



"16 Days of Activism" Event © IOM BiH 2020



882

Arrivals in January 2020



4,998

Persons in formal centres



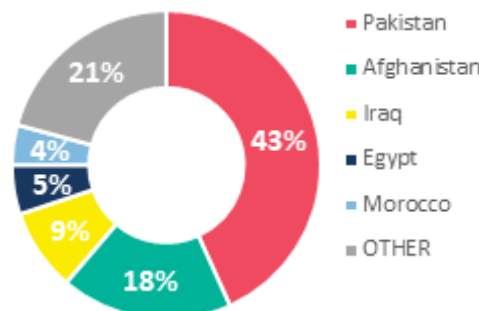
2,130

Persons assisted outside

**Arrivals**

In January 2020, the Bosnia and Herzegovina (BiH) authorities, recorded the arrival of 882 migrants, refugees and asylum-seekers to the country (of whom 86% expressed the intention to seek asylum). This adds into an overall arrival figure since January 2018 of 52,153 people. The majority continue to arrive overland in an irregular manner (i.e. not at official border crossings) at several entry points. Migrants, refugees and asylum-seekers in transit through those locations as well as in other parts of BiH continue to need humanitarian support. The top declared countries of origin of those arriving in BiH with the top five in January being Morocco (27%), Iraq (15%), Afghanistan (11%), Egypt (11%) and Pakistan (10%).

managed/private formal accommodation sites (5%) while, an estimated 2,200 were observed by Outreach teams or reported on by local government squatting or being on the move in the country at the end of the month. Most frequently declared countries of origin among accommodated and assisted are shown below.



**Presence in BiH at the end of the month**

It is estimated that, by the end of January, about 7,200 migrants, refugees and asylum-seekers remain in BiH in need of a range of humanitarian and other assistance at various locations, especially in Sarajevo and Una-Sana Canton. The latter location continues to be linked to attempts to enter Croatia and the European Union. 4,998 persons were accommodated in government managed (3%), IOM managed (92%) and NGO

**Throughout January**

The new temporary accommodation centre in Blažuj gradually expanded its capacities, as well as TRC Ušivak. In TRC Bira in Bihać, a reduction of 20% was noted in comparison to the previous month with 1,783 persons being accommodated at the end of January.

**POPULATION OVERVIEW**

Accommodated and Assisted

3,227  
Single men

29  
Single women

565  
Adults in families

498  
Children in families

571  
Unaccompanied and Separated Children

# CENTRE COORDINATION AND CENTRE MANAGEMENT (CCCM)

## Key gaps

- Further improve the inter-agency complaint and feedback mechanism
- Improve the organization of the community representative meetings (seek solutions during a high turnover).

## Key achievements

- Conducted DTM Flow Monitoring Surveys, to better understand the population in the TRCs.
- TRC Blažuj became operational.

IOM Centre Management staff led CCCM meetings in all TRCs. One of the key discussions was on improving the protection of UASC, especially in TRC Bira but also in RCs Blažuj and Ušivak, where the number of UASCs was increased as a consequence of December's transfer of R/M from Vučjak to Sarajevo Canton reception facilities.

## Improvement of living conditions

IOM also established and has been running info-desks in all TRCs. Those are points where the centre populations can access information about available assistance and protection services within and outside of the TRCs and ask questions. There is also a platform used by IOM TRC management and other partner agencies to communicate and share information and updates with the TRC populations. IOM has been screening a video containing house rules, service schedules and similar relevant information on the public TV displays in TRCs in USC- donated by UNHCR.

## Communication with Communities - Feed back and complaint mechanisms

Community Representative Councils meetings are organized by IOM with partner agencies, serving as a platform for discussion of TRC issues, dialogue between centre populations and centre management, and for conflict prevention and resolution. Last month, IOM organized community representative meetings in TRC Borići, Sedra and Ušivak. In Ušivak the representatives stated that they would like the food to be more culturally appropriate, and reiterated their preparedness to provide support in facilitating activities in the centre. The centres population can also submit feedback and complaints, or report incidents at the info desks in each TRC.

## Overview of the Temporary Reception Centres

**The TRC Ušivak** (opened in October 2018), in Hadžići Municipality, is



Elections in TRC Borići © IOM BIH 2020

currently a mixed profile centre, predominantly populated by single men, but planned to be used for accommodation of UASCs, families and vulnerable categories, with the capacity of 800 people.

**The Blažuj TRC** (opened in December 10), in Ilidža Municipality, is predominantly for single men, and has an official capacity of 1400 people.

**The Delijaš Asylum Centre (AC)** (in operation since 2014), in Trnovo Municipality, exclusively accommodates individuals who have sought asylum in BiH with a capacity of 154. It is managed by the SA of the Ministry of Security (MoS), with the support of UNHCR.

**The TRC Borići** (opened in January 2019), in the City of Bihać, exclusively hosts families with children, UASC, and other vulnerable groups, with a capacity 430 people.

**The TRC Bira** (opened in October 2018), in the City of Bihać, predominantly accommodates single men, and on a temporary basis, families with children, and UASC. The centre has an approved accommodation capacity of 1500 beds.

**The TRC Miral** (opened in October 2018), in Velika Kladuša, predominantly accommodates single men, and on a temporary basis, UASC. The TRC Miral has a maximum capacity of 700 people.

**The TRC Sedra** (opened in July 2018), in Cazin Municipality, is exclusively for families with children, UASC, and other

vulnerable individuals who are prioritized for voluntary relocation from other sites. The site has a maximum capacity of 420 beds.

**The Salakovac Refugee Reception Centre (RRC)** (in operation since 2000) near Mostar, provides accommodation to asylum-seekers, refugees, and persons granted subsidiary protection, with capacity of 213 people.

**An additional location in Sarajevo, called the House of All**, managed by independent volunteers, offers accommodation to 90 people, largely families. UNHCR's partners Vasa Prava and Bosnian Women's Initiative (BHWI) along with DRC, respectively, provide free legal aid, psychosocial support and health care assistance.

## HIGHLIGHTS

- The elections for the Community Representatives took place in TRC Sedra and Borići.
- The police in front of Bira does not allow for any improvement of the TRC to increase the capacity for the additional 600 persons.
- TRC Blažuj organized its first "Meet the Manager" hour and a CCCM meeting.

# PROTECTION

## Key gaps

- Access to asylum procedures.
- Improve the protection of UASC.

## Key achievements

- Exemption of payment of administrative fees in registering address, for those accommodated in the safe house.
- Measures to prevent sleepovers of UASC in the single men designated areas, in TRC Bira, have been strengthened.

## Protection

A range of actors inside and outside accommodation sites operate in BiH and work to identify those in need and to directly provide or refer migrants, refugees and asylum-seekers to a range of protection related activities. These services include transportation to and from key services, interpretation, free legal aid, protection sensitive accommodation, psychosocial support, child protection, and SGBV related services, referral to medical care, as well as food, water, and NFIs.

IOM is present in the TRCs Ušivak, Sedra, Bira, Miral, and Borići and Salakovac RRC, with the support of and in collaboration with several UN and NGO actors, ensures information on protection and assistance service providers is available in centres.

The UNHCR protection team conducts daily visits to monitor the protection environment in all reception centres and work to identify and address protection issues. The protection team also makes ad-hoc visits to the Immigration Centre.

Given the increased presence of migrants refugees and asylum-seekers outside of centres, UNHCR, DRC, UNICEF, in cooperation with IOM, deploy outreach and protection monitoring teams in USC, and work to monitor the protection environment, provide protection by presence, to identify vulnerable individuals, to provide key information, and to directly provide or refer these migrants, refugees and asylum-seekers to a range of protection related services. Individual cases identified, depending on the case specific circumstances and vulnerability, are referred to the DRC Protection Team in the TRCs or, when needed, to Medical Teams, supported by IOM/EUD and ECHO

National Outreach Coordination Working Group held its 2nd session, reflecting



Small-group info session on Asylum with UASC in TRC Bira /UNHCR BiH 2020

coordination activities among outreach teams in BiH, and verification of estimated number of migrants, refugees and asylum-seekers in the areas, trends and gaps analysis.

## Asylum and Registration

From 54,145 detected arrivals between 1 January 2018 and 31 January 2020, 50,565 (94 percent) formally expressed intention to seek asylum with the Service for Foreign Affairs (SFA). Of these, 2,365 (5 percent) chose and were able to formally lodge an asylum claim with the Sector of Asylum (SA). In January, there was a significant decrease in the number asylum-seekers registrations, (9 for January, while in December there were 52).

Several factors hinder fair and efficient access to asylum for those in need of international protection. Information indicates that some 641 asylum-seekers are awaiting refugee status determination (RSD) interviews or a decision on their claim. UNHCR is aware of further 1,000 individuals who wish to register their asylum claim and have been unable to. Among others factors: the SA has limited capacity to register and process asylum claims; the need in some TRCs to register an address with

the SFA and have a Certificate of Residence to register an asylum claim; challenges to registering an address at TRCs Bira and Miral, including the need to pay a BAM 10.00 administrative fee (including for those residing at safe houses); limited visits by the SA to conduct asylum registrations; short notice for asylum interviews preventing proper preparation and attendance; that while although there is no legal provision that forbids the expression of intent to seek asylum on multiple occasions, the SFA stopped re-issuing attestations on

## HIGHLIGHTS

9

Asylum application in January

641

Pending application in January

1,113

Persons in BiH awaiting to be registered as asylum seekers with Vasa Prava support

intention to seek asylum leaving to the MoS SA to assess on individual case bases justified reasons for failure to formally apply for asylum within the fourteen days validity of the first issued attestation; a lack of interpretation; restrictions on freedom of movement in USC.

Three major legal developments for the benefit of asylum seekers have been recorded as a result of joint UNHCR and Vasa Prava's advocacy and strategic litigation.

The first one relates to the BiH Office of the Ombudsperson's recommendation requesting the Ministry of Security to conduct registration interviews and allow submission of asylum claims in a case involving three unaccompanied children where the Sector for Asylum had previously refused lodging their asylum request on grounds of expiration of their attestation on expressed intent to seek asylum.

### In other developments

An Italian Delegation of asylum officials from the Italian Ministry of Interior and UNHCR Italy paid a ten-day visit to BiH. The initiative is part of UNHCR's effort to strengthen the capacities of BiH asylum and migration authorities, to exchange experiences/practices in managing asylum procedures in a mixed-movement situation.

For more information please visit UNHCR's website here:

<https://www.unhcr.org/see/11663-strengthening-capacity-of-asylum-system-in-bosnia-and-herzegovina-by-sharing-best-practices-and-knowledge-with-italy.html>

Secondly, following Vasa Prava's appeal against a resolution of the Bihac-based SFA, the Ministry of Security adopted petitions on appeal and ruled

the exemption of payment of administrative fees in registering address for those accommodated in a safe house in the USC.

Thirdly and as per Vasa Prava's appeal submissions, the BiH Office of the Ombudsperson issued

a recommendation to the USC Ministries of Security and of Interior Affairs not to limit access to the USC territory for migrants, asylum-seekers and refugees.

The recommendation also instructs both Ministries to inform the Office of the Ombudsperson on progress on compliance within 30 days.

### Child Protection

UASC are observed staying outside of reception facilities in USC, due to limited capacities in appropriate reception facilities, lack of family- and community-based alternative care options, as well as an unwillingness to be accommodated due to immediate onward movement intentions. Further complicating matters, as TRCs in USC primarily accept families and UASC, there is an increasing trend of single men who claim to be UASC or part of male-headed-household (MHH) compositions comprised of a single man and UASC, to get preferential access to services. The same issue has been recorded in TRC Ušivak, but also reported by the outreach teams present in Tuzla Canton.

Vast majority of registrations of the male families are done in SFA Tuzla, where improper identification, profiling and referral of UACS has been observed. Often the single adult of one of these male-headed-household compositions leaves the child behind, leaving the child unaccompanied. Children who are left behind are exposed to many risks of trafficking, manipulation and exploitation.

UNICEF is closely working with Ministry of Health and Social Policy and CSWs to promote foster care and, in cooperation with UNHCR, to establish a BID panel for the most vulnerable. UNICEF is advocating with authorities and other agencies for foster care for the youngest, support for independent living for older ones, and shelter for the most vulnerable UASC.

UNICEF continued to support the CSWs in Bihac, Cazin, and VK, and a multi-disciplinary team from the CSW in Bihac operating after working hours and during weekends, with a focus on the protection of migrant, refugees and asylum-seeker children, with a special emphasis on UASC. This additional social service workforce provides legal guardianship to identified UASC, conducts BIA, and provides escort to

transfer UASC to the designated zone in the Bira TRC or other accommodation (e.g. safe house). In January, through UNICEF support, the CSWs in Bihac, Cazin, and Ključ assigned legal guardianship in total to 91 newly arriving UASC.

In addition, UNICEF, in partnership with Save the Children, continued to provide 24/7 on-site child protection support at the TRCs Sedra, Bira, and Borići for migrant refugee and asylum-seeker children and their families. In January, a total of 341 children were reached: 176 in the TRC Borići(133 boys, 44 girls), 105 in the TRC Sedra (56 boys, 49 girls), and 60 in the TRC Bira (all boys).

In TRC Miral and Bira social workers, with the support of UNICEF, and in partnership with Save the Children, are present on daily basis and perform the role of legal guardians to UASC and providing child protection support.

In January, in TRC Bira, the overcrowded situation has overstretched the centre's existing capacities. UASCs were moving in-and-out from their designated areas, mingling, mixing and in some cases even staying with single men population. Measures to prevent sleepovers of UASC in the single men designated areas have been strengthened, as random check outs have been implemented by IOM and UNICEF/Save the Children. Though identified children returned to their designated areas, they continue to return to the single men zone.

UNICEF and SOS Children's Villages continued to provide 24/7 on-site child protection support at TRC Ušivak. This includes on-site support for migrant, refugee and asylum-seeker children with a focus on UASC, referrals to external support services when required and monitors the provision of services to UASC in close partnership with the Hadžići CSW. UNICEF supports the CSW Hadžići with a lawyer for facilitating the procedure of appointing the legal guardianships for UASC.

### HIGHLIGHTS

83

Children benefited from CFS services

91

Legal guardianships to newly arrived UASC



BHWI have made social workers available to the Hadžići CSW in Sarajevo Canton to be appointed as legal guardians, conduct BIA, and provide psychosocial support.

Supported by UNICEF, and operated by ŽsU, SOS Children's Villages, and World Vision, Child Friendly Spaces (CFS) operate at the Salakovac RRC, the Ušivak TRC, the Borići TRC, the Bira TRC, and the Sedra TRC (where there are two spaces, one for children under twelve and one Youth Centre for children 12 – 17).

### Gender Based Violence

UNFPA in partnership with Médecins du Monde (Mdm), continued to support GBV survivors and women and girls at high risk through targeted group and individual psychosocial support counselling. In January a total number of 88 women (450 participation recorded) received psychosocial

support, out of which – 2 new cases identified and 4 GBV cases were followed up. Furthermore, UNFPA through Mdm, continued to manage the Centres for Women and Girls (WGC) in TRCs Bira, Borići and Sedra, assisting vulnerable women and girls as well as GBV survivors to rehabilitate and strengthen resilience. In January 84 women were supported through various empowerment programmes; 528 participation of women were recorded in the WGCs.

UNHCR's partner BHWI, continued to work on GBV prevention, identification and response in AC Delijaš, the Immigration Centre, TRC Ušivak, RRC Salakovac and House of All.

The USC Level II Coordination Working Group that is comprised of the SFA-Bihac, IOM, UNHCR, UNFPA, and UNICEF met in January and agreed to follow up assessments with children who have been registered within male-headed-household (MHH) by SFA outside of the USC. The Group endorsed the UNHCR initiative "Stop SGBV campaign" referring to the prohibition of all forms of violence against women, men and children and of sexual activity with children regardless the age of consent of the child.

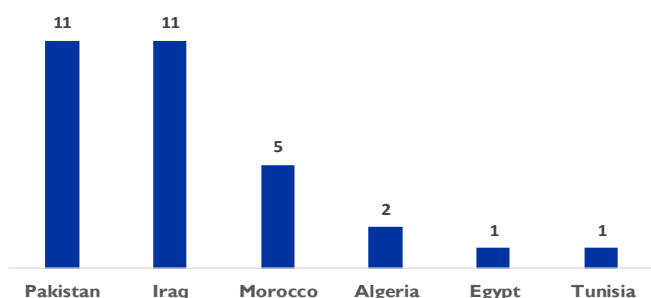
During the reporting period, UNFPA chaired the GBV WG meeting for USC. The discussion was evolved around the next steps for the development of a joint data base for the GBV cases, the capacity building needs for improving inter-agency communication during referrals and GBV case management, updates on recent developments/activities related to GBV prevention and response by all partners and training needs. Due to high staff turnover, training GBV sessions will be scheduled for February. Finally, in order to raise GBV awareness participants agreed in producing info materials for GBV services and zero tolerance, in order to reach out to all beneficiaries. UNFPA will produce leaflets which could be included in the NFI pack upon registration.

## ASSISTED VOLUNTARY RETURN AND REINTEGRATION (AVRR)

IOM assisted 31 people in returning to their country of origin in January.

IOM provides outreach, dissemination of information, provision of counselling and logistical assistance to return and reintegration applying established eligibility criteria for AVRR assistance, as well as for more comprehensive reintegration assistance, implemented consistently by IOM throughout the Western Balkan region.

IOM also provides operational and logistical support in obtaining travel documents, facilitating fit-to-travel health checks, and providing airline tickets as well as transit assistance as required. IOM AVRR assistance includes limited accommodation while waiting for repatriation (two days for all cases, and for the entire waiting period for vulnerable cases only), support in obtaining travel documents, travel costs, and limited cash-transfer for reinstallation and onward transportation in the country of return. For medical and vulnerable cases, medical costs as well as in-kind reintegration assistance in the form of grants for education, training or business start-ups is provided.



## SHELTER

### Key gaps

- Relevant authorities to identify additional sites for accommodation solutions.
- Find solutions to reduce damage of centres infrastructure (indoor facilities, as well as outdoor e.g. fence).

### Key achievements

- TRC Blažuj is fully operational with increased accommodation capacity.
- Improved heating system in TRC Sedra.
- A temporary accommodation run by Pomozi.ba, with capacity of up to 50 people, opened in Tuzla

January was marked by the operationalization of the TRC Blažuj, which had a total of 708 registered persons as of the end of the month. Accommodation facilities that were renovated with the assistance of the German federal civil protection agency are used not only for accommodation purposes, but also for the operation of quarantine, clinic, kitchen and dining, and registration space for the needs of the Service for Foreigners Affairs. The aforementioned spaces, with the placement of 100 accommodation containers procured by IOM, constitute the total available capacity of the TRC Blažuj, which currently stands at 1,400 places. However, full capacity will be reached following work on the power of the transformer for the electricity, which is expected soon.

### **The below accommodation and shelter were available in BiH in January**

#### Sarajevo Canton

**The TRC Ušivak**, IOM finished setting up heating system in the hangar where migrants, refugee and asylum-seekers transferred from Vučjak, are accommodated. Two high capacity boilers were installed providing hot water to the centres population. And additional outdoor lights were set on security container for increased safety measures. At the end of January the site hosted 811 migrants refugees and asylum-seekers.

In January, IOM paid particular attention to fully establish and make operational the **TRC Blažuj**. By the end of the month all reconstruction works on the 18 buildings, along with electricity network and water and sewage pipelines, were completed with the help of the German federal civil protection agency.

With regards to the interior space, IOM installed partition walls to increase accommodation capacity, which provided space for an additional 106 persons. The space was adequately equipped with beds, mattresses, blankets, pillows, bedsheets etc. Furthermore, the German federal civil protection agency, who financed most of the works on infrastructure, also provided six additional containers (three for laundry, two for food storage and one refrigerator container). In addition to the aforementioned works, at the end of the month toilet for people with disabilities and three laundry containers were connected to the water supply. The lighting installations in the hangars finalised and they are now connected to the city's electricity network; the prayer room was also completed. Furthermore, IOM took measures to provide the residents of the centre with WIFI, as such the whole TRC was connected to BH Telecom network by the end of the month. At the end of January the site hosted 811 migrants, refugees and asylum-seekers.

At the end of January, 15 asylum-seekers were accommodated at the **Delijaš Asylum Centre (AC)**. Referrals to the centre are limited by strict conditions put in place by the SA of the MoS. On occasions, asylum seekers refuse to be accommodated there, among other factors, because of the remote location of the AC.

#### Una-Sana Canton

**The TRC Borići**, in January, the TRC had its first anniversary which was marked by a celebration of centres population and partners organized by IOM. The event included dinner and dancing. At the end of January the site hosted 292 migrants, refugees and asylum-seekers.

**The TRC Bira**, IOM increased capacity with 26 additional spaces thanks to Red Cross donation of three tents which were fully equipped with beds, mattresses and bed linen by IOM. In the pre-registration area which accommodates 52 beds IOM installed windows to improve the space for the centres beneficiaries. Among other things, the fence which borders with a private property was repaired, the insulation was set on the ventilation openings in the laundry room to make the place warmer,



Workers at TRC Blažuj © IOM BiH 2020

and a superstructure was added to the existing metal barrier in height to prevent single men from jumping over to the family and UASC area. At the end of January the site hosted 1,783 migrants, refugees and asylum-seekers.

### Una-Sana Canton

The TRC Miral, in January, IOM made additional walls between pre-registration and accommodation to increase safety of the registered population. The construction works finished by the end of the month and the capacity went back to 700 persons. The area where the fire occurred, and which was fully restored, has additional fire protection equipment including a fire extinguisher and a smoke detector. At the end of January the site hosted 819 migrants refugees and asylum-seekers.

The TRC Sedra, the works of the new heating system were finalized. On centre populations request IOM installed a curtain bar at the gallery in preparation for the new prayer room. Additionally, two boilers were set which supply hot water in all showers. At the end of January the site hosted 343 migrants, refugees and asylum-seekers.

### Herzegovina-Neretva Canton

At the end of January, 94 asylum-seekers were accommodated at Salakovac RRC. The MoS assumed responsibility for admitting families (from MHRR) to the centre which now follows strict rules, as with the Delijaš AC.

### Tuzla Canton

In January the Motel "Man" in Tuzla, opened to accommodate, migrants, refugees and asylum-seekers (mainly single men, mostly located at the bus station in Tuzla). Pomozi.ba is running this temporary accommodation with a capacity of up to 62 people. IOM followed up on the Tuzla region where there are around 350 persons, mostly living under tents in front of bus stations, and approximately 50 are in the daily center run by Pomozi.ba. IOM continues to support local volunteers by providing NFIs (shoes, blankets, jackets, underwear etc.) to the most vulnerable categories arriving to Tuzla.

## NON-FOOD ITEMS (NFI)



NFI distribution TRC Blažuj © IOM BIH 2020

### In other developments:

- IOM provides exceptional additional NFIs in the Salakovac RCC, especially during transportation from the Ušivak TRC or from SFA offices.
- In addition to the six TRCs, the NFIs are also distributed to locations in the Tuzla region.

IOM provides NFIs for newly arriving migrants, refugees and asylum-seekers in all six TRCs. An NFI distribution system is in place and operational with set schedules displaying distribution times. IOM provides **NFIs welcome kits**, after which individual NFIs refills are provided. NFIs include items such as clothing, footwear, hygiene products, clean bed sheets and linen upon arrival and for those in scabies treatment, or other medical cases as per need. The NFIs also include **packages to hospitalized migrants, refugees and asylum-seekers** which contains pyjamas, slippers, a towel and other items necessary for hospital stays. And specially prepared baby packages, and other items according to their needs.

During the reporting period, a total of **41,306 items** were distributed. In addition to this **The Red Cross**, receiving many donations from the public, regularly complements and contributes to IOM's NFIs distribution (mostly clothes, shoes and blankets).

In January, a total of 3,693 NFI packages (primarily hygiene products) were provided to women by UNICEF: 3,668 at the MBCs in Sedra, Borići and 43 at the Salakovac RRC. In TRC Bira UNICEF distributed 73 winter NFI packages, 28 pair of shoes and 20 jackets. Additionally, UNFPA continued to distribute hygienic pads and modern contraceptives for women and girls as needed, through the WGCs.

### HIGHLIGHTS

NFI

41,306

NFIs distributed

# WATER SANITATION AND HYGIENE (WASH)

## Key gaps

- Find solutions and raise awareness for migrants, refugees and asylum-seekers to take better care of common WASH facilities.
- Raise awareness on the importance of personal and accommodation hygiene.

## Key achievements

- Set up laundry system in TRC Blažuj.
- Additional boilers added for hot water in TRC Sedra and increased hot water in the showers in TRC Miral.



Cleaning Action in TRC Bira © IOM BIH 2020

The TRC Borići has 23 toilets and 16 showers inside the building and 21 toilets and 13 showers outside the building (in sanitary containers) and facilities are separated per gender. Hot water and drinking water are available in the centre. Six washing machines and six dryers are installed, and operational. During the reporting month, IOM provided laundry services to all centres population, washing over 780 bags of laundry.

The TRC Bira has 119 toilets and 72 showers. Facilities are separated by gender and drinking water is available in the centre. Several repairs take place every week in the centre to repair broken facilities. IOM provided laundry services to all centres population, washing 960 bags of laundry in January.

IOM initiated joint cleaning actions which are organized regularly in the area around the facility with the voluntary participation of many migrants, refugees and asylum-seekers staying in the TRC. Caritas is also involved in the provision of laundry services in TRC Bira.

The TRC Miral has 55 toilets and 34 showers. Facilities are not gender separated since the centre only hosts single males and a few UASC boys. Drinking water is available in the centre. An operational laundry system is in place, and last month 1,154 bags of laundry were washed for the centres population.

The TRC Sedra has 66 toilets and 76 showers, with 43 rooms with private facilities for a total of 163 people. The remaining TRC population has access to shared toilets and showers, separated by gender. Drinking water is available in the centre. The laundry system is in place and operational with six washing machines and six dryers. In January 720 bags were washed for the residents. The TRC population contributes to the laundry operations on a voluntary basis.

The TRC Ušivak has 33 toilets and 28 showers and facilities are separated by gender. Hot water and drinking water are available at the centre. The centre population is actively involved in cleaning and maintenance of the centre. A laundry system is in place with two

industrial washing machines and one industrial dryer. During the reporting month 858 bags were washed for 802 persons.

The TRC Blažuj has 20 toilets and 48 showers. Hot water and drinking water are available and by the end of the month laundry container was set up.

IOM continues to support disinfection, deratization and disinsection measures in all TRCs in USC. Disinfections are organized weekly, while disinsections take place monthly, and deratization take place every three months.

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

## SITE DEVELOPMENT

### HIGHLIGHTS





# FOOD AND NUTRITION

## Key gaps

- Work to eventually stop using disposable plastic in all TRCs, and make the TRCs more environmentally friendly.
- Overcome the issue of theft of cutlery

## Key achievements

- Improved the menus by following traditional recipes.
- Introduced washable dishes in TRC Miral.
- Improved the system of complementary nutrition.



Food Distribution to residents with special dietary requirements © IOM 2020

## Persons with special dietary requirements

In all TRCs, IOM provides specialized food (gluten-free, vegetarian) to those with specific dietary requirement upon a doctor's recommendation/medical prescription or to those who are vegetarians. In January, IOM and the Red Cross provided special food to those diagnosed with diabetes, to 20 vegetarians and food without beef to people of Indian nationality, following their request.

## Snacks to school children

School children receive an early breakfast on school-days and additional milk is distributed daily to parents or care-takers of children.



International dinner TRC Borići © IOM 2020

## Meals distribution in centres

IOM/the Red Cross (the Bihać and USC branches) continued to support the provision of three meals (breakfast, lunch and dinner) and two fruit snacks per day in USC and RRC Salakovac, while In Sarajevo Canton meals are prepared and distributed in partnership with Pomozi.ba. Meals are prepared in-line with international standards that guarantee sufficient nutritional calorie intake. In January IOM and partners provided a total of 312,518 meals. Out of which 210,030 meals were distributed in the Una Sana Canton, 91,376 in the Sarajevo Canton and 11,112 in RRC Salakovac.

## Improvements based on community feedback

In USC, on the request of the centres population, IOM made available open kitchens fully equipped so that they can prepare their own food if they wish.

During January, IOM focused on further improving the menus to adapt them to the population request and take into account cultural recipes. The outcome was positive and welcomed by all. The dishes included traditional Biryani, Adasi and Chana masala.

on child feeding.

## Other initiatives outside the formal centres

Migrant, refugees and asylum-seekers accommodated by House of All are provided with food such that they can prepare three meals for themselves per day.

Asylum-seekers accommodated in the ŽsU protective shelter are provided with groceries such that they can prepare meals for themselves in-line with their own practices and schedules.

Asylum-seekers accommodated in the Delijaš AC are provided with a monthly food package by the MoS. Further to this, additional food and supplements are provided for pregnant women, chronically ill individuals. A fresh food allowance to the amount of BAM 30 per month is also given to every asylum-seeker at the Centre.

## HIGHLIGHTS



Community kitchen provided in all TRCs



312,518

Meals distributed

# HEALTH

## Key gaps

- Strengthen referral mechanisms for healthcare services outside TRCs
- Streamline and enhance mechanisms dealing with complex health cases

## Key achievements

- The newly Pomology Department of Cantonal Hospital 'Dr. Irfan Ljubijankic in Bihac, opened

## Primary and Secondary Healthcare

DRC continues to provide healthcare for migrants, refugees and asylum-seekers who are registered in six centres: in USC, the Bira, Borići, Miral, and Sedra TRCs; in Sarajevo Canton, in the Ušivak TRC; in HNC, in the Salakovac RRC. In each of these centres, **primary healthcare** is provided on-site through the engagement of medical teams from local primary healthcare centres (PHCs) through the support of IOM/EUD and ECHO. In the Delijaš AC, primary healthcare is provided with the support of UNHCR by the Trnovo PHC. DRC follows up the needs for response in Tuzla Canton. **Secondary healthcare services** are provided through Cantonal Hospital Dr. Irfan Ljubijankic in USC and through the General Hospital in Sarajevo Canton. In HNK, the secondary health care services are ensured through Cantonal Hospital Dr. Safet Mujic, Mostar and University Clinical Hospital Mostar.

DRC continued with provision of medication for migrants, refugees and asylum-seekers in need through medical teams engaged in the field. Additionally, five Red Cross Mobile Teams in partnership with DRC, supported through ECHO, continued implementing outreach activities, primarily in enhancing provision of First Aid and strengthening referral process towards the public health institutions

Beginning of January, the renovated Department for the Treatment of Pulmonary and Infectious Diseases at the Cantonal Hospital "Dr. Irfan Ljubijankic" opened. The project was funded by the Swiss Government and implemented by UNHCR in cooperation with DRC. The upgraded department aims to improve health care services due to increased number of persons in need and more frequent needs for urgent care at the USC, including those of the local population.

## Mental Healthcare services

In partnership with DRC, mental health services were provided in the Bira, Borići, and Miral TRCs, through the regular presence of psychologists engaged through Mental Health Centres within the engaged PHCs.

MDM, in partnership with DRC and supported by ECHO, launched the activities for MHPSS for the adult male population in the centres in USC. During the reporting month, DRC held a meeting, with the participation of IOM, MdM and SFA, related to the increasing number of challenging mental health cases in TRC Bira; the action points of this meeting included changes in daily operations of DRC and MdM in order to further enhance their response inside the centre and addressing the relevant public institutions for assistance.

## Paediatric Healthcare

DRC Medical Team coordinated the activity of immunization and vaccination of children up to 7 years of age in TRC Ušivak. The process of immunization was implemented by the paediatric team of the Primary Healthcare Centre of Sarajevo Canton, including the Institute for Public Health of Sarajevo Canton and with the support of the WHO. As the majority of children was diagnosed with the flu or high temperature, only 6 out of 21 registered (up to 7 years of age) were vaccinated. The remaining children will be vaccinated in the second phase of immunization.



Doctors consultation room in TRC Blažuj

## SITE DEVELOPMENT HIGHLIGHTS



6,104

Medical examinations



1,477

Direct Medical Interventions



83

Mental Health Consultations

As a follow up to three meetings held, involving WHO, UNHCR, UNICEF, DRC, the Public Health Institute of Canton Sarajevo the Public Institution Primary Health Centre Canton Sarajevo, regarding the immunization of migrant, refugee and asylum - seeking children in Sarajevo Canton, the working group set the guidelines and prepared the premises for examination and vaccination.

### Sexual and Reproductive Healthcare

UNFPA ensures that WGCs are closely linked to reproductive health services. UNFPA\MdM ensure gynaecological examinations are conducted by a female gynaecologist with the support of three women empowerment officers who speak Arabic, Farsi and Turkish. In December, 23 women have participated and were supported through an organized SRH workshop in USC.

## EDUCATION AND LEISURE

### Key gaps

- Advocate for approval from the government of HNC for all children in Salakovac to access primary education in the public education system
- Access to all children older than 15 to high school education and learning

### Key achievements

- Structured prior-school activities and preparations.
- Non-formal education to UASC older than 15 years of age
- Support children in school through cultural mediators

UNICEF jointly with Save the Children team of cultural mediators in education, held informative meetings with the UASC from the Bira TRC, regarding the procedure of their enrolment into primary education in USC. The teams continued to support the children at schools by accompanying them to and from the school, assisting them in their individual school work as well as assist teachers in school for more effective and efficient teaching processes.

Further, children attending the CFS in the Bira, Borići, and Sedra TRCs, as well as in protective shelter, participated in educational and creative workshops over the month, provided by ŽsU in partnership with UNICEF.

Asylum seeker children in the Salakovac RRC are still excluded from formal and structured non-formal education, pending approval of the Cantonal Government. In lieu of approval from the HNK MoE for asylum seeker children to attend school, "My School", a custom education program run by BHWI continued in January in the Salakovac

RRC. In the Salakovac RRC, BHWI, supported by UNHCR, provide a range of activities, including knitting workshops, women's aerobics, and sports and recreational activities. Childcare services are provided during the activities as needed.

In the Delijaš AC, BHWI, supported by UNHCR, provide activities for children and adults, including, educational activities for children with a focus on preparing for school enrolment in the BiH education system, sports and recreational activities and Bosnian/Croatian/Serbian lessons.

In the Ušivak TRC, recreational activities provided by BHWI were affected by the high turnover of people in the TRC. Despite this, several activities were organized in smaller groups or on an individual level. These included occupational therapy sessions such as drawing, decoupage, board games, and manicure workshops.

In the TRC Bira, during the month of January, Church World Service (CWS)

provided educational and recreational activities. The aim of the activities was to strengthen the capacity of beneficiaries for easier integration into the local community, to contribute to their resilience, and to increase their knowledge on the challenges ahead. During January, CWS, conducted 10 educational workshops with 95 participants. In addition, IPSIA serves hot tea, 700 to 900 teacups daily, as per usual, and organises recreational and educational activities.

The Integration Centre Units (ICU) ran by ŽsU, continue to offer a range of intercultural activities in the Sedra TRC and Bira TRCs. The spaces are equipped with computers, board games, playing cards, handicrafts, internet, library, etc. In the Bira TRC in January, 355 men participated in ICU activities. At the Sedra TRC, 148 people participated in ICU activities, in TRC Borići 111 and 333 in TRC Miral. IOM staff continued to organize English classes twice a week in the TRC Miral.



Doctors consultation room in TRC Blažuj 2020

### HIGHLIGHTS

76

Children went to school in January

12

UASC went to school in January

## SAFETY AND SECURITY

### Key gaps

- Raise awareness on potential risks of cooking inside the accommodation and using kettles and other devices.
- Focus on preventative measures, such as leisure activities, psychosocial support etc.

### Key achievements

- Increased safety of personnel and centres population by placing additional fire extinguishers, first aid kits, smoke detectors and evacuation exits in all TRCs.

IOM and Security staff are present 24/7 at all TRCs and working to prevent and respond to safety and security risks and incidents. Inspections and internal investigations of thefts and misconduct of the centre population are regularly carried out and video-surveillance or other distant monitoring mechanisms are in place in all centres excluding the Sedra TRC. IOM has a Security Unit composed of an IOM staff member appointed as Security Assistant for each centre. Security Assistants oversee the implementation of the Minimal Operating Security Standards and of coordinating all the security procedures.

Throughout the month of January, the security situation in all TRCs was relatively stable, with only a few security incidents reported which included theft. The minor incidents recorded were all resolved through disciplinary meetings with the people involved. Furthermore, during the reporting month, eight additional fire extinguishers were installed where the housing area is in TRC Miral to increase safety.



Fire wardens in TRC Bira © IOM BIH 2020



Fire extinguishers in TRC Bira © IOM BIH 2020

## TRANSPORTATION AND LOGISTICS

IOM has on-call mobile teams available 24/7 for assistance and transportation of migrants refugees and asylum-seekers between TRCs, to medical facilities, at the request of the SFA or to other service providers. In January, in addition to 322 transportations to medical facilities and 25 at the request of SFA, IOM carried out 598 transports for all other services and 88 for education.



Transportations in USC © IOM BIH 2020

### HIGHLIGHTS



1,033  
Transportations  
provided

## SINCE THE BEGINNING OF THE MIXED MOVEMENT RESPONSE

2018 - 2020



54,145

Arrivals



33,679

Migrants , refugees and asylum seekers in formal centres



2,365

Requests for asylum



6 Temporary Reception Centers

1 Refugee Reception Centres

1 Asylum Reception Centres



790

Returned to their country of origin



3 TRCs family and child friendly

Sector	Organizer	Contact
Coordination of Monthly Inter-agency Update in BiH	UNHCR/IOM	trigka@unhcr.org aalmakzomy@iom.int
USC	UNHCR/IOM	husagic@unhcr.org vmitkovski@iom.int
CCCM, Shelter, WASH and Food	IOM	drozic@iom.int
Protection	UNHCR	kokotovi@unhcr.org
Child protection	UNICEF	aluedeke@unicef.org
Gender Based Violence	UNFPA	jurela@unfpa.org
Health	WHO	palom@who.int
NFI	IOM	isadikovic@iom.int
Education	UNICEF	skabil@unicef.org

### LINKS

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

UNHCR Help: <https://help.unhcr.org/bosniaandherzegovina/>

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

IOM Support for Migrants Application: <http://supportformigrants.com/>

IOM AVRR Information: <https://bih.iom.int/assisted-voluntary-return>

IOM Migration Response: <https://bih.iom.int/iom-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](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 asylum seeker and migration statistics presented in this document are provided by the authorities of BiH and partner agencies. The UN in BiH is not responsible for the accuracy of information provided by non-UN sources.



## Location












	Una-Sana Canton						Sarajevo Canton					HNC	Other			-
	USC, Other, estimate	Borici TRC, Bihać	Bira TRC, Bihać	Sedra TRC, Cazin	Miral TRC, Velika Kladuša	Žene sa Une	Ušivak TRC, Hadžići	House of All	Blažuj TRC	Sarajevo, Other, estimate	Delijaš Asylum Centre	Salakovac Refugee RC	Tuzla and Mostar Other, estimate	Immigration Centre	Awaiting asylum, private accomm.	Totals

## Key population estimates

(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 and the below is a snapshot) (2 February)

Total Size	2,130	294	1,744	349	679	8	771	72	743	500	15	94	430	73	156	8,058
Of which, UASC	-	24	403	23	54	0	50	0	17	-	0	0	-	0	49	620
Of which, children	-	135	478	167	54	2	98	35	27	-	4	53	-	3	51	1,070
Of which, women & girls	-	134	0	146	0	3	46	30	0	-	8	46	-	7	42	462
Of which, single women	-	12	0	9	0	2	2	0	0	-	0	0	-	0	0	25
Of which, family members	-	243	133	314	0	3	123	70	27	-	15	94	-	0	76	1,098
Of which, asylum seekers	-	19	15	45	1	1	65	6	0	-	6	44	-	8	94	304
Of which, awaiting asylum registration	-	33	460	49	29	3	401	30	-	-	11	50	20	0	47	1,133

## Sector

Shelter		-	SFA, IOM	SFA, IOM	IOM	SFA, IOM	ŽsU/ UNHCR	SFA, IOM	HoA	SFA, IOM	-	MoS/AS/ UNHCR	MHRR/ MoS/AS/ UNHCR	-	MoS, SFA	-	-
Centre Management		-	SFA, IOM	SFA, IOM	SFA, IOM	SFA, IOM	ŽsU	SFA, IOM	HoA	SFA, IOM	-	MoS/AS	MHRR/ MoS/AS	-	MoS, SFA	-	-
Protection		UNHCR/ DRC/VP/ IOM, CSW, UNICEF/ SiC	UNHCR/ DRC/VP, UNICEF/ ŽsU/SiC, IOM, CSW, UNFPA/ MdM	UNHCR/ DRC/VP, UNICEF/ ŽsU/SiC, IOM, CSW, UNFPA/ MdM	UNHCR/ DRC/VP, UNICEF/ ŽsU/SiC, IOM, CSW, UNFPA/ MdM	UNHCR/ DRC/VP, UNICEF/ ŽsU/SiC, IOM, CSW, UNFPA/ MdM	ŽsU, DRC/ VP/UNH CR	UNHCR/ VP /BHWI/ DRC, CSW, UNICEF/ SoS, IOM	HoA, BHWI/ VP/ UNHCR, UNICEF	IOM/UN HCR/DR C/VP/BH W/CSW	UNHCR/ VP/ BHWI	MoS/AS, UNHCR/ BHWI/ VP, CSW	UNHCR/ BHWI/ VP, DRC, UNICEF/ WW, IOM, CSW	-	UNHCR/ BHWI/ P, CSW	UNHCR/ VP/ BHWI	-
Health		-	DRC, JRS, UNICEF, UNFPA/ MdM, DZ, CH	DRC, JRS, UNICEF, UNFPA/ MdM, DZ, CH	DRC, JRS, UNICEF, UNFPA/ MdM, DZ, CH	DRC, DZ, CH, JRS	DRC, DZ, CH	DRC, UNICEF/ WW/SoS, DZ, CH	UNICEF/ WW/ SoS, DZ	DRC	-	MoS/AS/ UNHCR, DZ, CH, DRC	MoS/AS, UNHCR, DZ, CH, DRC, IOM	-	SFA, DZ	-	-
Non-food items		IOM, UNICEF	CoBRC, IOM, UNFPA, UNICEF/ SiC/ŽsU	CoBRC, IOM, UNICEF/ SiC/ŽsU, UNFPA	IOM, UNFPA, UNICEF/ SiC/ŽsU	CoBRC, IOM	ŽsU	IOM, Pomozi, UNHCR, RC Caritas, UNICEF/ SoS	HoA	IOM/ Pomozi/ Red Cross/	-	MoS/ AS/ UNHCR/ BHWI, Caritas	RC, UNHCR/ BHWI, UNICEF/ WW, Caritas	-	MoS/SF A	-	-
WASH		IOM	IOM	IOM, Caritas	IOM	IOM	ŽsU	IOM	HoA	IOM	Pomozi, ba	MoS/AS/ UNHCR	MHRR/ MoS, UNHCR/ BHWI, UNICEF/ WW	-	MoS/SF A	-	-
Security/Safety		N/A	MoS/ SFA	MoS/ SFA	MoS/ SFA	MoS/ SFA	ŽsU	MoS/ SFA	HoA	MoS/ SFA	N/A	MoS/AS/ UNHCR	MHRR/ UNHCR	-	MoS/SF A	-	-
Transport/ Logistics		IOM	IOM	IOM	IOM	IOM	ŽsU, IOM	IOM, UNHCR/ BHWI	-	IOM, UNHCR/ BHWI	-	MoS/AS/ UNHCR/ BHWI, IOM	UNHCR/ BHWI, IOM	-	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	MoS/ SFA/ AS, IOM, UNHCR/ VP	ŽsU, VP	MoS/ SFA, IOM, UNHCR/ VP	VP/ UNHCR	MoS/ SFA, IOM, UNHCR/ VP	-	MoS/AS/ UNHCR/ VP	MHRR/ MoS/SFA/ AS, UNHCR/VP	-	MoS/SF A, UNHCR/ VP	VP	-
Education		-	UNICEF/ PA/ SiC/ MoE, IOM	UNICEF/ PA/ SiC/ MoE, IOM, CWS	UNICEF/ PA/ SiC/ MoE, IOM	-	UNICEF/ PA/ SiC/ MoE, IOM	UNICEF, WW/ SoS, IOM	UNICEF/ WW/ SoS, HoA, IOM	-	-	MoS/AS/ UNHCR/ BHWI	UNHCR/ BHWI, UNICEF/ WW	-	-	-	-
Food and nutrition		IOM/ CoBRC	IOM/ CoBRC, UNICEF/ ŽsU/SiC	IOM/ CoBRC, UNICEF/ ŽsU/SiC	IOM/CR C, UNICEF/ ŽsU/SiC	IOM/ CRC	ŽsU	Pomozi, ba, IOM, UNICEF/ WW/ SoS	HoA	Pomozi/ IOM/Red Cross	-	MoS/SA/ UNHCR, Caritas	RC/IOM, UNICEF/ WW, Caritas	-	MoS/SF A	-	-

Acronyms: AS, Asylum Sector / BHWI, Bosnia and Herzegovina Women's Initiative / CH, Cantonal Hospital / CoBRC, City of Bihać Red Cross / CRC, Cantonal Red Cross / CRS, Catholic Relief Services / CSW, Centre for Social Welfare (Municipal) / CT, The Czech Team / CWS, Church World Service / DZ, Public Health Centre (Municipal) / DRC, Danish Refugee Council / HoA, House of All / ICRC, International Committee of the Red Cross / IPSIA, Istituto Pace Sviluppo Innovazione Asil / Emmaus, International Forum of Solidarity-Emmaus / IOM, International Organization for Migration / JRS, Jesuit Refugee Services / MdM, Médecins du Monde / 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 / WHO, World Health Organization / WW, World Vision / ŽsU, Žene sa Une.

