aid, psychosocial support, and primary healthcare, with the support of UNHCR and its partners - to asylum seekers residing there. The AC has a maximum capacity of 154 spaces. In November, the AC started to prioritize families and by the end of January just 39 asylum seekers were accommodated at this site. Referrals are limited by strict conditions put in place by the MoS, Sector for Asylum. On occasion, asylum seekers refuse to be accommodated there, among other factors, because the remote location of the AC and lack of transportation options.

The Ministry of Human Rights and Refugees (MHRR) managed Refugee Reception Centre (RRC) in Salakovac near Mostar, through an agreement with MoS, continues to offer accommodation - with basic services, free legal aid, psychosocial support, and primary healthcare, with the support of UNHCR and UNICEF and their partners - to asylum seekers and refugees residing there, with a focus on families with children to asylum seekers. The RRC has a maximum capacity of 250 spaces. At the end of the month, 219 asylum seekers were accommodated at this site.

An additional location in Sarajevo, called House of All (HoA), managed by independent volunteers, offers accommodation up to 90 people in Sarajevo, largely to families, and provides a number of services to residents. Towards the end of January 74 people were accommodated there.

An unidentified number of refugees and migrants are privately accommodated or squatting in Sarajevo and USC on a given day and limited numbers of migrants and refugees in transit have been observed sleeping rough in other locations. The sanitary and living conditions in these squats are sub-standard and MSF reported that a number of the residents choose, among other reasons, to reside in these squats due to fears of inter-communal violence in the centres.

Protection:

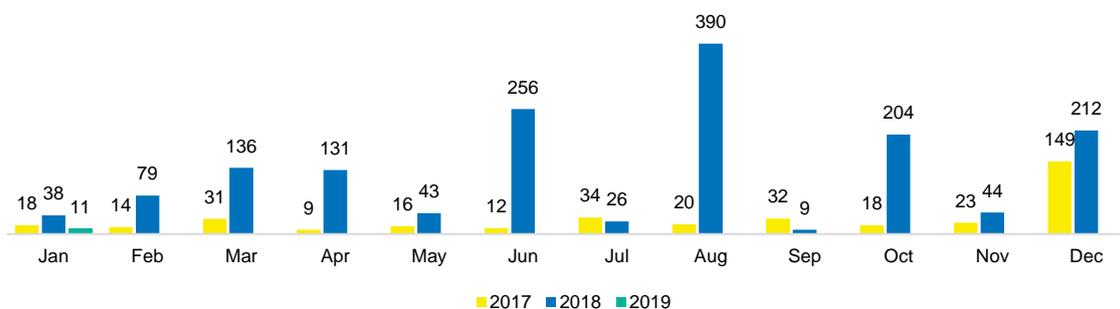
Measures put in place by government authorities in USC in October to limit the freedom of movement of asylum seekers and migrants in USC remained in effect throughout January. This includes both movement to USC and movement within USC; police checks of buses and trains continue. In January, calls were made for further restrictions on movement. More specifically, calls were made to restrict entrance and exit from TRCs in USC to a limited range of hours – these restrictions were not put in place. Restrictions placed on freedom of movement, inter alia, inhibit access to rights such as access to the asylum procedure, healthcare, and activities as basic as purchasing groceries, as well as cause family separation. The UN in BiH advocates for these restrictions to be removed and the situation is continually monitored.

Push-backs continue to be reported by refugees and migrants at the border with Croatia. UNHCR conducted a first Border Protection Monitoring (BPM) visit in USC in January; regular BPMs will ensure better insight into movement trends and related protection concerns. Vaša Prava (VP) and Danish Refugee Council (DRC) Protection teams, in collaboration with UNHCR, are work to identify and record alleged cases of violent push-backs.

In BiH, the asylum process is the responsibility of the Service for Foreigners' Affairs (SFA) and Sector for Asylum (SA) of the MoS. The MHRR is responsible once a person has been granted refugee status or subsidiary protection. From 24,799 arrivals between 1 January 2018 and 31 January 2019, 22,728 formally expressed intention to seek asylum with the SFA. Of these 22,780, 1,579 chose and

were able to formally lodge an asylum claim with the SA over the same period. Several factors hinder fair and efficient access to asylum for those in need of international protection. Among others: there are a number of circumstances within which the SFA do not re-issue attestations on intention to seek asylum; the SA has limited capacity to register and process asylum claims and has been slow to schedule registration procedures; the need to register an address with the SFA and have a Certificate of Residence – except in the AC and the RRC - to lodge an asylum claim; the need to pay a BAM 10.00 administrative fee for Certificates of Residence; a lack of interpretation; restrictions on freedom of movement in USC. Furthermore, and with specific reference to UASC, the SFA often does not consistently inform Centres for Social Work (CSW) about identified UASC without delay and some CSWs have shown reluctance to quickly appoint legal guardians – a necessary first step - before receiving notice from the authorities.

Asylum Applications in BiH



This limited access as well as slowness issuing asylum seeker cards once claims have been lodged prevent access to the rights provided by the Law on Asylum. Previously issued asylum seeker cards have also been allowed to expire, despite timely requests for their extension. UNHCR and its partner VP work to promote access to the asylum procedure through information, free legal aid, and advocacy with relevant institutions and Ministries. In January, VP provided free legal aid services to 273 persons of concern across BiH and provided a further 220 with information on the asylum procedure. VP provide these services at formal and informal sites as well as at hostels and other forms of private accommodation.

In January, and following UNHCR and VP advocacy, 219 asylum seekers in the RRC received asylum seeker cards or had expired cards renewed, thus promoting access to associated rights, including freedom of movement and the possibility to register new-borns in the BiH birth register. During the month, UNHCR also advocated for improved screening and referral of individuals in need of protection at BiH entry points with Serbia and Montenegro as well as for continued access to territory despite increased border controls.

To support advocacy for efficient access to the asylum procedure, UNHCR undertook a profiling/screening of registered asylum seekers and those awaiting asylum seeker registration in USC.

A number of protection risks and concerns exist for refugees and migrants in BiH, many of which are exacerbated by either a lack of appropriate accommodation, for example for UASC and families with children, or by inadequate accommodation conditions. A range of actors – at the various

accommodation sites as well as through mobile teams at both formal and informal sites - operate in BiH and work to identify those in need and to directly provide or refer these refugees and migrants to a range of protection related services. Among others, these services include transportation to and from key services, interpretation, free legal aid (as mentioned above), protection sensitive accommodation, psychosocial support, child protection, and SGBV related services, referral to medical care, and ad hoc provision of food, water, and NFIs.

In January, IOM enhanced accountability by strengthening mechanisms for complaints and incident reporting within centres. Secured boxes were placed in each centre with forms in the most common refugee and migrant languages. In the coming period, IOM will continue to strengthen these mechanisms in coordination with UN partner agencies, DRC, and other actors. A dedicated IOM staff member in each centre is currently responsible for the monitoring and follow-up on reporting mechanism/protocols for both general complaints and Sexual Exploitation and Abuse. Inter-agency committees and centre-specific protocols, including specific protocols for the escalation of serious incident reports to higher-level management outside of centres, are being strengthened further to ensure accountability in all centres.

DRC Protection Teams and VP, supported by UNHCR, and UNHCR staff conducted regular profiling and protection activities in USC, providing information, identifying vulnerable individuals, making referrals to services, and providing psychosocial support. Further, DRC, with the support of UNHCR, has deployed a Community Based Protection Officer who will work to identify protection issues and contribute to enhancing the protection environment in USC.

IOM staff present in the Ušivak, Sedra, Bira, and Borići TRCs, and the Miral facility, with the support of and in collaboration with a number of UN and NGO actors, ensures that, whenever possible, individuals with protection needs information on protection and assistance service providers in the centres. IOM staff present at the TRCs further refers PoC with identified protection needs to the SFA, UNHCR and partners, NGOs, and other service and information providers. Additionally, IOM has on-call mobile teams available 24/7 for assistance and transportation of refugees and migrants between TRCs, to medical facilities, and to other service providers. Additionally, interpretation services are available in all camps.

The Bosnia and Herzegovina Women's Initiative (BHWI) social workers, psychologists, and interpreters are present in the Ušivak TRC, the RRC, the UNHCR Information Centre (Monday - Friday), the AC (two or three times per week), the Immigration Centre in Lukavica (at least once per week), and at the Duje Reception Centre (upon need), and provide a range of services with a focus on psychosocial support and SGBV prevention and response. BHWI also provide services in the Sarajevo urban area in locations such as HoA. Among other activities BHWI organized SGBV prevention meetings/workshops with women and with UASC, undertook individual counselling for the identification of victims of SGBV, provided individual and group psychosocial support, organized sports and recreational activities. BHWI worked with a total of 303 individuals in January. Relatedly, IOM, working with UNHCR, have made adequate space available in all IOM managed reception centres for staff and partners to provide counselling in a confidential manner.

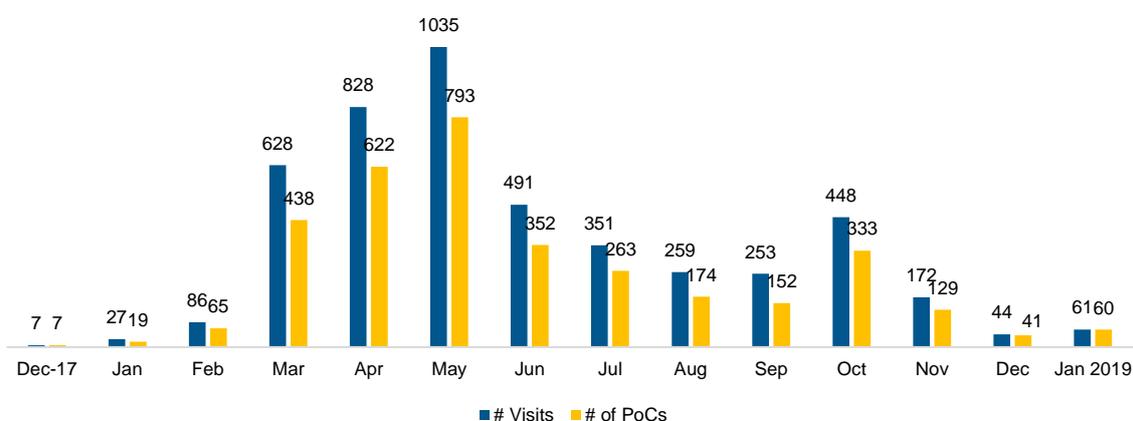
A UNHCR protection team conducts regular protection monitoring visits to the AC, the RRC (twice weekly), and the Ušivak TRC (three times per week) to identify vulnerable cases and refer to

appropriate services and service providers. The protection team also makes ad hoc visits to HoA and the newly opened community centre in Sarajevo (operated by Aid Brigade).

UNHCR maintains an information centre in Sarajevo which makes referrals to relevant and available services, including accommodation in the AC, RRC, and Ušivak TRC, as well as offers psychosocial support, through its partner BHWI, and free legal aid, through its partner VP. Visits to the UNHCR Info Centre were made by 60 persons of concern in January.

With the opening of a community centre in Sarajevo by Aid Brigade, referral to a range of services has improved, in particular for asylum seekers and migrants outside of reception centres.

Number of visits vs. number of visitors to UNHCR Info center in Sarajevo



As regards child protection, Save the Children, with UNICEF support, continued to provide 24/7 on-site child protection support at the Bira TRC for refugee and migrant children with a focus on UASC. The team’s 16 child protection officers work in three shifts and provide on-site support and make referrals to external support services when required and monitor the provision of services to UASC in close partnership with the Bihać CSW. In January 2019, support was provided to 201 UASC in the Bira TRC. Services include: information sharing and referral to relevant institutions/organizations; escort to a doctor in the Bira TRC and follow up on medical cases; follow up of at risk UASC; provision of Psychological First Aid when needed; individual or group counselling; English and Bosnian/Serbian/Croatian classes; literacy classes; art therapy and creative workshops; educational workshops (hygiene, sexual reproductive health); sport activities and board games; ‘Tea & talk’ (Community Protection Officers engage UASC in conversation – commenced on 31 January).

Further, in January, SOS Children’s Villages and World Vision, with UNICEF support, established a child protection team in the Ušivak TRC which works with refugee and migrant children with a focus on UASC. The team is present on site daily between 08:00 and 16:00 and provides case management, psychosocial support, education, and recreational activities, makes referrals to external support services when required, as well as monitors the provision of services to UASC in close partnership with the Hadžići CSW. In January, the team provided support to a total of 18 registered UASC. Additionally, the team focused on improving hygiene habits, linking and maintaining connection of UASC with their cultural identity (through drawings, stories, and music), and enhancing

UASC knowledge on protection, precautions and rules of conduct in the centre. From February onward, the team is expected to provide 24/7 support.

[UNICEF supports the CSW in Bihać and Cazin through the appointment of additional professionals](#) (two social workers and one psychologist in Bihać and one social worker in Cazin) and a multi-disciplinary team operating after working hours and during weekends, with a focus on the protection of refugee and migrant children and with additional emphasis on UASC. [Social workers at the Bihać CSW and Cazin CSW provided legal guardianship for 43 UASC, counselling for 31 UASC, medical escort for 48 UASC, initiation of family reunification for two UASC, and court representation in a case of alleged sexual assault for one UASC.](#) BHWI have also made social workers available to CSW Hadžići in Sarajevo to be appointed as legal guardians, conduct Best Interest Assessments, and provide psychosocial support. [BHWI social workers provided guardianship for five UASC at the Ušivak TRC in January, pending guardianship decisions from the Hadžići CSW.](#)

Additionally, UNICEF coordinated the transfer of three UASC from Ključ to Bira and Sedra TRCs with the Ključ, Bihać and Cazin CSWs which appointed special guardianship for the respective UASC after they had been stopped at the USC border. UNICEF and Save the Children agreed with the Bihać CSW to deploy an extra two professionals to function as special guardians, considering the high number of UASC registered in Bihać and the need to provide support to the 24/7 on-site child protection team operating in the Bira TRC.

[UNICEF and UNHCR in collaboration advocated for improved registration and appointment of guardians for UASC in VK as well as their transportation to more suitable accommodation in Bihać and Cazin](#) at a number of meetings with the Cantonal Ministry of Health, Labour, and Social Policy and relevant CSWs. [As a result, the CSW in VK – who will not appoint their own social workers as legal guardians for UASC - agreed to cooperate with legal guardians appointed through Save the Children, with UNICEF support.](#) This allows these UASC to register with the SFA and for IOM to transport them to more appropriate accommodation facilities.

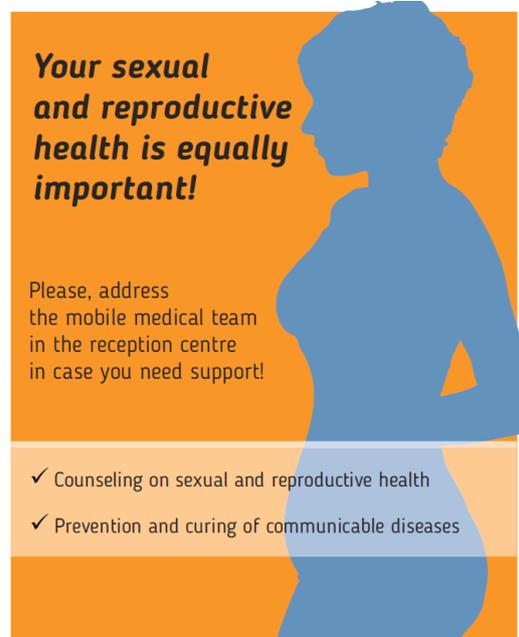
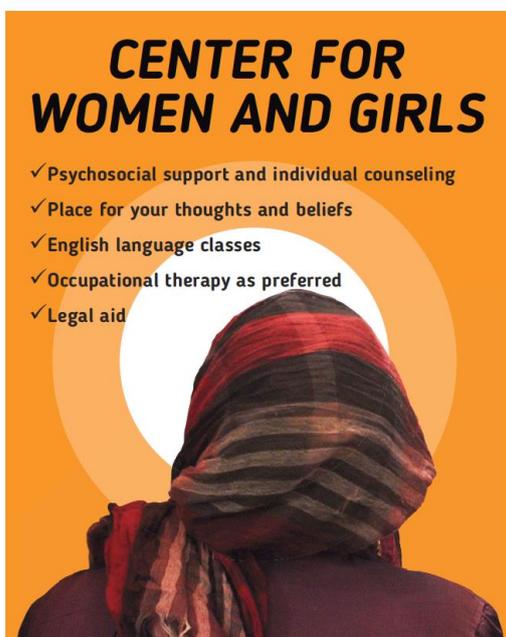
[Supported by UNICEF, and operated by Žene sa Une \(ŽsU\), Save the Children, SOS Children's Villages and World Vision, Child Friendly Spaces \(CFS\) operate at the Bira TRC \(10:00 – 15:00 daily\), the Sedra TRC \(10:00 – 15:00 daily\), the Ušivak TRC \(08:00 – 16:00 Monday to Friday\) and at the RRC \(09:00 – 15:00 Monday to Friday\).](#) The CFS at the Ušivak TRC was opened in January, run by SOS Children's Villages and World Vision. In February, both organisations, supported by UNICEF, will provide mobile CFS activities for children in the Miral facility and private accommodations in VK on the premises of the primary school "Siljkovaca". CFS activities at the Borići TRC were provided via a mobile team by Save the Children and ŽsU. [In January, a total of 383 children benefitted from CFS services](#) across all sites: in the RRC 95 (53 girls, 42 boys), in the Ušivak TRC 15 (8 girls, 7 boys), in the Borići TRC 52 (18 girls, 34 boys), in the Bira TRC 54 (22 girls, 32 boys), and the Sedra TRC 167 (59 girls, 108 boys). These spaces provide children with opportunities to develop, play, learn, and strengthen their resilience, as well as access psychosocial support. CFS also offer a space for the identification, referral, and follow-up, and/or direct support of at-risk children.

[A limited number of spaces in specialized accommodation facilities are available for people identified as particularly vulnerable, including UASC and victims of SGBV, through the IFS-EMMAUS Centre for Children and Youth at Duje and with ŽsU.](#) In January, supported by UNHCR, DRC teams identified and referred particularly vulnerable individuals to ŽsU for safe accommodation. Over the month, a

total of 28 individuals were accommodated in the safe house for a total of 660 overnights (all new arrivals are provided with welcome packages and refill packages – 56 in January - are available thereafter). In January, two persons of concern were accommodated in the Duje Centre.

In January, UNFPA continued to support the development of **Standard Operating Procedures for Multi-sectoral Coordination, Prevention, and Provision of Services to Survivors of Gender Based Violence in Emergencies (GBViE) in USC**; the document has undergone final revisions and will be sent to the Government of USC for its enactment.

UNFPA opened a third **Women and Girl Centre in USC, in the Borići TRC, in January (the other two are in the Bira and Sedra TRCs)**. The three centres are fully functional and provide psychosocial support, as well as empowerment programmes (education, protection, preventative, and activities for women and girls). The centres are also made available to partners who provide relevant services such as ŽsU and UNICEF. UNFPA also developed and distributed related information material in coordination with DRC.



**both are available in a range of languages*

As part of the United Nations Department for Security (UNDSS) training session, **UNFPA provided GBViE trainings for security professionals working in reception centres**. In cooperation with Save the Children, UNFPA also provided GBViE trainings to new staff.

Workshop groups established by ŽsU in the Sedra TRC continue to operate, including 85 women in January. These groups offer psychosocial support and social integration activities and work to reduce the symptoms of depression and anxiety. Moreover, they work to identify problems or issues experienced by the women in a participatory manner and act as an entry and referral point to other specific programs and individual work.

Health:

Access to healthcare and extent of access to health care for asylum seekers, refugees, and migrants continues to vary by location and legal status. The current response is necessarily comprised of a patchwork of both more systematic and ad hoc healthcare provision solutions and advocacy.

For those accommodated in the AC and the RRC, primary healthcare is provided through contracts, supported by UNHCR and MoS, between the MoS and the local primary healthcare centres in Trnovo and Mostar. Secondary healthcare, facilitated by DRC and supported by ECHO, is provided on a case by case basis. In January, medical escort and case follow-up, in particular with regard to transfer/referral from primary to secondary health care was identified as a gap – steps were taken to address this from February onward.

In January, primary health care in the Ušivak TRC was provided through Poliklinika Sa Na Sa until 16 January. Thereafter, primary health care was provided by the Sarajevo Cantonal Health Institute through the Hadžići Primary Health Centre, Monday to Friday between the hours of 10:00 and 14:00. Secondary health care at the Ušivak TRC has been provided by DRC with ECHO support since 1 January 2019.

In January, MSF implemented mental health care services in Sarajevo, referring patients to psychologists or psychiatrists as relevant. MSF also implemented community mental health activities with refugee and migrant communities living in Sarajevo outside of reception centres.

In USC, access to primary and secondary healthcare is supported by DRC, supported by ECHO, the Red Cross, and local primary and secondary healthcare centres. More specifically, the DRC, through local primary healthcare centres in Bihać, Bosanska Krupa, Cazin, and VK maintain mobile medical teams (comprised of at least one medical doctor, medical nurse, and psychologist) who visit the Bira TRC, the Sedra TRC, the Borići TRC (as of 17 January), and the Miral facility, conduct medical check-ups and provide care or refer as needed to primary healthcare centres or hospitals. In January, MSF ceased its medical operation in VK and handed over the medical operations at the Miral facility to DRC on 21 January. As a stop-gap measure, IOM has been supporting DRC with the transportation of patients to hospitals and other health care services throughout the country.

In terms of the provision of sexual and reproductive health care (SRH) in USC, UNFPA organised sexual and reproductive health screening and services for women and girls in the Bira, Borići, and Sedra TRCs, in cooperation with partners, Jesuit Refugee Services (JRS) and IOM. Forty-five women were provided with on the spot health services by a team of medical professionals; medications were provided by DRC while escort was provided by JRS in partnership with DRC. These services will be conducted in the Sedra TRC in February

With specific reference to children, through the Cantonal Ministry of Health, Labour and Social Welfare, UNICEF supported the primary healthcare centre in Bihać to conduct laboratory tests and medical check-ups for 150 school-age children in USC. 138 children were issued medical certificates necessary for enrolment in primary school, while 13 were given appropriate therapy and need to be re-examined.

World Vision and SOS Children's Villages, with UNICEF support, supported the primary healthcare centre in Canton Sarajevo to conduct laboratory tests and medical check-ups for 34 school-age

children accommodated in the Ušivak TRC and at HoA. All 34 children were issued medical certificates necessary for enrolment in primary school.

IFS-Emmaus facilitate primary healthcare access and for asylum seekers and migrants accommodated in the Centre in Duje. In January, there was no need for these services.

NFI:

IOM continues to provide NFIs for newly arriving refugees and migrants in the Sedra TRC, the Bira TRC, and the Borići TRC and the Miral facility. These 'starting kits', contain bedding, towels, hygienic supplies and underwear. After that, IOM provides refill packages based on individual needs and according to set schedules. New clothes are distributed to refugees and migrants with scabies and on a need basis. In Ušivak, IOM distribute hygiene kits and Pomozi.ba are providing NFIs, based on donations.

In January, since the number of refugees and migrants in IOM-run centres well exceeded the foreseen capacity, the stock of a number of NFIs, especially boots and winter jackets, was not sufficient to cover the whole population, hence distribution had to be limited only to the most in need to avoid discrimination and security risks. Additional winterized NFIs packages were ordered (covering the entire population) and will be distributed once received.

IOM is aware of the fact that a limited number of refugees and migrants sell distributed NFIs to other refugees and migrants or to the local population. To address this, IOM is closely monitoring NFI requests to avoid duplications and is looking into understanding the reasons behind this trend.

On the basis of expressed needs, UNFPA provided 600 dignity kits to users of the Women and Girl Centres in USC in cooperation with IOM.

Caritas/CRS provided a range of hygiene related NFIs for the RRC in Salakovac, such as cleaning products.

All asylum seekers and migrants accommodated at the Duje Reception Centre are provided with necessary NFIs and clean bedding.

HoA provide up to 100 residents with hygiene and sanitary items, pillows, sleeping mats, towels, blankets, and shoes and clothing as necessary.

WASH:

The Bira TRC has 92 toilets and 44 showers. The WASH facilities for families and UASC are separated from the general population and placed in areas dedicated to them. As the number of refugees and migrants in consistently above the original planning figure, IOM has drafted a plan to scale up the WASH facilities, including the installation of additional boilers to increase hot water availability, which is currently insufficient. IOM provides cleaning and maintenance staff to ensure upkeep of WASH facilities. Caritas continued to provide laundry services in the Bira TRC: over 4000 Kg of clothes were laundered in January for 1,425 refugees and migrants. As the service is insufficient for a population of over 2,000, many refugees and migrants wash their clothes in sinks and contribute to exhausting the hot water supply as well as the creation of puddles in the centre – IOM is working with the community council to address this. Further, works to complete the installation of the water supply system and drainage system within the building are ongoing, along with the recruitment of additional cleaning and maintenance staff.

WASH facilities were further expanded in the Miral facility in January. Four new sanitary containers were installed and connected to the sewer system and public water supply, adding an additional 20 toilets, eight urinals, eight water taps, as well as allowing the substitution of portable toilets previously in place. In the Miral Facility, there are 48 toilets (of which two are used by doctors) and 26 showers (of which two are used by doctors). Separate sanitary facilities are available for women and UASC and lighting has been installed in the sanitary containers' area. Hot water is provided in sanitary containers through boilers, while in the facilities inside the building, hot water will be available upon completion of the construction works. The functionality/status of sanitary facilities is checked three times per day and ongoing maintenance and cleaning of the facilities is ensured by dedicated personnel. Due to the increased population, the number of cleaning and maintenance staff is being increased. Drinking water is supplied through the public drinking water system and water tests are regularly performed by the public sanitary and epidemiological service.

The Sedra TRC has 51 toilets (41 in private bathrooms, eight in shared bathrooms, two used by staff) and 52 showers (41 in private bathrooms, 11 in shared bathrooms). The shared bathrooms are separated for men and women; rooms have private toilets used by family units residing there; one toilet for PWD is available on the ground floor. Due to repeated issues with the chlorinator, drinking water is distributed through water dispensers/bottles, while tap water is used for showers and the laundry. IOM supports cleaning staff to ensure that toilets, showers, and common areas are kept clean. A laundry system for washing refugee and migrant personal garments and bed linens is in place with a set schedule. Two industrial machines and four smaller machines are used for washing and drying the laundry. IOM staff oversees the operations of the laundry system while volunteers refugees and migrants staying in the centre contribute according to a rolling schedule. The Sedra TRC continues to face challenges with regard to the condition of the infrastructure of the building, primarily affecting the sanitary facilities and the provision of hot water for showering.

In January, an additional eight toilets were installed at the Ušivak TRC. The Centre now has 36 toilets and 28 showers. Separate facilities are available for men and women and for families and UASC. IOM has locked the WASH facilities in areas designated for families and vulnerable PoC, who are provided with keys to those facilities, and continue to work to find better solutions, in particular for women who report that they feel unsafe with the set-up of shower/toilet facilities. Drinking water is provided through the public water supply. A laundry system is in place for both bed linen, washed by IOM staff, and for private use of refugees and migrants. The members of the camp community council have been included in hygiene promotion activities, to jointly improve hygiene practices and raise awareness among refugees and migrants on the importance of keeping premises and toilets clean and well maintained. The council further recommended the establishment of different laundry schedules for families and single men; IOM camp staff will follow-up. IOM provides for cleaning and maintenance of the site, including regular cleaning of sanitary facilities.

The Borići TRC has 43 toilets and 29 showers for both men and women inside the building as well as in containers in front of the building. Sanitary facilities within the centre have now been connected to the public sewage system and 19 boilers provide hot water. IOM installed two washing machines which are used by IOM staff to launder bedding. A laundry system for refugees and migrants is pending the delivery of driers; until then, IOM support the laundering of clothes.

All asylum seekers and migrants accommodated at the Duje Reception Centre are provided with necessary hygiene/sanitary supplies. WASH facilities are gender separated with hot water and laundry services available also.

WASH facilities at HoA are separated by room, with 21 toilets and 21 showers for approximately 70 residents.

[MSF carried out hygiene spraying and cleaning in many squats in Sarajevo while also replacing blankets and sleeping bags.](#) Further, MSF support showers run by volunteers at the Otoka stadium in Sarajevo. These showers are available to refugees and migrants in Sarajevo in squats.

[A new community centre opened by Aid Brigade in Sarajevo provides limited WASH facilities for refugees and migrants sleeping in squats in Sarajevo.](#) At this centre they have access to toilets seven days per week.

Education and leisure:

[Around 120 refugee and migrant children from all TRCs including the ŽsU Safe House are provided with Bosnian/Serbian/Croatian language classes by the Pedagogic Academy, with UNICEF support.](#) The classes started on 15 January and take place every day from 15:00 to 17:00 at the Pedagogic Academy and will continue throughout February. IOM provides transport from the TRCs and the ŽsU Safe House, while the Pedagogic Academy provided escort during the transport.

[In USC, more than 100 refugee and migrant children started attending four schools \(two in Bihać and two in Cazin\) with the support of UNICEF and Save the Children and in cooperation with the Ministry of Education.](#) Classes are provided by teachers trained in the 'HEART' methodology by Save the Children. An additional 30 teachers will be trained in the 'HEART' methodology in the first week of February. Backpacks with school equipment were provided by UNICEF and snacks in school are provided by Save the Children, while IOM provides transport to and from schools.

[In Sarajevo, UNICEF, in partnership with World Vision and SOS Children's Villages, supports the school attendance of 34 children.](#) Twelve of these children are accommodated at the Ušivak TRC while 22 are accommodated at House of All. Support also includes escort during transport to and from school. Two Safeguarding Persons/CP Assistants and two interpreters escort children to and from school every day, and they are present in the school to prevent and immediately address any possible issues. School snacks and school bags with accessories are provided to all refugee/migrant children. IOM provides transportation.

[New recreational and informal educational activities commenced for children in the Sedra TRC in January:](#) on the 26 January, IOM started to organize dance workshops (twice per week), in partnership with a local dance studio - recognized as one of the best in the country; IOM/USAID support the program "Sound of Migration" where children from the centre learn to play and sing local songs and teach children from Bihać traditional songs from their countries of origin - the project will last four months and includes collaboration with the art school Nusret Keskin – Braco, the children of the school Mali Princ, and a number of musicians and artists from Bihać area. Further, an area dedicated to recreational activities for teenagers and young adults was equipped by IOM in January and will be opened in February.

[A number of activities are available in the Ušivak TRC.](#) Upon the recommendation of the migrant community representatives' council, supported by IOM, the centre will host a movie night once a

week. Sport activities for both men and women, were also agreed with the council and sports equipment has been procured (cricket equipment was provided by the British Embassy, table tennis tables from the Adra NGO, and other sports equipment by World Vision).

[BHWI, supported by UNHCR, provide educational activities for children in the AC.](#) In January BHWI provided for four children with a focus on preparing for school enrolment in the BiH education system. BHWI also provided seven children and adults in the AC with Bosnian/Croatian/Serbian lessons.

[In the RRC, BHWI, supported by UNHCR, provide separate Bosnian/Croatian/Serbian and English lessons for women and men](#) three times per week (attended by 22 women and 36 men), knitting workshops three times a week (attended by 12 women), sewing workshops three times a week (attended by 12 women), and “My School”, a custom education program (attended by 49 children).

In Sarajevo, BHWI provide support to asylum seeker children in private accommodation with educational activities.

When children are accommodated at the Duje Reception Centre they can participate in creative workshops as well as literacy courses held in the IFS-Emmaus Centre for Children and Youth at Duje by professional staff. One migrant was provided with these services in January.

[Aid Brigade continued to provide language classes in Ušivak](#) (English, German, Bosnian/Croatian/Serbian, Italian, and French) and started providing language classes in the new community centre (English, German, Italian, and French).

Food:

[Over 284,000 meals were provided to refugees and migrants in BiH in January 2019. The majority of these, over 214,000, were provided in USC.](#)

[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 at the Centre. Further, Caritas/CRS continued to provide fresh food to the AC on a regular basis, delivering over 200 Kg in January.

[The Red Cross Mostar Branch prepares and distributes three meals per day to refugees and migrants at the RRC. In January, over 25,000 meals were distributed.](#) Caritas supported with baby food.

[In IOM-managed TRCs in USC, IOM/Red Cross continued to distribute three meals and two fruit-snacks per day according to standardized menus ensuring a daily calorie intake of 2,100 Kcal.](#) In January, IOM provided meals to an average of 1,427 refugees and migrants per day in Bira (128,418 meals), 325 in Sedra (29,283 meals), 108 in Borići (9,399 meals in total), and 500 PoC in Miral (44,608 meals). Meals are prepared on-site at the Sedra TRC and Bira TRC, while for the Borići TRC and Miral Facility, the Red Cross prepare meals and transport them to the sites. Further, in all centres in USC, the Red Cross provides UHT milk to children. In the Sedra TRC (which has a large infant population), IOM provide baby food and infant formula to all caregivers/mothers according to SOPs developed with UNICEF and after breastfeeding counselling. (IOM has followed up with UNICEF, World Vision, and Save the Children regarding the distribution of baby food and infant formula to caregivers/mothers with children below the age of two in the Ušivak, the Borići, and the Bira TRCs.).

Until 2 January, IOM also supported the provision of meals to refugees and migrants accommodated in hostels in USC prior to voluntary relocation to the Borići TRC

Three meals per day for those accommodated in the Ušivak TRC are prepared and distributed with the support of Pomozi.ba. In January, an average of 411 refugees and migrants received meals on a daily basis with a total of 38,174 meals distributed. Meals are prepared and distributed in-line with international standards that guarantee sufficient nutritional value, variety and a daily intake of 2,100 Kcal. Caritas visited the Ušivak TRC on 16 January and delivered over 700 kg of food items. Upon consultations with the TRC community council, Pomozi.ba introduced a new traditional Pakistani recipe suggested by beneficiaries to the menu. IOM and Pomozi.ba continue to work with refugees and migrants to identify traditional recipes from other national groups that can be prepared with ingredients available in BiH. Further, in coordination with the community council, a fence was installed near the dining area to help maintain order while queuing for food distribution.

IOM is working to expand the standardized menus in all IOM-run TRCs, responding to requests from refugees and migrants to include more traditional dishes as well as a need to increase variety. In this regard, the Red Cross and Pomozi.ba chefs have exchanged practices, IOM organized focus group discussions with refugees and migrants in IOM-run TRCs in USC to gain feedback and suggestions on additional dishes and improvements. In collaboration with community representatives, the consolidated list of recommendations from the focus groups will feed into the nutritionist's development of new dishes to be introduced in the TRCs. IOM continues to collect feedback from refugees and migrants in a systematic manner using a range of tools (community meetings, surveys). Surveys show that meals provided by the Red Cross and Pomozi.ba represent the main source of food for the majority of refugees and migrants, while some complement their food intake with food they obtain by their own means. IOM is exploring different ways to establish kitchens where refugees and migrants can choose to prepare their own food if they wish to do so.

Refugees and migrants accommodated by HoA are provided with food such that they could prepare three meals for themselves per day. In January, an estimated 6,500 meals were provided.

Aid Brigade started providing two meals per day for refugees and migrants in a community centre in Sarajevo. The number of people attending food distributions increased from 50 to 180 per day.

Asylum seekers accommodated in the ŽsU protective shelter are provided with groceries such that they could prepare meals for themselves in-line with their own practices and schedules. In January, over 2,700 meals were provided. IFS-Emmaus provided hot meals to those accommodated at the Duje Reception Centre; in January, over 186 hot meals and 124 dry meals were provided.

Supported by UNICEF, and operated by ŽsU, Save the Children, SOS Children's Villages, and World Vision, Mother Baby Corners (MBC) in the Bira TRC (10:00 – 15:00 daily), the Sedra TRC (10:00 – 15:00 daily), the RRC (08:00 – 16:00 Monday to Friday), and the Ušivak TRC (09:00 – 10:30 Monday to Friday), provide parents with IYCF counselling, information/awareness raising on breastfeeding and hygiene, psychosocial counselling, and supports the provision of food and hygiene products. In January, a total of 79 adults (70 women, 9 men; including 8 pregnant women) as well as 73 babies and young children benefitted from MBC activities: in the RRC 1 mother with a baby, in Ušivak TRC 11 mothers with babies, in Borići TRC 1 woman with a young child, in Bira TRC 18 women, 3 men and 19 young children and in Sedra TRC 39 women, 6 men and 41 children. MBC activities at the

Borići TRC were provided via a mobile team. ŽsU and Save the Children, with support of UNICEF will open a CFS in February, once UNICEF-procured containers arrive at the site (expected for 18 Feb).

Durable solutions, support to host communities, and social cohesion:

Working to build to two successful cases in 2018, UNHCR and VP continue to provide asylum seekers with information on legal pathways, including family reunification. Three families/individuals are currently receiving legal counselling for family reunification through legal pathways. In support of this activity, a family awaiting family reunification were escorted by IOM from the Sedra TRC to Sarajevo for DNA analysis.

IOM initiated a public perception survey in USC, with primary focus on Bihać and areas around TRCs regarding the perceptions and attitudes toward refugee and migrant communities, as well as the response of government and international organizations.

On 23 January, IOM officially handed over a garbage collection truck to the public company JKP Čistoća d.o.o. Cazin. This is part of IOM's social cohesion project, funded by the British Embassy Sarajevo, providing support to host migrant communities in USC.

Within the same project, IOM also supported the installation and renovation of public lighting in six communities in Bihać. Four of these had no public lighting in place beforehand. This will serve both locals and refugees and migrants, and contribute to increased feeling of safety and security.

Together with the Prime Minister of USC, IOM had a meeting with the new Minister of Health, who visited all sites in USC to discuss future cooperation and the needs of host communities.

Safety and security

The number and scale of security incidents in TRCs increased in January, especially in the Bira TRC where a number of fights started, allegedly caused by thefts and conflicts between group of different nationalities and ethnicities. It is likely that tensions are probably by the constant overcrowding of sites and the fact that most refugees and migrants are inside the centre for longer hours because of low temperatures and short duration of daylight. Alcohol and substance abuse also contributes to fuelling conflicts. During a particularly serious fight, the police was immediately called and promptly intervened by removing those identified as instigators. The injured were taken to the hospital or provided with care on-site, as appropriate. Fights also resulted in a number of containers, tents, beds, etc. being damaged.

Further, complaints about thefts, persons of concern threatening others with knives to steal their belongings, and the alleged presence of smugglers and facilitators inside the TRCs are regularly reported by IOM to the SFA and the police. Some police interventions have taken place in TRCs to confiscate prohibited items and substances and to investigate reported cases of violence.

In response to these incidents and to reports made by refugees and migrants about feeling unsafe, IOM strengthened security capacities in USC by deploying the Security Coordinator. Special attention was put on intensifying the work and fully operationalizing the migrant community council previously established in the TRC, including some 12 people representing the main refugee and migrant groups/nationalities. IOM has already established community councils in the Ušivak and Sedra TRCs and additional community councils are being formed in the Borići TRC and Miral facility. The purpose of these councils is to provide a mechanism for feedback/complaints, as well as to prevent or address conflicts, often arising between different groups of refugees and migrants. Additionally, IOM developed conflict resolution trainings which will be delivered in February to IOM staff working in centres. IOM also plans to extend the training to migrant community representatives.

Relatedly, the UN Security Management Structure in BiH was updated to reflect activities in USC, which is now considered a separate Security Area with an Area Security Coordinator and an Area Security Management Team comprised of representatives from organizations involved in providing assistance. The IOM Security Coordinator assumed duties and together with UNDSS met representatives of the USC Police and discussed the security situation in the Canton, including the security and safety of personnel working in reception centres

IOM is also taking measures to counter unauthorized entrance to the camps, through forest behind TRCs (e.g. Ušivak) or through holes in the fences, damaged during fights or on purpose by individuals who want to enter the TRCs without control. Some exits are being closed to better control flows, fences repaired and presence of security guards increased, particularly in the Miral facility and Bira TRC. An additional female security guard was engaged in the Borići TRC, although availability of female security personnel remains a challenge.

Due to very concerning security and safety situation in the Miral facility, it was recommended not to accommodate any newly arriving families, but rather refer them to the Borići TRC or Sedra TRC. Even though this was communicated to the arriving families, both by DRC Protection Teams and IOM teams, several families refused to be transferred

The United Nations Department of Safety and Security (UNDSS) provided a Security Orientation Briefing for 46 personnel working as part of the ongoing response to the refugee and migrant situation in the country. UNDSS also coordinated briefings on gender-based violence and the legal status of refugees and migrants delivered by UNFPA and UNHCR.

Priorities and key gaps

Accommodation/Shelter:

- Additional sites for accommodation solutions need to be identified by the relevant authorities.
- Response actors need to contingency plan and be ready to collectively and rapidly deploy once new accommodation sites have been identified.
- Continue to improve the protection, living, and sanitary conditions in all centres.
- Develop and implement site specific protocols with clear divisions of labour, clear roles, and concrete deliverables to which response actors can be collectively held accountable.

Protection:

- Advocate for restoration of freedom of movement both within as well as to and from USC.
- Increased presence of and more regular schedules of protection actors in reception centres in USC and in the Ušivak TRC.
- Establishment of referral mechanisms for protection services for refugees and migrants residing outside of formal reception centres.
- Improve access to fair and efficient asylum procedures by, among other actions, advocating for the SFA to systematically renew expired attestations of intention to seek asylum or to prolong their duration, strengthening the asylum registration and refugee status determination capacities of the Sector for Asylum, advocating to freeze or remove the BAM 10.00 administrative fee for Certificates of Residence, advocating with the Sector for Asylum for the swift issuance of asylum seeker cards following registration to ensure access to rights.
- Access to free legal aid for refugees and migrants in the Immigration Centre in Lukavica is limited by restrictions to entry for VP (VP are only able to enter the centre based upon a written request by a resident) as well as the lack of provision of free legal aid by the Ministry of Justice.
- Refugees and migrants have reported attempts to cross the border into Croatia through areas clearly marked as mine fields posing significant risk to themselves.
- Increase the number of cultural mediators/interpreters/translators to support actors in their work and facilitate access of refugees and migrants to information and services. Include more women mediators/interpreters/translators for women refugee and migrant needs.
- Increase information points at all accommodation sites and ensure that refugees and migrants are aware of services as well as ongoing processes and measures that affect them.
- Provide 24/7 on-site child protection support in the Sedra and Borići TRC.
- Relocate refugee and migrant families with children and UASC from the Miral facility to more adequate, safe, and protection-sensitive accommodation.
- There is a lack of safe and protection-sensitive shelter for UASC in USC.
- Scale-up and ensure the provision of psychosocial support at all locations for men, boys, women and girls.

Health:

- Establishment of referral mechanisms for health care services for refugees and migrants residing outside of formal reception centres and ensure solutions are in place for the provision of health care to all refugees and migrants throughout BiH, irrespective of legal status.

- Identify a solution for medical escort of patients to and from health care service providers. This is in a context where public emergency assistance is frequently unable to respond to cases due to the limited availability of appropriate vehicles.
- Ensure provision of medical transportation (drivers and vehicles) between centres and health care services.
- Improve access to sexual and reproductive health services, in particular for women and girls.
- Increase and enhance the provision of health care services in the Miral facility, with particular reference to the timely provision of medicines.
- Increase capacities to better monitor that refugees and migrants under quarantine, adhere to the recommendations of medical personnel in terms of treatment and change of clothing, thus increasing the risk of infection for others.
- Strengthen control of entry and exit: refugees and migrants have been noted entering the Miral Facility unauthorized at night and occupy beds without prior registration or undergoing a medical check-up, thus presenting a risk for others.
- Ensure regular access to paediatricians and nurses specialised in child health care for refugee and migrant children at all locations.

NFI:

- Overall, there is a clear lack of NFIs in all centres, especially winterized items, such as winter boots and winter jackets.
- The lack of stock to provide NFIs for all refugees and migrants presents challenges to the distribution of NFIs in a systematic, fair and transparent manner and can be a source of grievances.
- Proper coordinated identification of NFI needs and NFI distribution is needed.

WASH:

- Continue to increase WASH capacity inside the Bira and Miral TRCs and increase laundering capacity for linen and clothing.
- Ensure sufficient hot water in the Sedra TRC as the current lack reduces the propensity of residents to shower and could lead to poorer hygiene conditions and increased health risks.
- Ensure adequate lighting of all WASH facilities at the Bira and Miral TRCs.
- Limited WASH facilities are available to those residing outside of formal accommodation centres, such as squats in Sarajevo.

Education:

- Seek formal education solutions for refugee and migrant children above the age of 15.
- Advocate for approval from the Government of Herzegovina-Neretva Canton for refugee and migrant children to access primary education and ensure school-age children in the RRC are enrolled in the public education system.
- Advocate for the approval for children to access structured, non- formal education in the RRC to provide them with opportunities to learn different life skills (for example, to organize Science, Technology, Engineering and Mathematics Education for children of primary school age).
- Organize additional social activities for single men, in particular in the Miral facility and the Bira TRC, especially as this could support a reduction in tension and relieve boredom in centres.

Food:

- Establish dedicated cooking spaces in the Bira TRC and Miral facility.
- Diversify food menus and ensure cultural considerations are taken into account.
- Improve communication between health actors and the Red Cross to ensure that doctors' prescriptions of special dietary requirements can be followed in a timely manner.

Durable solutions and social cohesion:

- Seek additional funding to properly support Assisted Voluntary Return and Reintegration as a solution for those wishing to return to their respective countries of origin.
- Joint activities with refugees and migrants and local populations are needed to support social cohesion and local integration.

Security and safety:

- Improve the security and protection of families with children and UASC, in particular in the Bira TRC, including improved security to better control who enters the designated zones for families and children and UASC. Security incidents continue to take place in a number of the reception centres. Further, refugees and migrants have reported that theft of personal items within reception centres is common.

Map of Key Sites and Locations



3W															
Location															
	Una-Sana Canton						Sarajevo Canton				HNC	Tuzla Canton	Lukavica	Other	-
	USC, Other, estimate	Bihać, Boriči TRC	Bihać, Bira TRC	Cazin, Sedra TRC	Velika Kladuša, Miral	Zene sa Une	Ušivak, Hadžići TRC	Sarajevo, HoA	Sarajevo, Other, estimate	Asylum Centre, Delijaš	Refugee RC, Salakovac	Reception Centre Duje	Immigration Centre	Awaiting asylum, private accomm.	Totals
Key population estimates	<i>(Population numbers below are a mixture of estimates and counts, depending on location. The numbers below are the most recent available. It must be kept in mind that populations at this sites fluctuate on a daily basis)</i>														
Total Size	500	138	2,169	341	895	28	494	74	150	39	219	2	55	155	5,259
Of which, UASC	-	0	207	6	72	0	17	0	-	0	0	1	0	0	303
Of which, children	-	60	296	160	84	12	41	34	-	6	101	0	0	58	852
Of which, women & girls	-	9	89	59	9	10	26	35	-	13	113	1	0	52	416
Of which, single women	-	12	0	1	3	0	1	3	-	1	2	0	0	14	37
Family Units	-	30	49	74	10	5	19	18	-	9	59	0	0	12	285
Sector	Organization														
Shelter 	-	SFA, IOM	SFA, IOM	IOM	SFA, IOM	ŽsU/ UNHCR	SFA, IOM	HoA	-	MoS/AS/ UNHCR	MHRR/ MoS/AS/ UNHCR	Emmaus / MoS/ UNHCR	MoS, SFA	-	
Protection 	UNHCR/ DRC/VP/ BHWI, IOM, CSW, UNICEF	UNHCR/ DRC/VP, UNICEF/ ŽsU/SlC, CSW, IOM, UNFPA	UNHCR/ DRC/VP, UNICEF/ SlC/ UNFPA, CSW	UNHCR/D RC/VP, JRS, UNICEF/Žs U/SlC, CSW, UNFPA	UNHCR/ DRC/VP, UNICEF	ŽsU, DRC/ VP/UNHCR	UNHCR/ VP /BHWI/D RC, CSW, UNICEF/ SoS/WV	HoA, BHWI/ VP/ UNHCR, UNICEF	UNHCR/ VP/ BHWI	MoS/AS, UNHCR/ BHWI/ VP, CSW	UNHCR/ BHWI/VP, UNICEF/ WV, CSW	Emmaus UNHCR/ BHWI/ VP, CSW	UNHCR/ BHWI/VP, CSW	VP/ UNHCR	
Health 	-	DRC, UNFPA/ JRS, UNICEF, DZ, CH	DRC, UNFPA/ JRS, UNICEF, DZ, CH	DRC, UNFPA/ JRS, UNICEF, DZ, CH	DRC, MSF, DZ, CH	DRC, DZ, CH	Sa Na Sa, DRC, UNICEF/ WV/SoS, DZ, CH	UNICEF/ WV/ SoS, DZ	MSF	MoS/AS/ UNHCR, DZ, CH, DRC	MoS/AS, UNHCR, DZ, CH, DRC	Emmaus	SFA, DZ	-	

Non-food items		IOM	CoBRC, IOM, UNFPA	CoBRC, IOM, UNICEF/CSW, UNFPA	IOM, UNFPA	CoBRC, IOM	ŽsU	IOM, Pomozi.ba, UNHCR, RC	HoA	Pomozi.ba, CA/AB, MSF	MOS/AS/UNHCR/BHWI, CRS/Caritas	RC, UNHCR/BHWI, UNICEF/WV, CRS/Caritas	Emmaus	MoS/SFA	-	
WASH		IOM	IOM	IOM	IOM	IOM	ŽsU	IOM	HoA	Pomozi.ba, MSF	MoS/AS/UNHCR	MHRR/MoS, UNHCR/BHWI, UNICEF/WV	Emmaus / MoS	MoS/SFA	-	
Security/Safety		N/A	Police, IOM	Police, IOM	Police, IOM	Police, IOM	ŽsU	Police, IOM	HoA	N/A	MoS/AS/UNHCR	MHRR/UNHCR	Emmaus / MoS	MoS/SFA	-	
Transport/ Logistics		IOM	IOM	IOM	IOM	IOM	ŽsU, IOM	IOM, UNHCR/BHWI	-	-	MoS/AS/UNHCR/BHWI, IOM	UNHCR/BHWI, IOM	Emmaus / MoS, IOM, UNHCR/BHWI	IOM	-	
Administrative/ Legal		MoS/SFA/AS, IOM, UNHCR/VP	MoS/SFA, IOM, UNHCR/VP	MoS/SFA/AS, IOM, UNHCR/VP	MoS/SFA/AS, IOM, UNHCR/VP	-	ŽsU, VP	MoS, UNHCR/VP	VP/UNHCR	-	MoS/AS/UNHCR/VP	MHRR/MoS/SFA/AS, UNHCR/VP	Emmaus / UNHCR/VP	MoS/SFA, UNHCR/VP	VP	
Education		-	UNICEF/PA/ŠiC/MoE, IOM	UNICEF/PA/ŠiC/MoE, IOM	UNICEF/PA/ŠiC/MoE, IOM	-	UNICEF/PA/ŠiC/MoE, IOM	AB/CA, UNICEF, WV/SoS, IOM	UNICEF/WV/SoS, HoA, IOM	-	MoS/AS/UNHCR/BHWI	UNHCR/BHWI, UNICEF/WV	Emmaus	-	-	
Food and nutrition		IOM/CoBRC	IOM/CoBRC, UNICEF/ŽsU/ŠiC	IOM/CoBRC, UNICEF/ŽsU/ŠiC	IOM/CRC, UNICEF/ŽsU/ŠiC	IOM/CRC	ŽsU	Pomozi.ba, UNICEF/WV/SoS	HoA	Pomozi.ba, CA/AB	MoS/SA/UNHCR, CRS/Caritas	RC/IOM, UNICEF/WV	Emmaus	MoS/SFA	-	

Acronyms: **AB**, Aid Brigade / **AS**, Asylum Sector / **BHWI**, Bosnia and Herzegovina Women's Initiative / **CA**, Collective Aid / **CH**, Cantonal Hospital / **CoBRC**, City of Bihać Red Cross / **CRC**, Cantonal Red Cross / **CRS**, Catholic Relief Services / **CSW**, Center for Social Welfare (Municipal) / **CT**, The Czech Team / **DZ**, Public Health Centre (Municipal) / **DRC**, Danish Refugee Council / **HoA**, House of All / **ICRC**, International Committee of the Red Cross / **Emmaus**, International Forum of Solidarity-Emmaus / **IOM**, International Organization for Migration / **JRS**, Jesuit Refugee Services / **MHRR**, Ministry of Human Rights and Refugees / **MoE**, Ministry of Education / **MoS**, Ministry of Security / **PA**, Pedagogic Academy / **RC**, Red Cross / **RCSBiH**, Red Cross Society of Bosnia and Herzegovina / **SFA**, Service for Foreigners' Affairs / **SoS**, SoS Children's Villages / **UNFPA**, United Nations Population Fund / **UNHCR**, United Nations High Commissioner for Refugees / **UNICEF**, United Nations Children's Fund / **VP**, Vaša Prava BiH / **WV**, World Vision / **ŽsU**, Žene sa Une.

Working in partnership

- Monthly UNHCR-IOM led coordination meetings take place in Sarajevo, widely inviting stakeholders concretely engaged in the ongoing response and providing a forum for discussion.
- UNHCR, in collaboration with actors, developed a nationwide 3W (Who, What, Where) – with detail to the activity level (not just sector level as above) - to support coordination.
- Bi-weekly coordination meetings take place in USC, widely inviting stakeholders concretely engaged in the ongoing response.
- Sector specific meetings are organized as required in Sarajevo and USC. These include for health, protection, education, and NFI.

Sector	Organizer	Contact
Sarajevo monthly	UNHCR/IOM	doane@unhcr.org
USC	UNHCR	husagic@unhcr.org
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Health	WHO	palom@who.int
NFI	IOM	isadikovic@iom.int
Education	UNICEF	skabil@unicef.org

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LINKS

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

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

IOM Bosnia and Herzegovina Migration Response: <https://bih.iom.int/ioms-migration-response>

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

UNHCR prepares these monthly updates on behalf of the inter-agency response in BiH. They are published on the United Nations in Bosnia and Herzegovina website. Information on the actions of institutions/organizations/individuals are collected on voluntary basis. The refugee and migration statistics presented in this document are provided by the authorities of BiH and partner agencies. UN in BiH is not responsible for the accuracy of information provided by non-UN sources.