



MONTHLY SITUATION REPORT - MAY 2020



Children attending online education organized in TRCs in USC, UNICEF/Save the Children



Training on community based protection in TRCs, UNHCR/DRC



512
New arrivals in May
(source: MoS BiH)



5,616
Persons in formal accommodation
(at the end of the month)



1,400 – 2,300
Persons outside
(at the end of the month)

Arrivals

So far in 2020, BiH authorities recorded 5,047 new arrivals to BiH. Compared to the same period in 2019 (8,804), this represents a 43 per cent decrease. In May alone, BiH authorities recorded 512 arrivals which, compared to May 2019 (2,603), represents an 80 per cent decrease, mostly caused by COVID-19 measures impacting movement in the region and in BiH, as well as limited identification and registration capacities on the ground. In 2020, the most common declared Country of Origin (CoO) of newly arriving people were Pakistan (27%), Afghanistan (24%), Morocco (17%), Iraq (6%) and Algeria (5%). Since the beginning of the mixed movement situation in BiH in January 2018, the most common declared CoO is Pakistan (33%), Afghanistan (14%) and Syrian Arab Republic (9%).

Presence in BiH at the End of the Month

By the end of the month, 1,349 migrants and asylum-seekers on average were identified by DRC Protection Outreach Teams sleeping in informal accommodation in BiH. This is a significant increase comparing to the previous month, due to increase of new arrivals in BiH and limited accommodation. So far, DRC Outreach Teams mapped 176 such locations throughout BiH – 78 in USC, 55 in SC and 43 in TC. Most of the migrants and asylum-seekers were observed in USC: 961 migrants and asylum-seekers (on average) sleeping in informal accommodation in USC; 230 migrants and asylum-seekers identified sleeping in informal accommodation in Sarajevo; and 158 migrants and asylum-seekers identified sleeping in informal accommodation in Tuzla.

Key Updates

IOM and UNHCR attended the USC OPHQ meeting, where the Prime Minister gave an update on the current situation in USC, followed by the update from the Police Commissioner on security related matters. The discussions revolved around: 1. Relocation of UASC, 2. Closure of TRC Bira, 3. Closure of squats in Velika Kladusa. Some of the main conclusions by the Minister of Interior and Police Commissioner were: 1) solutions for UASC must be found outside of USC, and that the police are ready to go ahead with closing TRC Bira immediately; 2) IOM and partners to initiate actions to increase the capacity of ETC Lipa to 2,000 persons; 3) transportation of migrants by means of public transportation is prohibited unless accompanied by UN and partner organizations.

In line with the above, the police were returning those migrants from a failed onward movement to ETC Lipa. This underlies a major protection issue, in addition to UASC and members of male families not being allowed accommodation in the appropriate centres set up to cater for their specific needs, many are found on streets. Throughout May, ETC Lipa continued to receive a large number of migrants and asylum-seekers which are regularly dropped off by local police after being removed from squats in Bihac, thereby exhausting capacity of ETC Lipa.

As per the 27 May Decision Act of the Crisis Headquarters of the federal and cantonal ministries of health and DRC and IOM overseeing that the directive was applied to TRC residents, the COVID-19 asymptomatic quarantine areas in TRCs for newly admitted migrants and asylum-seekers were closed in all reception centres. However,

POPULATION OVERVIEW ACCOMMODATED AND ASSISTED AT THE END OF MAY 2020

4,155

Single adult males

325

Families with children

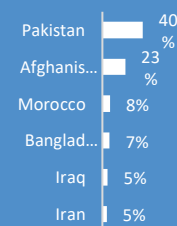
438

Women and girls

353

Unaccompanied and Separated Children (UASC)

Top declared Countries of Origin of Refugees, Asylum-Seekers and Migrants Accommodated in BiH at the end of May



they continued to operate isolation areas for all symptomatic cases. In May, 6,442 migrants and asylum-seekers were screened, 3,582 were referred to preventive isolation, 101 were tested for COVID-19 and zero tested positive.

Improved weather conditions, gradual relaxation of COVID-19 measures relevant to public transportation, overcrowding in some accommodation locations, and perceptions among migrants and asylum-seekers of potential deportations by BiH authorities, caused a large increase of onward movement (internal and towards the EU).

Child protection (CP) remains one of the primary protection concerns throughout BiH. CP issues include: UASC continue to reside in large-scale reception facilities alongside single men as well as with families with children; lack of timely transfer of legal guardianship as many UASC who were previously appointed a guardian in Bihać were moved to Cazin; and lack of freedom of movement inside TRC Sedra.

UNICEF/SCI reports that the number of UASC recorded daily in the designated zone of TRC Bira ranged between 84-96, considering the number of those in isolation areas or absent less than 48 hours, the total number ranged between 100-170 at the end of May. Together with an average presence in TRC Miral of 45-50 UASC per day, this has put increased pressure on CP actors in USC.

Regarding GBV protection related issues, an increase in the number of domestic violence cases and violence towards children in the recent period, with less involvement of relevant local authorities, are a result of COVID-19.

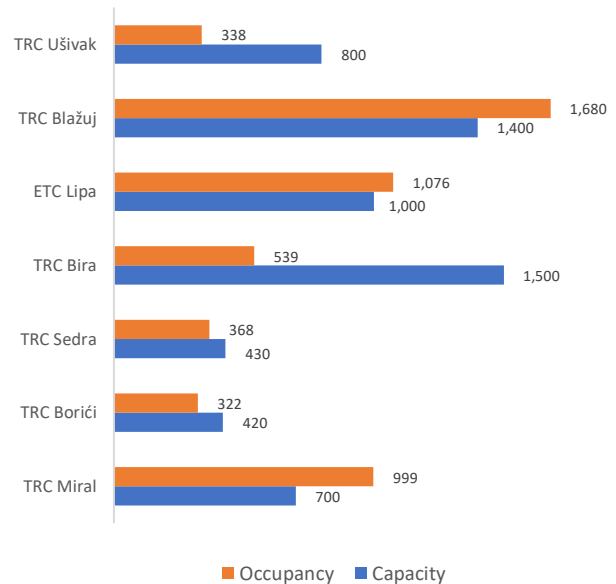
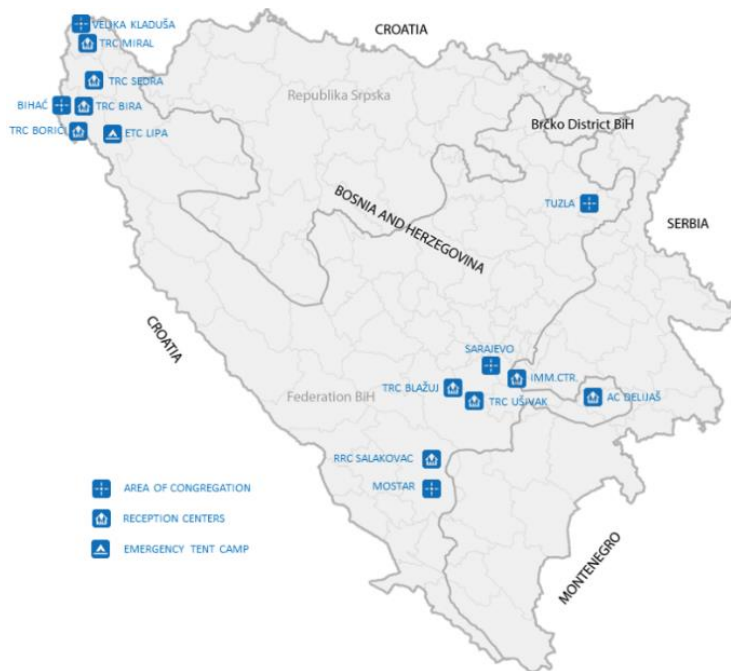
CENTER COORDINATION AND CENTER MANAGEMENT (CCCM)

Key Gaps:

- Migrants and asylum-seekers continue to leave isolation areas prematurely.
- UASC and other vulnerable categories are dropped off by USC police to ETC Lipa which due to full capacity, cannot host them.
- All admissions to TRC Bira are blocked, even though there is capacity to host new people.

Key Achievements:

- Installed WiFi for center population's use in TRC Miral.
- IOM procured and distributed 100 vouchers for mobile internet to migrants and asylum seekers in ETC Lipa.



Overview of the Reception Centres

TRC Ušivak (opened in October 2018), in Hadžići Municipality, is currently a mixed profile centre, predominantly populated by single men, but planned to be used for accommodation of UASCs, families and vulnerable categories.

TRC Blažuj (opened in December 2019), in Ilidža Municipality, is predominantly for single men.

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

TRC Bira (opened in October 2018), in the City of Bihać, predominantly accommodates single men, male-headed households with children, and UASC.

ETC Lipa (opened April 2020), in the City of Bihac, exclusively hosts single men.

TRC Miral (opened in October 2018), in Velika Kladuša, predominantly accommodates single men, and also UASC.

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.

Salakovac Refugee Reception Centre (RRC) (in operation since 2000) near Mostar, provides accommodation to asylum-seekers, refugees, and persons granted subsidiary protection.

Delijaš Asylum Centre (AC) (in operation since 2014), in Trnovo Municipality, exclusively accommodates individuals who have sought asylum in BiH.

An additional location in Sarajevo, called the **House of All**, managed by independent volunteers, offers accommodation primarily for families. **House of All** closed at the end of May.

Site improvements

Sarajevo Canton

In **TRC Blažuj**, the foundation for the new fireplace was prepared and the works on the outdoor kitchen continued. During the reporting period, **Blažuj** received an additional sanitary container for disabled persons. Additionally, two sanitary containers were donated by the Catholic Baptists Association and were connected to water and sewage system immediately. During the reporting period, **TRC Ušivak** as well received an additional sanitary container for disabled persons, and two sanitary containers were donated by Catholic

Baptists Association. Before reopening the children’s playroom in **AC Delijas**, a few tables and chairs from the Ministry of Security, were added to the existing furniture.

Una-Sana Canton

Although the number of migrants in in **TRC Bira** significantly decreased, as it was always densely populated, some of the infrastructure still needs frequent repairs, such as the fence at the isolation area. In May, IOM built kitchen counters in order to facilitate food preparation, and the kitchen was also repainted. Furthermore, new tables and benches were set up in the outdoor kitchen made from concrete material. IOM re-arranged accommodation units in order to add a “Green zone” aimed at UASC who just turned 18, to make their transition into the single men zone smoother. The area has 4 accommodation containers.

ETC Lipa which was opened in April, continued to undergo infrastructural works throughout May: the fence surrounding the whole camp, including the NFI tent, the kitchen, the main administrative plateau, quarantine, and preregistration zone were completed. Additionally, containers were received for the administrative plateau (these included duplex container which will be used as a meeting room, sanitary container for staff, and an additional office container). The construction works on the wooden canopy for the outdoor kitchen were completed, including installation of 20 concrete fireplaces for cooking. The camp population immediately started using the outdoor kitchen for preparation of their traditional meals. Furthermore, a wooden floor was set up in the dining tents of COVID isolation area. The completed works included the installation of outdoor lighting. The camp is currently illuminated with 326 reflectors that are standing on 96 light poles, covering the whole area of the ETC. During May, a heavy storm caused damage to tents and fences in **ETC Lipa** – small tents were pulled out of the ground and the fence around the COVID quarantine zones were damaged. Also, the tent that is used for the kitchen and the dining area was damaged and the roof was leaking. IOM made necessary repairs as needed.

In the past month, IOM tried to find a solution for connecting to the Internet, and in the meantime, until a permanent and sustainable solution is found, IOM procured and distributed 100 vouchers for mobile internet to migrants and asylum seekers.

Other ongoing works include construction of the camp gate, a prayer tent and a more permanent solution for water supply in terms of increased inflow into the camp. Representatives of IOM held a meeting with the mayor of Bihac on 8 May. The main topics were water supply, sewerage, the fence around the camp and access road. The conclusion of the meeting was that the mayor will hold a meeting with the national civil protection team and provide additional funds for the completion of the activities to be undertaken in the camp.

In the reporting period, a WiFi network was installed in **TRC Miral**, thus, the Internet connection is now available to the entire population of the center. In **TRC Sedra**, the works on the installation of sanitary containers were completed, and a fence, including the gate, was set up around the isolation area. Additional tables, benches and garbage bins were placed in the area where food is distributed.

COVID-19 risk mitigation measures

In all IOM managed TRCs/ETC, preventive measures were continued during May. Based on the reporting inputs provided by DRC, Ministry of Health, Labour and Social Policy and relevant health care institutions conducted regular weekly testing of migrants and asylum-seekers exhibiting COVID-19 symptoms in the reception centres. IOM constantly worked on improvements in the isolation areas throughout May. In TRC Sedra and TRC Bira, dining areas were set up, for which the Red Cross provided tables and benches.

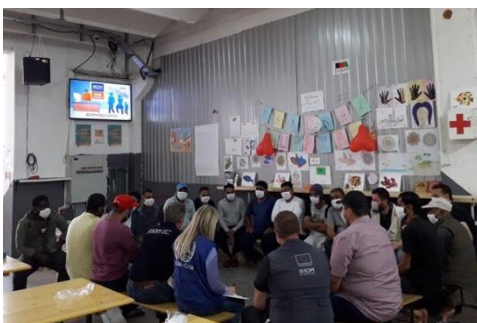
Additionally, mobile charging stations were installed in the isolation areas. As the weather conditions improved, it was noticed that more migrants were leaving for onward movement. This presented an additional need to extend isolation capacities in some TRCs, hence, the capacity in TRC Bira was increased from 122 to 291 beds. At the end of the reporting month, [the COVID-19 quarantine areas for newly asymptomatic admitted migrants and asylum seekers were closed in all reception centres as per the 27 May decision](#) of the Crisis Headquarters of the federal and cantonal ministries of health and DRC, overseeing the application of given directives. All reception centres continued to operate isolation areas for all symptomatic cases with the following capacities: in Una-Sana Canton 91 (Bira 6, Lipa 45, Borići 22, Miral 18) and 50 in Sarajevo Canton (Blažuj 50).



Eid celebration, TRC Bira, IOM



Distribution of tea, ETC Lipa, IOM



Community representative meeting, TRC Miral, IOM

Accountability to Affected Populations

Communication with communities, participation and transparency

IOM encourages the centre population to play an active role in decision-making processes and activities that affect them. TRCs have Community Representative Councils and regular meetings are organized by IOM with partner agencies. These serve as a platform for discussion of TRC issues, conflict prevention and resolution, dialogues between different migrant groups and between the centre population and centre management. IOM also encourages migrants and asylum-seekers to take part in different activities and chores in the TRCs, for example in NFIs distributions, cleaning actions, operating the laundry services, etc. ETC Lipa had its first community representative meeting in May, where the main discussions were focused on establishing a complaint mechanism and elections of complaint council members and wardens. Some other topics discussed were: 1. the lack of laundry system in the ETC, 2. lack of traditional meals, and 3. complaints against the local police.

In TRC Bira, which hosts a significant number of single men and unaccompanied boys, IOM and Save the Children also regularly organize the Boys Parliament, specifically to ensure that their views and needs are being accounted for. In May, key discussion points focussed on increasing sports activities, such as football trainings and re-opening of the barber shop.

IOM is also running info-desks in all TRCs. Those are reference points where the centre population can access information about available assistance and protection services within and outside of the TRCs and ask general questions. This is also a platform used by IOM CCCM and other partner agencies to communicate and share information and updates with the centre population. IOM is screening a video with the centres' house rules, service schedules and similar relevant information on the public TV displays in TRCs.

Feedback and complaint mechanisms

The centre population can also submit feedback and complaints, or report incidents in person at the info desks in each TRC, or anonymously in the complaints/feedback boxes. Feedback and complaint committee meetings were arranged with DRC and were comprised with representatives of organizations; they took place in TRC Borici, Bira and Sedra, no feedbacks/complaints were filed. Efforts to raise awareness of them will be strengthened. In TRC Bira the meeting was attended by CCCM, DRC and four community representatives who were temporarily appointed based on recommendations from other community representatives. All other TRCs in USC worked on restructuring and enhancing the feedback and complaint mechanisms. In TRC Sedra the meeting was held on 6 May, to discuss re-establishment of the complaint committee, which is looking for new community representatives to join.



Boys Parliament meeting, TRC Bira, IOM

Key Gaps:

- Lack of formal guidelines for GBV prevention and protection in SC Guidelines on Emergencies, Crisis Situations and Disasters.
- Efforts should be invested in mitigating possible protection risks for UASC and male-headed families, especially in family centers, including proper family composition assessment at registration by SFA.
- Need to include UASC into the national child protection system in a non-discriminatory manner, meeting international, regional and domestic standards.
- Need to further strengthen access to durable solutions for UASC (international protection for those in need, integration, family reunification etc.).
- Need to strengthen timely appointment of legal guardianship for UASC especially during transfers.
- Access to dignified and protection sensitive accommodation for vulnerable categories in USC is problematic due to overall lack of capacities there.
- Restrictions of movement continues to have a negative impact on the mental health of migrants and asylum-seekers, increasing anxiety, insomnia and depression.
- Lack of timely registration and registration of asylum claims due to COVID-19 measures in place may increase protection risks.

Key Achievements:

- UNICEF initiated a working group to enhance coordination and referral for improved care and support services in TRC Usivak and referral of UASC from TRC Blazuj to TRC Usivak.
- UNFPA is now the lead agency in developing PSEA SoP for BiH.
- UNFPA continued facilitating services in BYMC for a total of 751 participations of adolescent boys and young men.
- DRC Protection Monitoring Teams in six TRCs, ETC Lipa and RRC Salakovac, identified 1,089 asylum-seekers and migrants in need, and referred them to various services in TRCs.
- UNHCR/BHWI provided psychosocial assistance and support to a total of 380 beneficiaries from vulnerable categories (families, single women, UASC, SGBV victims, etc.) in three reception centres and in private accommodation.
- Despite COVID-19 measures and need for social distancing, through online and other tools, UNHCR/VP provided legal counselling for access to the asylum system for 1,300 individuals.

Key Protection Developments

Throughout May, COVID-19 imposed restriction of movement which affected migrants and asylum-seekers in TRCs. USC authorities continued transferring migrants and asylum-seekers to ETC Lipa from identified squats in the canton. At the end of the month, House of All closed and viable solutions for accommodation of residents was found. Furthermore, in order to ensure better protection environments for different groups of people, transfers continued between centers. For example, on 29 May, [IOM and UNHCR agreed to transfer all single men from TRC Usivak to TRC Blazuj to make space for families with children](#). In total, 230 single males were relocated to TRC Blazuj freeing up 30 housing containers, which were cleaned and prepared with new bedding to receive newly arriving families. In line with the above, IOM relocated seven UASC from TRC Blazuj to TRC Usivak. As TRC Usivak provides more protection services and protection-sensitive accommodation, the relocation of UASC, families, and other PoCs in vulnerable situations, will continue.

Asylum and Registration

From [58,310 detected arrivals between 1 January 2018 and 31 May 2020](#), 54,494 (93%) formally expressed intention to seek asylum with the Service for Foreigner's Affairs. Of these, 2,434 (less than 5%) chose and were able to formally lodge an asylum claim with the Sector for Asylum (SA).

Registration of asylum-seekers and migrants continued to be impacted by COVID-19 measures. During May, the Service for Foreigners' Affairs registered 477 attestations of intention to seek asylum, while the Sector for Asylum (MoS) continued putting all first-instance asylum claim applications and RSD interviews on hold until the end of the month. From 1 January to 31 May 2020, a total of 78 first instance asylum claims were registered by MoS. Overall, this is a 60 per cent decrease compared to the same period in 2019. The following are the top five countries of origin of applicants of first instance asylum applications in BiH in 2020: Iraq, Afghanistan, Turkey, Pakistan and Syria. Together, asylum-seekers originating from those five countries account for 73 per cent of all asylum applications made in 2020 thus far.

A total of [425 asylum-seekers are awaiting RSD interviews or a decision on their claim](#). UNHCR is aware of an additional 484 individuals who wish to register their asylum claim and have been unable to do so. Several factors hinder fair and efficient access to asylum for those in need of international protection. Among those factors are: the SA has limited capacity to register and process asylum claims; limited visits by the SA to conduct asylum registrations; short notice for asylum interviews preventing proper preparation and attendance;



Provision of legal aid in TRC Sedra, UNHCR/Vasa Prava

GENERAL HIGHLIGHTS

1,361

Migrants and asylum-seekers reporting push-back incidents; most vulnerable cases to medical assistance and accommodation/registration through DRC Protection Teams (in TRCs and Outreach) in USC, SC and TC.

1,022

Migrants and asylum-seekers in need were assisted by DRC Protection Outreach Teams through protection referrals countrywide.

ASYLUM HIGHLIGHTS

0

New asylum claim registrations
78 in total in 2020

0

Subsidiary Protection granted in May,
3 in total granted in 2020

0

Rejected claims in May,
21 in total in 2020

46

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 intention to seek asylum, leaving the SA to assess on an individual basis justified reasons for failure to formally apply for asylum within the fourteen days validity of the first issued attestation; a lack of interpretation; and restrictions on freedom of movement in BiH.

At the end of May, UNHCR/VP in cooperation with IOM CCCM undertook a major data harmonization exercise in TRC Ušivak with the purpose of improving understanding of the number and whereabouts of the persons awaiting registration of their asylum claim. A total of 111 out of the previously recorded 359 persons of concern remain at the center.

Child Protection

Key achievements

The operating of designated zones for UASC continued in TRCs Bira and Miral by Save the Children (SCI) with UNICEF support, 24/7 child protection support to both UASC and children within families in TRCs Borici, Bira and Sedra by SCI with the support of UNICEF, in Ušivak TRC and Salakovac RRC by World Vision with UNICEF support and BHWI with UNHCR support. **A total of 36 new guardianships were appointed to UASC in USC, and four in SC.**

A total of 879 children on the move (107 girls, 772 boys including 493 UASC) benefited from on-site 24/7 child protection support (case management, MHPSS, legal aid) as well as non-formal and recreational activities, including through child friendly spaces (CFS) in RRC Salakovac, Ušivak, Borići, Bira, Sedra and Miral during the month of May. A total of 212 children benefitted from CFS activities in May.

UNICEF outreach workers were present in the field in USC from 21 May to 30 May together with DRC outreach teams, ensuring that the protection risks faced by UASC are addressed in a timely manner and that they are provided with protection and access to services. In May, **outreach teams identified 17 UASC (only one was below the age of 15), out of which six UASC could be referred to accommodation and other services.**

88 UASC reside in TRC Ušivak, of which 69 are under the care of UNHCR/BHWI guardians (at the end of the month). UNHCR/BHWI provides psychosocial assistance and support in cooperation with CSW, MoS, SFA, police, health care institutions, schools, IOM, WV and other agencies present in the center. Based on the current state of their mental health, permanent support of UNHCR/BHWI psychologist was provided to 17 UASC. UNHCR/BHWI psychosocial team with involvement of mental health specialist provided intensive psychological support and treatment assistance to four children who were grieving after the immediate loss of their father.

Furthermore, UNHCR/BHWI provided them with basic meals and hygienic items. Activities with UASC also focus on planning their free time and inclusion into activities that could contribute to development and improvement of their social skills and relations in their environment.

Trends and gaps identified

With the restrictions imposed on new arrivals and re-entries to TRC Bira, including for UASC, and an increasing number of new arrivals of UASC, **there is a significant gap in adequate and suitable reception capacities for UASC, in particular in USC.** While UNICEF has facilitated discussions with relevant Ministries (MoHRR and MoS), relevant Cantonal Ministries responsible for social welfare, centres for social welfare, and NGOs, no adequate, suitable and affordable alternative care arrangements outside of USC have been identified and/or agreed upon.

Many UASC who were unable to (re-access) TRC Bira as well as UASC below the age of 15 were accommodated in TRC Sedra instead. At the end of May more than 60 UASC were accommodated in TRC Sedra, both within the main building and in the containers outside of the building. UNICEF in partnership with SCI relocated several child protection officers from TRC Bira to TRC Sedra. There are various challenges that need to be urgently addressed, including transfer of guardianship authorities. The increased number of male UASC in TRC Sedra has also caused tensions with the families accommodated there, in particular those with female children.

Gender Based Violence

UNFPA supported a total of **276 women through provision of individual/small group types of services** (SRH, PSS, Empowerment). UNFPA in partnership with MDM, continued to support GBV survivors, women and girls at high risk through PSS counselling (small group and individual sessions). A total number of 65 female participations have been recorded through provision of PSS, out of which two new GBV cases were identified and seven GBV cases were followed up, taking into account they were identified in the previous period,

Terminated procedures – suspensions in May
328 in total terminated in 2020

477

New Intentions to Seek Asylum
4,690 in total in 2020

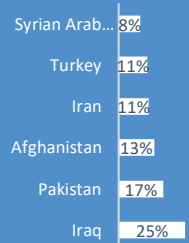
93%

Of arriving persons are issued attestation on the Intention to Seek Asylum in BiH in 2020

425

Asylum claims pending decision by MoS (at the end of the month)

Top 6 Countries of Origin among asylum-seekers at the end of May



484

Persons awaiting registration of their asylum claim by MoS with assistance of UNHCR/Vaša prava BiH at the end of May

875

Persons provided legal counselling by UNHCR/Vaša Prava BiH in May

CHILD PROTECTION HIGHLIGHTS

353

Unaccompanied or Separated Children in BiH at the end of the month

20%

of UASC are boys, 15 years of age or younger

292

Protection assistances to UASC provided by UNHCR/BHWI in May

As of 31 May, UASC in TRC Bira were primarily

referrals to additional services were included. Women were assisted with PSS by three psychologists operating in CWGs, in TRCs Sedra, Borici and Usivak. In addition, the psychologists were available for crisis interventions. UNFPA in partnership with MDM, continued to manage Centers for Women and Girls in TRCs Borici, Sedra and Usivak, assisting vulnerable women, girls and GBV survivors to rehabilitate and strengthen resilience through empowerment programs and life-skills education (165 participations recorded).

UNFPA successfully implemented activities in three Boys and Young Men Centres (BYMC), for implementation of informal life-skills and empowerment program “Boys on the Move” (BOTM) and referral of vulnerable young males for further assistance and service provision in TRC Bira (USC) and TRCs Blažuj and Ušivak (SC). In the reporting period UNFPA in three centers recorded **total 751 participations of adolescent boys and young men**. **Activities included GBV info sessions, sports and basic English language lessons**. In order to provide additional support and minimize the panic and tensions among migrants and asylum-seekers in all activities, UNFPA included COVID-19 information sessions, provided by personnel with medical backgrounds. In TRC Bira a total number of 11 referrals of vulnerable cases to relevant child protection organization was done in the reporting period, including one identified GBV case. All cases with positive outcomes were a result of joint efforts of all agencies involved.

UNFPA has been coordinating relevant authorities and humanitarian response partners by leading the GBV WG in USC in the reporting period where a joint discussion took place related to updates from the field in provision of support to GBV survivors and update of GBV referral pathways. Some of the issues related to GBV that were underlined by relevant actors included an increased number of domestic violence and violence toward children in the recent period with noticed less involvement of relevant local authorities as a result of COVID-19. The participants discussed further actions on how to prevent and mitigate those risks.

Through UNHCR/BHWI, a total of **three SGBV cases were identified through two incidents**, and 20 SGBV reactive and preventive individual counselling sessions took place with 13 beneficiaries. As part of SGBV prevention activities, UNHCR/BHWI organized a Bosnian language course for eight single women who had the opportunity to learn key words and concepts related to the protection and reporting of violence to relevant services and individuals in TRC Ušivak.

DRC GBV Case Manager followed up on 18 cases of GBV (15 in USC, two in SC and 1 in TC). Survivors relocated to the Safe Houses/Accommodation were followed up with the support of DRC MHPSS Officer, while all identified survivors in the reception centres were followed up with in cooperation with mandated agencies and service providers (UNHCR, UNFPA, MDM, Vasa Prava and Zene sa Une). DRC continued following up on GBV survivors who were relocated outside of USC and ensured accommodation and provided PSS and empowerment support. For one of the two cases, support was provided in cooperation with LNGO Puz.

Psychosocial Support

Restriction of movement, fear of COVID-19, overcrowding, mandatory isolations, suspension or limitation of many services in TRCs, lack of onward movement opportunities and long or currently non-existent asylum opportunities cause asylum-seekers and migrants to avoid accommodation in centres, being forced into involuntary transfers or leaving them to dwell in a state of psycho-social duress. **Availability of PSS assistance becomes increasingly crucial to mitigate these challenges** and all PSS providers in the field are adjusting to COVID-19 conscious work environments; the needs are surpassing the available resources, and stakeholders on the ground are adjusting to new operational realities.

Durable solutions

Assisted Voluntary Return and Reintegration (AVRR)

With the outbreak of COVID-19, IOM voluntary return departures have been postponed until further notice due to closure of airports for international travel. IOM's AVRR outreach team was nevertheless present in all TRCs, promoting migrants' rights and informed decision making by providing information and counselling relevant to their decision. Awareness raising efforts and information dissemination has shifted from AVRR to sharing information related to COVID-19, in accordance with WHO developed guidelines. Information also includes data on mobility restrictions and can be accessed on the webpage developed for [AVRR information campaign](#). Last month, **1,588 migrants were reached by IOM AVRR outreach staff in BiH** (687 outside centres and 901 in centres).

from the following countries: Pakistan, Egypt and Afghanistan.

PSYCHOSOCIAL SUPPORT HIGHLIGHTS

491

PSS interventions provided by UNHCR/BHWI in May 2020

597

MHPSS consultations in TRCs provided by DRC

1,285

instances of PSS assistance were provided to UASC and children in families by UNICEF/SCI



IOM AVRR Counselors, TRC Usivak

NON-FOOD ITEMS (NFIs)

Key Gaps:

- Further strengthen quality of NFIs distributed and match requests of migrants and asylum seekers.
- Quality of hygiene items and care products for babies needs to be increased, according to standards at MBCs.

Key Achievements:

- Over 7,000 migrants and asylum seekers benefitted from NFI distributions with nearly 100,000 individual NFIs distributed.
- 2,200 blankets distributed through Red Cross and Islamic Relief in cooperation with the Swedish International Development Cooperation Agency complemented IOM's regular NFIs.

IOM provides NFIs for newly arriving migrants, refugees and asylum-seekers in all TRCs/ETC. An NFI distribution system is in place and operational with set schedules displaying distribution times. IOM provides NFI welcome kits, after which individual NFI refills are provided. NFIs include items such as clothing, footwear, hygiene products, clean bed sheets and linen upon arrival and for those undertaking 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 month, a total of 98,899 individual items were distributed. In addition to these, donations from the public received by the Red Cross regularly complements and contributes to IOM's NFIs distribution (mostly clothes, shoes and blankets). Also, Islamic Relief BiH in cooperation with the Swedish International Development Cooperation Agency donated the following: 1,300 blankets and bed linens, and 600 sleeping bags in TRC Usivak. Red Cross donated 900 blankets to ETC Lipa, and the Croatian Baptist Aid donated 1,000 hygiene packages (towels and soap).

UNHCR/BHWI distributed additional food and hygienic items, personal protective equipment, clothing, footwear, diapers for children with special needs and items for new-borns to a total of 380 beneficiaries. With BHWI support, Caritas BiH distributed 347 food parcels to beneficiaries.

As part of the care and assistance provided in response to COVID-19, UNHCR/BHWI conducted an assessment and identified 60 of the most vulnerable asylum-seekers, recognized refugees and persons under subsidiary protection housed in private accommodation, who will be provided with food and hygiene packages once a month. In May, BHWI team distributed 20 packages. Additionally, five computers donated from UNHCR were also distributed to five families with school children, allowing them to access online education opportunities.



Computer distribution for online education, UNHCR/BHWI

As part of the response to COVID-19, UNICEF distributed personal protective equipment to implementing partners in USC: Save the Children, Centres for Social Welfare Velika Kladuša, Cazin, Bihac and Ključ, and NGO Fenix, which includes 720 surgical masks, 270 pairs of gloves, 450 bottles of sanitizer of 100 ml and 90 goggles.

DRC Outreach Protection Teams provided energy saving food supplies and emergency non-food items for 10,886 of the most vulnerable PoCs (including families, UASC and single adult males) identified in the pushback areas or disembarkation points in USC, as well as PoCs accommodated in inadequate accommodation outside of TRCs throughout BiH.

The RCFBiH mobile outreach teams with support of DRC Outreach and Medical teams distributed food and hygiene parcels throughout USC, SC and TC. Outreach teams in USC, TC and SC distributed in total 2,087 food parcels and 3,885 hygiene parcels.

HIGHLIGHTS

- Through CWG and CYMB, UNFPA continues to distribute modern contraceptives and hygienic products for women and young men and boys as per identified needs. UNFPA distributed 267 dignity kits (102 in TRC Usivak, 89 TRC Borici and 76 in TRC Sedra).
- In addition to the seven TRCs/ETC, NFIs are also distributed to various locations in the Tuzla region.

WATER SANITATION AND HYGIENE (WASH)

Key Gaps:

- Lack of biodegradable system for treatment of wastewater from the sewage system.
- Laundry in ETC Lipa and TRC Blazuj is not set up.
- Hot water and water supply in ETC Lipa remained an issue.

Key Achievements:

- Large cistern was repaired and connected to the water system in ETC Lipa, hence in mid-May, water supply was temporarily stabilized.

IOM initiated regular joint cleaning actions in all centres, where the centre population is actively and voluntarily involved in cleaning the area around the facilities. 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 takes place every three months.

TRC Borići has 23 toilets and 16 showers inside the building and 19 toilets and 28 showers outside the building (in sanitary containers), with facilities separated by 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 the centre population, washing 916 bags of laundry. TRC Bira has 119 toilets and 72 showers. Facilities are separated by gender and drinking water is available in the centre. IOM provided laundry services to the centres' population, washing 963 bags of laundry. Caritas is also involved in the provision of laundry services in TRC Bira. TRC Miral has 64 toilets and 34 showers. Facilities are not separated by gender since the centre only hosts single men and a few UASC boys. Drinking water is available in the centre. An operational laundry system is in place, and during the reporting month, 862 bags of laundry were washed for the centre's population.



Laundry room, TRC Usivak

In ETC Lipa, IOM took measures to ensure WASH services are up to the same standards provided in other TRCs. Eco toilets are being used in ETC Lipa until sanitary containers are fully set up, while works on the connection to the public sewage system are still ongoing. The City of Bihać is responsible for providing a biodegradable system for treatment of wastewater, which is not yet constructed. The septic tank for wastewater therefore still represents a sanitary issue. Furthermore, migrants and asylum-seekers asked for the eco toilets to be emptied on a more regular basis. In total, 55 toilets, 36 showers and 24 concrete sinks were installed throughout the camp in May, for personal hygiene and access to drinking water. Two sanitary containers were set up for persons with disabilities, and 43 large garbage bins were set up throughout the ETC.

Issues occurred with the water supply, since the capacity is not large enough to supply the camp with adequate water quantities. Furthermore, the water cistern delivered was damaged. As a temporary solution, IOM managed to have the large cistern repaired and connected to the water system. In mid-May, the water supply was stabilized, the main source of water in the camp is the big tank, which is filled manually with water from the spring. There are two to three deliveries of 14,000 to 21,000 litres of water per day from the company "Vodovod" Bihać, based on daily needs. However, as a sustainable solution is needed, IOM in coordination with the Mayor of Bihać is looking to develop a new water supply project, with the aim of connecting the water supply system to two additional water springs. As ETC Lipa is divided into four main zones, each of them has a separate sanitary area.

TRC Sedra has 50 toilets and 63 private showers for 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 484 bags were washed for the residents. The TRC population contributes to laundry operations on a voluntary basis. TRC Ušivak has 44 toilets and 36 showers and facilities are separated by gender. Hot water and drinking water are available at the centre. A laundry system is in place and 1,042 bags were washed for the centre population during the reporting month. TRC Blažuj has 31 toilets and 46 showers. Hot water and drinking water are available.



386 toilets available in TRCs/ETC



303 showers available in TRCs/ETC



3,771 persons benefitted from laundry services within TRCs/ETC through IOM

Key Gaps:

- Seek improvements to enhance preparation of traditional meals.
- Timetable of migrants and asylum-seekers' shifts in the collective kitchen was changed several times due to the delay in the delivery of groceries.

Key Achievements:

- All TRCs/ETC conducted daily food surveys, as a result, general atmosphere in TRCs was improved through the enhancement and diversification of food, both in terms of quality and quantity. IOM also implemented trainings for Red Cross cooks.
- Newly opened outdoor kitchen was fully functional and in use by the camp's population in ETC Lipa.
- 59 mothers, 85 children under five, and 21 pregnant women benefitted from Mother Baby Corners (MBC) services.

Meal distributions in centres

IOM and partners (Red Cross in USC/Salakovac and Pomozi.ba in SC) continued to support the provision of three meals and two fruit snacks per day. **Meals are prepared in-line with international standards that guarantee sufficient nutritional calorie intake.** In May, IOM and partners provided a total of 348,148 meals, out of which 226,153 were distributed in USC, 113,559 in SC and 8,436 in RRC Salakovac.

Improvements based on community feedback

In USC, upon the request of the centres' population, IOM made available open kitchens fully equipped so that migrants and asylum-seekers can prepare their own food if they wish. Although they were closed in April as part of COVID-19 prevention measures, at the end of May open kitchens in TRCs became operational again. In TRC Bira, it was reopened on 22 May thanks to the partner organization IPSIA (managing the open kitchen). While, the population in ETC Lipa are regularly using the newly opened outdoor kitchen, IOM procured additional cooking utensils and spices to be used by migrants. During the reporting month, Croatian Baptist Aid donated 1,000 packages of dry food to migrants in ETC Lipa. In TRC Usivak, a local company *Hereke* donated groceries for migrants and asylum-seekers, which included fresh vegetables (such as tomatoes, onions and potatoes), eggs, flour, oil, and pasta among other items.



Kitchen for TRC Bira population, IOM



Migrant making bread, ETC Lipa, IOM

In order to increase satisfaction among migrants with food, all TRCs/ETC continued to measure satisfaction with meals, by conducting surveys on a daily basis, in terms of quality and quantity offered. According to the results, IOM did necessary changes, such as in TRC Blazuj, meal portions were increased, and some food was replaced at the request of migrants and asylum-seekers. In USC, IOM organized a training for Red Cross cooks on how to prepare rice the Persian way. Furthermore, IOM in coordination with the Red Cross, organized a special lunch for Eid, which was enriched with additional food and sweets in all TRCs.

Persons with special dietary requirements

In all TRCs, IOM provides specialized food to migrants in need of specific dietary requirement upon a doctor's recommendation/medical prescription and to those who are vegetarians, such as gluten-free, diabetes diet, etc, as well as food without beef to the Hindu population, following their request.

Infant and Young Child Feeding (IYCF) Counselling

IOM provided babies below 24 months with special complementary food which is prepared in line with UNICEF's guidelines on child feeding. **During May, 482 complementary meals were distributed for 16 babies. Additionally, 302 portions of baby formula were distributed for eight babies.** MBC provided parents with IYCF counselling and awareness raising on breastfeeding. Due to COVID-19 restrictions, activities at MBCs (operated by UNICEF in partnership with Fenix and World Visions) in TRCs Bira, Borići, Sedra, Ušivak and RRC Salakovac were limited in terms of gathering and workshops. However, individual support to mothers, pregnant women and children continued. In cooperation with IOM, they also continued distributing NFI and FI to mothers and children. More than 2,000 individual services were provided to mothers and children, and more than 1,600 FIs and 4,000 NFIs distributed through MBCs in USC and SC. There was an increase in number of pregnant women, and therefore in TRC Borići, MBC staff held informative workshops with pregnant women individually, about their health during pregnancy, giving birth and taking care of their baby once born. In RRC Salakovac, MBC was operational since 11 May. More than 2,000 individual services were provided to mothers and children, along with more than 1,600 FIs and more than 4,000 NFIs distributed through MBCs in USC and SC.



348,158
Meals distributed by IOM
and partners



Community kitchens
operational in all Temporary
Reception Centres



302
Portions of baby formula
distributed for eight babies

Key Gaps:

- Lack of access to lifesaving SRH treatments as a result of preventative measures during COVID-19.
- More attention should be paid to ensuring better social distancing among the population, crowd management, reducing risky communication and community engagement and improving surveillance system in order to detect initial cases.
- Personal hygiene of the population in the TRCs needs to be improved, this includes ensuring hot water supply in ETC Lipa and TRC Miral.

Key Achievements:

- Over 50 interventions of regular medical assistance were provided by DRC to migrants and asylum-seekers with health issues and injuries in front of TRCs, like Miral and Lipa who were returning from pushback. They were continually helped outside of the center due to MoH order not to allow entrance to new arrivals in the centers in USC.
- Procured specialized medical equipment for prompt diagnosis and detection of communicable disease, as well as for emergency response to support Primary Health Centers and the Public Health Institute of Una Sana Canton through DRC.
- Finalized rehabilitation and equipping of the laundry department of the Cantonal Hospital which will allow to maintain hygiene, sanitary and epidemiological standards.

COVID-19 activities and measures undertaken

Additional isolation facilities have been assigned in all TRCs in BiH. By the end of the reporting period in all the reception facilities in BiH, the total capacity of isolation areas reached 1,534 in preventive isolation and in isolation areas for patients exhibiting COVID-19 symptoms. Every week DRC provided testing priority lists of migrants and asylum-seekers to Cantonal health authorities in USC, mostly from symptomatic isolation. MOH and IPH were providing tests and implementing testing at TRCs, every Wednesday. As of 29 May, only symptomatic isolation remains in use. Capacity for isolation of beneficiaries exhibiting symptoms of COVID-19 is 225 places. Adaptations of site plans within TRCs under current conditions are not always possible, however more attention should be paid to ensuring better social distancing among the population, crowd management, reducing risky communication and community engagement and improving surveillance system in order to detect initial cases. Mandatory entry screening for service providers is implemented on a daily basis in every TRC in the Federation, measuring body temperature and identifying other possible symptoms of COVID-19. The Site Assessment of TRCs for Asylum-seekers, Refugees and Migrants in BiH has been regularly updated by DRC. During May, 6,442 PoCs were screened for COVID-19 symptoms in TRC/RRC/ETCs by PHC and DRC medical teams.

Through partnership with DRC, Red Cross Cazin was operational in TRC Bira providing first aid and smaller interventions enabling the PHC team to focus on COVID-19 screenings and other interventions. Stocks of personal protective equipment were secured to be used primarily by PHC Medical Teams and humanitarian organizations directly working with individuals in isolation areas.

Primary and Secondary Healthcare

Within seven temporary medical units within TRCs in USC, SC and HNC (Bira, Borici, Sedra, Miral, Usivak, Blazuj and Salakovac), a total of 7,451 examinations were performed. In the medical units, there were 1,270 direct medical interventions performed by PHC medical teams in coordination with DRC. The largest number of examinations/interventions were performed in the TRC Blazuj (1,761) and in ETC Lipa (2,760).

DRC implementing partner Jesuit Refugee Service (JRS) provided assistance to 447 patients through 247 medical accompaniments to primary and secondary care facilities in USC, SC and HNC. Since referrals and escorts were limited due to reduced PHC and SHC services, limited only to emergencies, JRS was providing their services inside TRCs through a COVID-19 information sharing campaign, messaging with megaphone, translation and gathering information from beneficiaries. JRS was involved in the process of reception, screening and accommodation in ETC Lipa as well. DRC medical assistant in Tuzla coordinated with other partners on the ground and followed up on medical cases, regularly visited key spots and shelters, and completed 104 direct medical interventions, and 17 individuals received required medications.

Six Red Cross Mobile Teams in partnership with DRC continued implementing outreach activities, primarily in enhancing provision of First Aid and strengthening referral process towards public health institutions. A total of 2,062 migrants and asylum-seekers were assisted through 887 first aid assistances and 1,798 PSS first aid consultations.

Focus was brought back to other specific health and epidemiological issues through DRC team in coordination with Institute for Public health, including TB. Later was organized TB testing for group of PoCs suspected to be in contact with TB infected PoCs.

Pediatric Healthcare

A total of 172 examinations and 33 direct interventions were completed in the area of paediatric care in all TRCs. Due to COVID-19 measures and restricted specialist services, paediatric units were active in three TRCs.

Sexual and Reproductive Healthcare

The number of pregnant women has increased in comparison to previous months. Care and follow up was provided regularly for 32 pregnant women. Five new babies were delivered in USC at CH in Bihac. Besides regular care and monitoring, DRC, together with the doctors in the medical unit, are providing medical interventions to injuries gained in attempts to cross the border. Such injuries were witnessed last month; a pregnant woman with a shoulder injury from an accident as well as injuries of pregnant migrants and asylum-

seekers from physical clashes with Croatian border police. 46 SRH participations occurred through gynaecological examinations (26 in TRC Usivak and 21 in TRC Sedra and TRC Borici) by UNFPA and MDM.

Due to the current situation, the Ministry of Health (in coordination with PHC and SHC) made a decision that every pregnant migrant and asylum-seeker is obliged to be tested for COVID-19 before completing gynecology examination at PHC and SHC. Pregnant women preparing to give birth need to have a COVID-19 test done 15 days before planned childbirth.

Mental Healthcare services

A total of 58 consultations and appropriate treatments were conducted by DRC staff in the field of mental health and psychosocial support. The restrictions of movement are affecting the mental health of beneficiaries, increasing the symptoms of anxiety, insomnia and depression. Most migrants and asylum-seekers are complaining about the rooms and noise which act as triggers for those with mental health problems, increasing the symptoms of anxiety, insomnia and depression.

DRC contracted psychiatrist provided NPS for 3 PoCs. The collaboration seems to be of a great benefit for the beneficiaries in need of such support. The psychiatrist is following the cases, providing assessments and the control visits. DRC Medical teams in TRCs, as well as Médecins du Monde (MdM) were informed of the possibility to refer NPS cases. The psychiatric questionnaire was developed in coordination with the psychiatrist in the case of phone assessments. The questionnaire can only be filled in by psychologists and/or psychotherapists in TRCs. NPS presence made a significant impact on migrants and asylum-seekers struggling with psychiatric symptoms. DRC Implementing partner, MdM, continued implementing the activities of provision of MHPSS for adult male population with the aim to improve the mental health conditions of migrants and refugees through: PSS and early detection with empowerment & psychoeducational (coping mechanisms, stress management, etc.) group activities; psychoeducational group sessions; individual/group mental health support; and referral/follow-up to adequate institution/organizations when needed and case management.

Due to COVID-19 outbreak, MdM adjusted its activities in TRCs in order to find the balance between ensuring security for beneficiaries/MdM's MHPSS team and the continuation of essential mental health services. The outbreak of the epidemic greatly affected the mental health of the population in general, and in particular for people confined in TRCs, who have extremely limited freedom of movement and limited access to healthcare services. MdM assisted 203 new direct beneficiaries, during the month. 119 individuals participated in PSS empowerment activities and 154 individuals participated in psychoeducational group sessions. In addition, 167 mental health consultations were conducted. To address growing requests for mental health services in TRCs and to compensate for the suspension of group sessions, MdM created a Contingency plan which included the following new activities: MdM Facebook group; creation of informative and morale boosting content by MHPSS team; and telephone lines for PSS sessions, creation of ZOOM, Viber, Skype, Facebook group sessions. During May, 2,648 direct medical interventions and psychosocial support services were provided through the Red Cross of Federation BiH and DRC.

"Health Awareness" community-based initiatives

The "Health Awareness" community-based initiatives continued to be implemented in the TRCs. The activities are to contribute to 1) engaging interested members of community to take part in the activities, namely related to health awareness and hygiene maintenance and 2) build peer support and encouragement. In total eight health awareness meetings have been organized in TRCs Borici, Sedra, Miral, Bira and Lipa, targeting men, women and children. The activities have been organized with the support of DRC Medical Teams, IOM CCCM and Save the Children teams.



7,451
of PHC Examinations in May



1,270
of PHC Interventions in May



211
of SHC beneficiaries in May

EDUCATION AND LEISURE

Key Gaps:

- All public schools remained closed during the month of May due to COVID-19.
- Child Friendly Spaces were closed due to COVID-19.
- Children older than 15 do not have access to high school education.

Key Achievements:

- Online education continued through the month of May for migrants and asylum-seekers in TRCs Sedra, Borići and Bira.
- UNICEF/SCI agreed with the MoE of USK that primary schools will issue an official document to migrant/asylum-seeker/refugee children as proof of finalizing the school year.

Online Education for Primary School

After the closure of schools, UNICEF with its implementing partner Save the Children (SCI) and in cooperation with the Ministry of Education organized online education for primary school age children. Lectures are prepared by teachers from preparatory classes from local schools and facilitated by UNICEF/SCI cultural mediators. **A total of 69 children were following regular classes and 176 preparatory classes.**

Non-Formal Education

Non-formal education activities were organized daily by UNICEF/SCI education teams in TRC Bira, Borići and Sedra, and by UNICEF/WV in TRC Ušivak focusing on language learning, literacy, numeracy and creative workshops, working in small groups and outdoors whenever possible, while keeping suggested physical distance and exercising personal hygiene measures.

Educational Activities

Since education contributes positively to learning, relieving stress and creating positive outlets in families and communities, UNHCR/BHWI continues to actively support educational activities through **engaging teaching assistants for 10 children who attend public schools**, and providing non-formal education as well, including, **"My School" in RC Salakovac which was attended by 27 children**, and implemented educational workshops in TRC Ušivak for six children.

Occupational Activities

These were adapted to ensure preventative measures during the pandemic; beneficiaries keep physical distance and work in groups of two. During May, through 21 sewing workshops, beneficiaries made **alterations to 89 different pieces of clothing for themselves**, their families and other beneficiaries. Two knitting workshops and three art therapy workshops were attended by nine beneficiaries.

UNHCR/DRC, in close cooperation with Zene sa Une and IOM CCCM, continued running Sewing Workshops in TRC Borici, where community members could learn new skills, produce items such as bed linen and towels for center residents, and use the equipment for their own needs. The activities continued with protective measures in smaller groups (maximum three persons at a time, respecting social distancing measures and wearing protective gear), and migrants and asylum-seekers started producing protective masks for center's residents. **Community representatives sewed and delivered potholders for community kitchens and community members used the sewing machines to repair their clothes.** Additionally, **material, equipment and tools for the gardening initiative have been delivered to TRCs Sedra and Borici for the activities to be launched in the first week of June.**

Sports and Recreational Activities

These activities were conducted with respect to protective measures and using protective equipment. **Volleyball, badminton, fitness (individual exercises) were attended by 27 beneficiaries, while 32 beneficiaries participated in music therapy workshops and board games (children and adults) through UNHCR/BHWI.**

HIGHLIGHTS

- 245 children were enrolled in formal education in five primary schools in USC.
- 350 children participated in non-formal education activities in USC and SC.
- 97 non-formal educational activities were organized for children in USC and SC.
- 85 parents were reached through educational workshops with parents.
- IPSIA restarted some of the weekly psycho-social activities, including tea distribution every afternoon, board games and sports activities.



Students participate in Bosnian language class in TRC Ušivak, UNHCR/BHWI



Boys accommodated in UASC zone in TRC Miral decorating one of their common rooms, UNICEF/Save the Children



"All for All" activity sewing clothes, UNHCR/BHWI

SAFETY AND SECURITY

Key Gaps:

- Pending CCTV and outside fence in TRC Ušivak.
- Increased alleged violence from local police.

Key Achievements:

- Intensified communication with migrants and asylum-seekers as they play a strong role in conflict prevention.
- Improved measures to increase security in TRCs by strengthening fences around TRCs and isolation areas, as well as procuring additional containers for security.

General Security

IOM and Security staff are present 24/7 at all TRCs/ETC, working to prevent and respond to safety and security risks and incidents. Inspections and internal investigations of thefts and misconduct of the centres' population are regularly carried out and video-surveillance or other distant monitoring mechanisms are in place in TRC Bira, Borici, and Miral. For each center, [IOM's Security Unit appoints a staff member to serve as Security Assistant](#). Security Assistants oversee the implementation of the Minimal Operating Security Standards and of coordinating all the security procedures.

UNDSS organized a security orientation briefing for new personnel working with migrants and asylum-seekers, in total 16 IOM personnel participated. UNDSS visited all TRCs in SC (Ušivak and Blazuj) and USC (Lipa, Borici, Sedra, Bira and Miral) and had meetings with the Police Commissioner of USC, Head of Police in Velika Kladusa and Head of Service for Foreign Affairs Office in Bihac and discussed related security issues.

Security Incidents in TRCs/ETC

Several complaints were received against the USC local police during the reporting month, mainly for the destruction of migrants' and asylum-seekers' private property and allegedly, occasional physical violence. On 12 May, one of the migrants with heavy injuries in ETC Lipa reported he was beaten by the local police. Another individual who is part of a family with children had head injuries, also allegedly beaten by the police. IOM referred the complaints to DRC and SFA. In TRC Miral, [a massive fight broke out on May 13 with over 150 beneficiaries involved](#). According to the statements of the beneficiaries, the fight was initiated by an attempted robbery. The police reportedly intervened to break up the fight at the main gate, and as migrants were sent to their containers in order to deescalate the situation, they also experienced violent treatment. In total, nine beneficiaries reported injuries and pain from the alleged police intervention.

One of the continuous challenges in TRC Ušivak is the pending security fence around the center, allowing unauthorized entrances, and lack of CCTV video surveillance system. Furthermore, the continuous premature departure from isolation areas without prior medical screening, which security guards and IOM staff are intensively trying to prevent, by setting physical barriers (strengthening fences) remained an issue. [Unauthorized entries without prior medical examination represented a challenge in the new site ETC Lipa](#) as well. Therefore, IOM kept working on strengthening security measures.

During May, a number of security incidents were reported. In ETC Lipa, on 10 May, a number of migrants and asylum-seekers reported stomach-ache and vomiting after dinner and were asking for medical help. As it was reported that DRC team could not be reached and emergency services in Bihac were not sending an ambulance, migrants and asylum-seekers started to gather at the administrative zone and were uttering verbal threats, demanding medical treatment and transport to the hospital immediately. The situation escalated when a group started to make roadblocks on the main driveway. Since the situation was getting more intense and aggressive, IOM security assistant instructed staff to evacuate. As the situation escalated, Police officers fired two-gun shots as a warning sign, after which migrants stopped with throwing rocks and other objects. Almost at the same time, JRS and special force police arrived, and IOM begun transportation of beneficiaries to the hospital.

Other minor incidents/fights happened, in TRC Bira, Sedra and Borici. All were regularly resolved by IOM Security guards and police was called when necessary. Moreover, UASC involved in TRC Bira were interviewed by CPOs and legal guardians and were further monitored and encouraged to involve in the activities and workshops.

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 May, in addition to 278 transportations to medical facilities, IOM carried out 297 transports for all other services which also includes transports between TRCs and 48 for outreach activities. In May, the number of transportations increased comparing to April when the number was lower due to COVID-19 prevention measures and limit of movement.

HIGHLIGHTS



575 transports were carried out for 1,525 persons.

3W																					
LOCATION																					
Bosnia and Herzegovina without Una-Sana Canton											Una-Sana Canton							TOTALS			
	RRC Salakovac	AC Delijaš	TRC Ušivak	TRC Blažuj	Imm. Ctr.	House of All	Awaiting asylum in private accommodation	Outreach observed average # of people in SC	Outreach observed average # of people in TC	# of people outside formal accommodation in HNC	TRC Miral	TRC Borčić	TRC Sedra	TRC Bira	ETC Lipa	Žene sa Une SH	Awaiting asylum in private accommodation	Outreach observed average # of people in USC	# of people outside in USC according to USC Police	Total in BiH Accommodated	Total in BiH Estimated
KEY POPULATION # AND 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 fluctuate daily and the below is a snapshot at the end of the month)																					
Total Number	69	49	338	1680	36	34	78	230	158	50	999	322	368	539	1076	7	21	958	1850	5616	7100 - 8000
# of males	35	23	279	1680	32	21	47	-	-	-	999	183	238	539	1076	6	20	-	-	5178	
# of females	34	26	59	0	4	13	31	-	-	-	0	139	130	0	0	1	1	-	-	438	
# single adult men	0	0	120	1591	-	1	20	-	-	-	943	9	1	372	1076	4	18	-	-	4155	
# of families	15	13	47	31	-	9	18	-	-	-	0	80	89	20	0	2	2	-	-	325	
# of children in families	40	22	49	32	-	16	34	-	-	-	0	124	132	30	0	2	2	-	-	483	
# of UASCs	0	0	80	24	-	0	0	-	-	-	56	22	58	113	0	0	0	-	-	353	
# of asylum-seekers	29	12	72	1	0	13	71	-	13	-	1	16	18	2	6	2	5	-	-	264	
# of persons awaiting asylum registration	35	37	111	1	1	0	7	-	100	-	18	9	115	25	0	2	16	-	-	484	
WHO DOES WHAT AND WHERE (3W)																					
Shelter	MHRR / MoS/ AS/ UNHCR	MoS/ AS/ UNHCR	SFA, IOM	SFA, IOM	MoS, SFA	HoA	-	-	Puž	-	SFA, IOM	SFA, IOM	IOM	SFA, IOM	SFA, IOM	ŽsU/ DRC/ UNHCR	-	-	-	-	-
Centre Management	MHRR / MoS/ AS	MoS/ AS	SFA, IOM	SFA, IOM	MoS, SFA	HoA	-	-	-	-	SFA, IOM	SFA, IOM	SFA, IOM	SFA, IOM	SFA, IOM	ZsU	-	-	-	-	-
Protection	UNHCR / BHWI/ VP, UNICE F/ WV, CSW	MoS/ AS, UNHCR / BHWI/ VP, CSW	UNHCR / VP, DRC, UNICE F/ WV, MdM IOM, UNFP A	UNHCR / VP, DRC, UNICE F/ WV, MdM IOM, UNFP A, Save the Children	UNHCR / BHWI/ VP, CSW	HoA, BHWI/ VP/ UNHCR, UNICE F, DRC	UNHCR / VP/ BHWI	UNHCR / VP/ BHWI, DRC	DRC	-	UNHCR / VP, DRC, UNICE F/ /STC, IOM, CSW, UNFP A	UNHCR / VP, DRC, UNICE F/ /STC/ NGO LAN, IOM, CSW, UNFP A/MdM	UNHCR / VP, DRC, UNICE F/ /STC/ NGO LAN, IOM, CSW, UNFP A/MdM	UNHCR / VP, DRC, UNICE F/ /STC/ NGO LAN, IOM, CSW, UNFP A/MdM	UNHCR / VP, DRC, UNICE F/ /STC/ NGO LAN, IOM, CSW, UNFP A/MdM	UNHCR / VP/ UNHCR	UNHCR / VP/ BHWI	DRC, UNICE F/SCI	-	-	-
Health	MoS/ AS, UNHCR, DZ, CH, DRC, UNICE F	MoS/ AS/ UNHCR, DZ, CH, DRC	UNICE F, DRC, DZ, CH, UNFP A	DRC, RC, DZ, CH	SFA, DZ	HoA, DRC	-	DRC, RC	DRC, RC	DRC, RC	DRC, DZ, CH, JRS, MdM	DRC, JRS, MdM, UNICE F, DZ, CH	DRC, JRS, MdM, UNICE F, DZ, CH	DRC, JRS, MdM, UNICE F, DZ, CH	DRC, JRS, MdM, UNICE F, DZ, CH	DRC, DZ, CH	-	-	DRC, RC	-	-
Non-food items	IOM, RC, UNHCR / BHWI, UNICE F, WV	MOS/ AS/ UNHCR / BHWI, Caritas	IOM, Pomozi.ba UNHCR / BHWI, UNICE F/ WV, UNFP A	IOM, Pomozi.ba UNICE F/ WV, RC, DRC	MoS/ SFA	HoA	-	DRC	DRC, RC	-	CoBRC, IOM, DRC, UNICE F	CoBRC, IOM, UNFP A, UNICE F/STC/ Fenix	IOM, UNFP A, UNICE F/STC/ Fenix	CoBRC, IOM, UNICE F/STC/ CSW, UNFP A, DRC	IOM, DRC, RC	ŽsU	-	-	DRC, RC	-	-
WASH	MHRR MOS, UNHCR / BHWI, UNICE F, WV	MoS/ AS/ UNHCR	IOM, DRC	IOM	MoS/ SFA	HoA	Caritas	Pomozi.ba	-	-	IOM	IOM	IOM	IOM, Caritas	IOM, DRC	ŽsU	-	-	-	-	-
Security/Safety	MHRR / UNHCR	MoS/ AS/ UNHCR	MoS/ SFA	MoS/ SFA	MoS/ SFA	HoA	-	N/A	-	-	MoS/ SFA	MoS/ SFA	MoS/ SFA	MoS/ SFA	MoS/ SFA, IOM	ŽsU	-	-	-	-	-
Transport/ Logistics	MHRR UNHCR / BHWI, IOM	MoS/ AS/ UNHCR / BHWI, IOM	IOM	IOM	IOM	-	-	-	-	-	IOM	IOM	IOM	IOM	IOM	ŽsU, IOM	-	-	-	-	-

Administrative/ Legal	MHRR / MoS/S FA/ AS, UNHC R/VP	MoS/ AS/ UNHC R/VP	MoS/ SFA, IOM, UNHC R/VP	MoS/ SFA, IOM, UNHC R/VP	MoS/S FA, UNHC R/VP	VP/ UNHC R	VP	-	-	-	-	MoS/ SFA/ AS, IOM, UNHC R/ VP	MoS/ SFA, IOM, UNHC R/ VP	MoS/ SFA/ AS, IOM, UNHC R/ VP	MoS/ SFA/ AS, IOM, UNHC R/ VP	MoS/S FA, IOM, UNHC R/VP	ŽsU, VP	VP						
Education	UNHC R/ BHWI, UNICE F/WW	MoS/ AS/ UNHC R/ BHWI	UNICE F, WV	WV	-	UNICE F/WW, BHWI/ UNHC R, HoA	-	-	-	-	-	UNICE F/ StC/N GO LAN, MoE, IOM	UNICE F/ StC/N GO LAN, MoE, IOM, IPSIA	UNICE F/ StC/N GO LAN, MoE, IOM, CWS, IPSIA	UNICE F/ StC/N GO LAN, MoE, IOM, CWS, IPSIA		UNICE F/ StC/ MoE, IOM	-						
Food and nutrition	RC, IOM, UNICE F/ WV, UNHC R/ BHWI, Caritas	MoS/S A/ UNHC R, Caritas	Pomoz.ba, IOM UNICE F/WW	Pomoz.ba, IOM	MoS/S FA	HoA	-	Caritas, DRC	DRC		IOM/ CRC	IOM/ CoBRC, UNICE F/ Fenix/ StC	IOM/ CoBRC, UNICE F/ Fenix/ StC	IOM/ CoBRC UNICE F/ StC	IOM/ CoBRC		ŽsU	-					DRC, RC	

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 Acli / 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 / MdM, Médecins du Monde / 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 / WV, World Vision / ŽsU, Žene sa Une

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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.