

# Bosnia and Herzegovina

01 - 30 June 2018

UNICEF, in cooperation with Save the Children and World Vision, established Child Friendly Spaces in the Refugee Reception Centre and in Bihać. Over 240 children benefit from services and activities.

ECHO pledged EUR 1.5 million for the most urgent needs of refugees and migrants in BiH. Further funding is under discussion with the EU – DG Near, the council of Europe Development Bank, and the Czech Government.

The humanitarian situation in Una-Sana Canton is critical: the number of refugees and migrants continues to increase, living and sanitary conditions in informal settlements are deteriorating, and security issues are arising.

## KEY INDICATORS

7,652

Detected arrivals  
1 Jan – 30 June 2018

147

Unaccompanied and separated children identified  
1 Jan – 30 June 2018

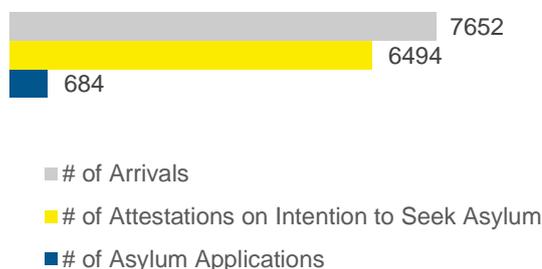
3,838

People assisted with transport, food, NFIs, accommodation, and psychosocial counselling by UN agencies, 1 Jan – 30 June 2018

## ACCESS TO ASYLUM

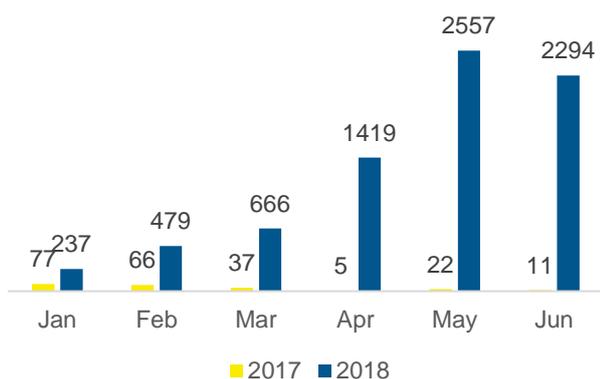
684 Asylum applications

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



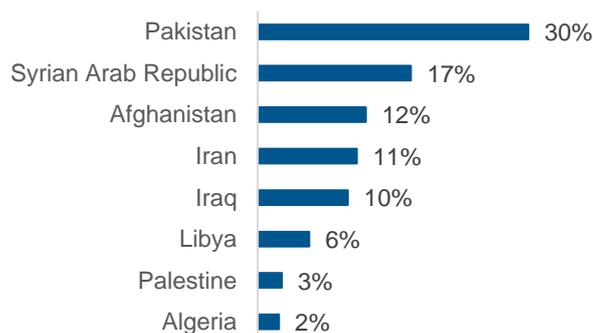
## POPULATION OF CONCERN

Number of detected refugee and migrant arrivals to BiH per month



## POPULATION OF CONCERN

Top refugee and migrant CoO\* to BiH in 2018



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

## Operational Context

There have been over 7,600 detected refugee and migrant arrivals to Bosnia and Herzegovina (BiH) in 2018 to-date, compared to 218 in 2017. The majority arrive over land from Serbia and some from Montenegro in an irregular manner (i.e. at non-official border crossings). The number in need of humanitarian assistance at various locations throughout BiH continues to increase with manageable numbers in Sarajevo and large numbers in Una-Sana Canton (USC). The latter location is linked to increased attempts to enter Croatia. The UN in BiH continues to be concerned over reports previously received from police in Velika Kladuša regarding refugees and migrants who allege to have experienced violence and sustained physical injuries during unsuccessful attempts to cross the border due to violent deterrent measures used by Croatian police. Refugee and migrant profiling exercises in June identified further cases and the UN continues to monitor the situation.

The state-managed Asylum Centre (AC) in Trnovo and Refugee Reception Centre (RRC) in Salakovac are both at high capacity levels. Nevertheless, despite space for a limited number of new asylum seekers, due to remoteness and limited transport links to and from the two centers, many sleep on the streets, in abandoned buildings in Sarajevo without adequate shelter, sanitation, food, or medical care, while some are assisted by volunteers. Without accommodation they also lack the ability to register their residence, a key step to accessing the asylum procedure, as well as for accessing rights and services.

Humanitarian needs are particularly critical in USC where the daily influx of refugees and migrants is estimated to be between 70 and 90: it is estimated that there are now over 3,500 refugees and migrants in USC. Informal settlements have been established in Borići (Bihać) and Velika Kladuša as a stop gap measure; the living and sanitary conditions in these informal settlements are deteriorating and the first security issues have arisen. On June 15th, a Moroccan citizen was stabbed to death, and few days later, between 50 and 100 people were stopped by the BiH police while attempting to march towards Croatia through the border crossing point of Maljevac, near Velika Kladuša. The Una-Sana Ministry of Interior approved the deployment 24/7 of police patrols in both Borići and Velika Kladuša informal settlements, improving the security of the sites.

The Government of BiH has identified the facilities of Ušivak (Hadžići municipality, Sarajevo Canton) and Agrokomerc (Velika Kladuša municipality, USC) for the establishment of transit/reception centres for refugees and migrants – a related decision was published in the official gazette on June 20<sup>th</sup> – and ongoing discussions are taking place between the government, potential donors, and UN organizations regarding the set-up.

In June, a number of new actors engaged in the humanitarian response: Médecins Sans Frontières (MSF), the Danish Refugee Council (DRC), Save the Children, World Vision, Emmaus, and SOS Children's Villages. Further, ECHO pledged EUR 1.5 million to respond to the most urgent needs of refugees and migrants in BiH. Further funding for the response to the current situation is under discussion with the EU - DG Near, the Council of Europe Development Bank, and the Czech Government.

More sustainable solutions must be urgently sought in USC and elsewhere, especially with respect to accommodation. The UN in BiH firmly advocates for a state-managed response, supported by national and international stakeholders.



*ECHO assessment mission in Una-Sana Canton / IOM June 2018*

## Priorities

- Continue advocating with BiH authorities, and in collaboration with donors and key stakeholders, to urgently identify sites and open additional protection sensitive accommodation facilities.
- Improve screening and referral mechanisms for refugees and migrants in tandem with the systematization of the provision of basic assistance services, including those pertaining to emerging health issues, irrespective of the status of individuals in need.
- Improve systemic identification, referral, and support services to unaccompanied and separated children (UASC).
- Improve access to fair and efficient asylum procedures by, among other actions, enhancing capacities of Service for Foreigners' Affairs (SFA) Terrain Centres to issue attestations of intention to seek asylum, advocating for the SFA to systematically renew expired attestations of intention to seek asylum or to prolong their duration, and strengthening the asylum registration capacities of the Sector for Asylum.
- Continue supporting BiH authorities at all levels to respond to existing and emerging needs.

## Achievements



### PROTECTION

#### Achievements and Impact

- In June, IOM mobile teams and the Bosnia and Herzegovina Women's Initiative (BHWI), assisted 942 refugees and migrants in vulnerable situations with temporary accommodation, transport, medical assistance, NFIs, food, psychosocial support, and interpretation services. UNHCR's partner, Vaša Prava BiH (VP), ensured free legal assistance for 301 individuals.



*UNHCR's partner BHWI in Velika Kladuša / UNHCR June 2018*

- In USC, ECHO will support the deployment of mixed mobile teams comprising IOM staff and UNHCR partners VP and the DRC.
- The UNHCR Information Centre continued to coordinate services for asylum seekers and refugees including referral for accommodation in the AC in Trnovo and the RRC in Salakovac, transportation, and free legal aid. An average of 23 asylum seekers visited the UNHCR Information Centre on a daily basis. It should be noted that a population composition shift has occurred, indicated by the increased percentage of women and children visiting the UNHCR Info Centre: in January 100 per cent of visits were made by men; in May and June respectively 53 and 47 per cent of visits were made by women and children.
- In June, 260 asylum registration interviews took place (37 in the UNHCR Info Centre, 47 in the AC, and 176 in the RRC) and four refugee status determination interviews took place (one in the AC and three in the Immigration Centre (IC)).



*IOM Mobile Team visiting the informal camp in Velika Kladuša / IOM June 2018*

- As part of ongoing protection and monitoring activities, UNHCR and its partners conducted a number of profiling activities in June: between 24 and 28 June, 594 refugees and

migrants in USC were interviewed; in June, 65 asylum seekers in the AC were interviewed.

- In June UNICEF, in close cooperation with Save the Children and World Vision, supported the establishment of Child Friendly Spaces (CFS) in the RRC in Salakovac, near Mostar, and in Bihać. The CFS in the RRC is visited by an average of 50 children per day. In Bihać, the CFS is mobile and provides services to over 190 children. Both spaces provide children with opportunities to develop, play, learn and strengthen their resilience as well as psychosocial counselling if needed.



*Child-friendly space in RCC Salakovac, launched in June 2018, by UNICEF, in collaboration with World Vision*

- UNICEF, in collaboration with Save the Children, developed a methodology for a Child Safeguarding Assessment and Child Safeguarding Training for frontline workers for roll-out in July.
- The findings and recommendations of the rapid assessment on child refugees and migrants in BiH (conducted in late May in the RRC, Bihać, Velika Kladuša, and Sarajevo) were widely disseminated among government stakeholders, CSOs and the international community. The assessment was designed and implemented by a child rights coalition including International Forum of Solidarity – Emmaus (IFS-Emmaus), Save the Children, SOS Children's Villages, UNICEF, and World Vision. The assessment furthered and complemented the findings of the inter-agency Multi-sector/cluster Initial Rapid Assessment (MIRA), conducted earlier in the year.
- In June, UNFPA conducted an assessment to capture the capacities, gaps, and risk of GBV faced by refugees and migrants in the context of mixed migration in BiH. It is expected that results will be published in July and that they will further complement the findings of the inter-agency MIRA, conducted earlier in the year.
- VP lawyers, supported by UNHCR, are present in both the AC (Tuesday and Thursday from 11:00 – 15:00 with ad hoc visits in between for asylum registration and refugee status determination interviews) and RRC (daily presence) and provide free information, counselling, and free legal assistance to asylum seekers and refugees. BHWI and World Vision support with



*Vaša Prava providing information in an informal camp in Velika Kladuša / UNHCR June 2018*

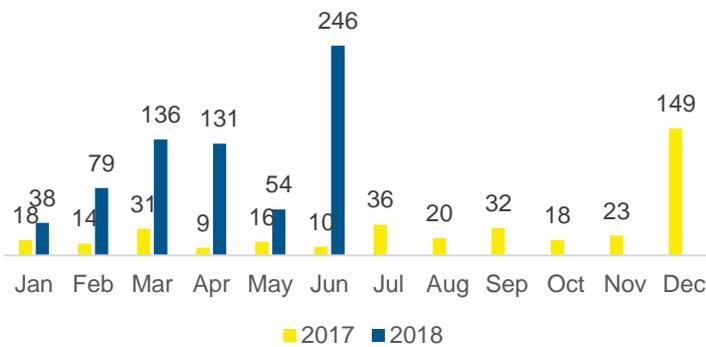
interpretation in Farsi, Arabic, Pashto, Urdu, English.

- BHWI staff, supported by UNHCR, including social workers and psychologists are present in the AC (Tuesdays and Thursdays) and RRC (daily basis) and provide individual psycho social support and group counselling activities as well as sports and recreational activities for children.
- Following the signing of a protocol between the MoS and NGO MFS-Emmaus, 55 particularly vulnerable asylum seekers were referred to adequate accommodation and care in June.

**Identified Needs and Remaining Gaps**

- Access to a fair and efficient asylum procedure must be assured. After a sharp decline in the number of asylum registration interviews between April and May, the number increased again in June, facilitated by a large number of asylum

Asylum Applications in BiH per month



seekers being accommodated in the RRC. Advocacy needs to take place to ensure those residing outside of the government managed centres also have access to the asylum procedure. Among other factors, access to the asylum procedure is impeded at various stages by the limited availability of information, the need for asylum seekers to

have a registered address (impossible for those sleeping rough), a lack of asylum registration staff in the Sector for Asylum, and a lack of interpretation. As a result, a growing number of those in need of international protection in BiH have no effective access to the asylum procedure. Of additional concern is the short two-week validity period of the attestation of intention to seek asylum, issued by the SFA, and the difficulty to register their asylum claim



*Profiling of refugees by UNHCR partner in an informal camp in Velika Kladuša / UNHCR June 2018*

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

- All UASC should urgently be appointed a legal guardian. Identification and referral of and support to UASC continues to be challenging for the BiH authorities, especially the

appointment of legal guardians to UASC authorized to make decisions in their best interest, as required by law. It has been noted that it takes days, sometimes weeks, for Centres for Social Work (CSW) to appoint a legal guardian; the issue is compounded by the fact that UASC often change location without informing CSWs or appointed guardians.

- Individual gender- and age-sensitive vulnerability and needs assessments of children upon arrival are not carried out in a systematic way, and not adequately taken into account in all subsequent procedures.
- In USC, the informal shelter sites that have been established/developed, such as the plot of land allocated for refugees and migrants to pitch tents and the student dormitory in Borići, are not protection sensitive and are at best temporary solutions; an adequate protection sensitive facility in USC needs to be established urgently.
- Existing transit/reception facilities do not have clear procedures for identification and reporting of incidences of child abuse, violence and exploitation in place. There is a need to assess child safeguarding practices, support development of child safeguarding policies and related training to management and staff, to ensure improved identification, reporting and referral of incidences of abuse, neglect and exploitation to relevant support services.
- Child refugees and migrants, including UASC, need to be informed of where and how to report incidences of violence, abuse, and exploitation, where and how to seek support, and how to mitigate potential protection risks, in particular related to physical and sexual abuse and violence as well as human trafficking.
- Mine risk awareness remains low and there is a need to disseminate relevant information, especially to refugees and migrants in Una Sana Canton.
- A number of individuals, despite having expressed intention to seek asylum, remain detained in the IC.
- Transportation between Sarajevo and the AC is limited and inhibits the freedom of movement of asylum seekers residing there; this in turn can have a negative influence on the willingness of asylum seekers to be accommodated there.



## **EDUCATION**

### **Achievements and Impact**

- BHWI, supported by UNHCR, started to provide pre-school activities in the RRC for children aged 6 – 15 on Mondays and Wednesdays.
- BHWI, supported by UNHCR, provide Bosnian language classes twice per week in the AC and three times per week in the RRC.

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

- There is a lack of organized and structured activities for teenagers and UASC.
- The provision of non-formal education, in particular among new arrivals, to prepare for refugee and migrant children's gradual inclusion into the BiH school system, including relevant local language courses.

- CFSs should be established in Sarajevo, Delijas, and Velika Kladuša to ensure a safe and protective environment for children, where they can play, learn and benefit from psychological support.
- The specific education needs of refugee and migrant children as well as what needs to be put in place to facilitate their inclusion into regular primary and secondary schools at the start of the new school year in September 2018 need to be assessed. For example, asylum seekers are entitled to primary and secondary education by law; however, given the remote location of the AC, it would be difficult for school aged children to attend a local school.



## HEALTH

### Achievements and Impact

- Primary health care is provided for asylum seekers residing in the AC through an agreement with the Trnovo Health Institute which provides for twice weekly visits (Monday and Friday) of a medical professional to the AC and the ambulance service.
- In June, the MHRR and Herzegovina-Neretva Canton authorities signed an agreement for the provision of primary health care to asylum seekers hosted in the RRC. Visits are made to the RRC by a medical practitioner twice per week and emergency cases are referred to the Emergency Centre in Mostar.
- In the RRC, IOM continued to provide transportation of migrants and refugees in need of medical care to health care facilities, in coordination with the management of the centre, BHWI and UNHCR. Additionally, IOM, during this interim period, covered the expenses for examination, medications and treatment of 16 urgent medical cases. Secondary health care for residents of the RRC is provided on an ad hoc basis as an interim measure through BHWI and UNHCR.
- Following the agreement reached with ECHO, in USC, UNHCR will take the lead in the provision of medical assistance through its partner, the DRC, while IOM will provide logistical support.
- UNHCR and IOM make referrals and, in some cases, have covered the cost for urgent and lifesaving medical treatment for refugees and migrants in BiH who are located outside of the AC, RRC, and IC. In June, the UN provided medical assistance and referrals in 59 cases and psychosocial counselling in hundreds of cases country-wide. In addition, IOM continued to support the doctor working with Border Police based in Trebinje.



*MSF mobile clinic in Velika Kladuša / IOM June 2018*

- In USC, Médecins Sans Frontières (MSF) signed a MoU with Velika Kladuša and Bihać Health Centers, whereby MSF will provide a camper, medicines and shall pay costs for the medical treatments of refugees and migrants, while Health Centres will provide the necessary personnel. As a result, on 29 June, a mobile health team in Velika Kladuša commenced activities. The team will operate three days per week; around 80 consultations were made on the first day of operation. The same is foreseen in Bihać.
- Independent medical volunteers in the Sarajevo area, working with Medical Volunteers international (MedVint), assess, triage, and conduct basic first aid treatment. They are primarily present at the House of All and the train station in Sarajevo during meal distribution times. The most common treatments are for blisters, trench foot, superficial wounds, and respiratory illness. For more serious cases, the volunteers triage and refer to local medical facilities. The current team consists of one doctor and one nurse; their current plan is to have at least one doctor in Sarajevo at any given time for the next four and a half months.
- Volunteers from the House of All accompany certain medical cases to Eurofarm Poliklinika in Sarajevo for treatment. Consultations are paid for by the foundation supporting the house, but the level of coverage is being scaled down due to increasing costs and limited resources.

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

- Access to health care for refugees and migrants not accommodated in the AC, the RRC, or the IC is limited. This is true even for asylum seekers with valid documents who must utilize a limited number of specific health provision centres and in the municipality in which their asylum claim is registered. Further, hospitals and medical centers in BiH lack clear instructions and protocols on how to treat refugees and migrants with no documentation or awaiting registration with the Sector for Asylum. While so far it has been reported that they have accepted most medical cases, the increasing demand for health services has led to some cases where individuals with no documents or outside the asylum or immigration systems have been refused treatment unless payments were guaranteed by an international organization.
- Mobile health units have not been engaged to deal specifically with issues relevant for children such as the provision of immunization services. Support is needed so that the Institutes of Public Health develop protocols on immunizing refugee and migrant children as well as possibly conducting vaccination campaigns and so that all children who did not receive all necessary vaccines are given an opportunity to rectify this.
- In June, the BiH MHRR and Herzegovina-Neretva Canton authorities signed an agreement for the provision of primary health care to asylum seekers hosted in the RRC. However, provision of secondary and tertiary health care is still ensured only by international organizations and NGOs on a case by case basis depending on available resources.
- In Bihać and Velika Kladuša cases of scabies, lice and other skin and vector borne diseases due to poor hygienic conditions are on the rise
- All children, accompanied or unaccompanied, should be provided with urgent medical attention (check-ups).

- Provide training to refugee and migrant first-line responders to identify communicable diseases and effectively address this.



## FOOD SECURITY AND NUTRITION

### Achievements and Impact

- Asylum seekers accommodated in the AC are provided with a monthly food package by the MoS in accordance with recommendations made by a nutritionist at the Sarajevo Federal Institute for Public Health. Further to this food package, additional food and supplements are provided for pregnant women, chronically ill individuals, and children up to the age of 10. A fresh food allowance to the amount of BAM 30 per month is also given to every asylum seeker in the centre. Food is also provided for irregular migrants placed in the IC.

- Asylum seekers accommodated in the RRC are provided with three meals daily by the local Red Cross. Initially in June, IOM supported the Red Cross to provide food for 150-250 persons for 15 days.



*Red Cross distributing food in Velika Kladuša / IOM June 2018*

- In Velika Kladuša, IOM supported local volunteers to prepare and distribute up to 600 meals per day for the whole month.
- In Bihać, IOM supported the Red Cross to provide food to 665 migrants and refugees for the whole month (15,350 hot meals and 4,600 food packages).
- In addition, 39 individuals were provided with food directly by IOM mobile teams. Food was also provided to refugees migrants accommodated in hotels and hostels by UNHCR and IOM. The number accommodated for June is noted below.
- The NGO IFS-Emmaus started delivering hot meals and sandwiches to refugees and migrants in Velika Kladuša in June.
- A range of civil society actors and volunteer groups regularly provide food to refugees and migrants in need in various locations throughout the country: refugees and migrants residing in the volunteer managed House of All in Ilidža are provided with three meals per day (80 – 90 individuals at any given time); hot meals are distributed at the train station in Sarajevo every day at 14:00 and 20:00 - in June, volunteers distributed an average of 600 hot meals per day, cooked within the House of All and supported through a mix of in-kind and monetary donations from various sources, including Pomozi.ba; Pomozi.ba, including the House of All, provide 1,200 meals per day in Sarajevo to refugees and migrants. Pomozi.ba also provide in-kind and financial support to the “Kod Latana” restaurant in Velika Kladuša.

### Identified Needs and Remaining Gaps

- Access to adequate food and nutrition (supplements such as vitamins, where needed) for babies, children, and pregnant women is insufficient or insecure. This is particularly the case in Bihać and Velika Kladuša.
- Advocate for and support partners in charge of food distribution to adapt activities to the nutritional needs of children, with a special focus on children under five to ensure that their needs are met. This includes training frontline workers on Infant and Young Child Feeding (IYCF) practices.
- Establish Mother-Baby Corners in key locations, promoting and supporting IYCF practices.
- With the increased number of people in need, in tandem with the extended duration of their stay, a number of actors offering food are running out of resources and there is a risk that these services will be discontinued. For example, despite exceptionally low unit costs (especially thanks to in-kind donations), the House of All and related volunteers note a need for more regular and secure funding streams to ensure sufficient and uninterrupted meal distribution.



### WATER AND SANITATION

#### Achievements and Impact

- Six sanitary containers with toilets and showers were procured by IOM and are being prepared for installation in the Borići settlement, in Bihać, serving a total of about 520 persons (160 women, 360 men, with additional facilities for persons with disabilities).
- In Bihać, support is provided by MSF, SOS Children's Villages, and No Name Kitchen, with access to showers and drinking water. Showers are available to between 80 and 150 people daily and hygiene items and towels are included (there are separate time slots for women and men) as is skin disease treatment.
- Volunteers run ad hoc shower services for refugees and migrants in cooperation with sports centres and wellness centres in the Sarajevo area. These shower sessions take place roughly once a week for half a day and provide showers to between 65 and 100 refugees and migrants. This service is combined with hygiene item distribution (soap, shampoo, razors, towels, etc.), scabies identification and treatment, as well as NFI distribution (clean underwear, socks, and other clothing).
- UNHCR continues to support the MoS, Sector for Asylum, through the engagement of a full-time staff member dedicated to monitoring and improving the hygiene situation at the AC.

#### Identified Needs and Remaining Gaps

- Showers are not available to a large enough number of refugees and migrants on a frequent enough basis. Showers are crucial for hygiene but also mental health and wellbeing.



## SHELTER AND NFIS

### Achievements and Impact

- The AC, currently accommodates up to 120 asylum seekers. Occupancy rates fluctuate on a daily basis, with 80 spaces filled on 24 June. On occasion, asylum seekers refuse to be accommodated there, among other factors, because of the lack of internet access and the remote location of the AC and lack of transportation options.
- Following UNCT advocacy, and the opening of the RRC by the BiH Authorities in May, the Centre began to take referrals in June. Further to enhancements made in May, a Rubb Hall was installed in June to provide a sheltered dining space for the distribution of meals by the Red Cross. At the end of June, 88 individuals were accommodated in the RRC.
- In June, 112 people previously hosted by UNHCR and IOM in hotels and hostels were transferred to the RRC and two UASC children were referred to protection sensitive accommodation. However, in emergency cases in June, UNHCR and IOM still provided temporary accommodation in hostels and hotels for a total of 219 individuals. Neither agency plans to continue with this type of accommodation moving forward.
- The volunteer managed House of All in Ilidža, supported by Pomozi.ba, continued to provide shelter to refugees and migrants. The house accommodates between 80 and 90 people at any given time and provides a range of services: three meals per day; laundry; provision of NFI/hygiene/baby supplies; increasingly, education and cultural activities, largely with the support of locals; and medical referrals and dental appointments.
- In Borići settlement, IOM installed electricity on the second and third floor of the building.
- FBiH Government Decision allocating military barracks Ušivak, Hadžići municipality to the BiH Council of Ministers (CoM) for the needs of the MoS – Gazetted on 22 June 2018.
- IOM contracted engineers have completed the assessment of the sites of Ušivak (Hadžići) and Agrokomerc (Velika Kladuša) to evaluate the feasibility of the establishment of refugee and migrant reception/transit centres. An additional potential site in USC has been identified in the former hotel Sedra (Cazin). Negotiations with donors for funding the set-up of the centres is ongoing, along with preparation work for procurement and construction works.
- In June, IOM distributed NFIs to 352 individuals in Bihac and Velika Kladusa, including sanitary packages and condoms donated by UNFPA. Additionally, 400 sleeping bags

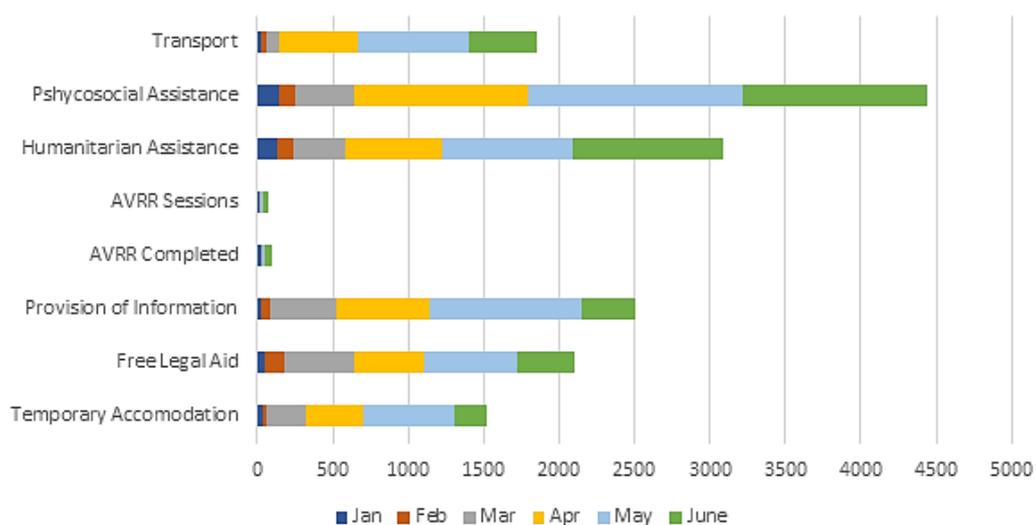


*NFI distribution in Una-Sana Canton / IOM  
June 2018*

and 30 small tents have been distributed in Velika Kladuša. UNHCR’s partner, BHWI distributed NFIs to 155 vulnerable asylum seekers.

- UNFPA also provided dignity kits and contraceptives for 150 migrants and refugees in Salakovac.
- The Red Cross and BHWI are present at the RRC on a daily basis and provide NFIs.
- In Bihać, support is provided by IFS-Emmaus, SOS Children’s Villages, and No Name Kitchen, with a range of NFIs including blankets, plastic sheeting, igloo tents, diapers, wet wipes, and as well as distribution and laundering of socks, underwear, and clothing (washing machines are also available).
- World Vision supported a volunteer house in Ilidža, home to roughly 100 refugees and migrants, including 40 children and 4 pregnant women, with kitchen equipment for the preparation of food for children and lactating mothers, as well as basic hygiene supplies for children (diapers, wet wipes, etc.).
- Working through the Red Cross, World Vision distributed 100 pillows (to 50 families), 60 blankets (including 30 for children), 10 boxes of women’s clothing (400 shirts and trousers), 10 boxes of men’s clothing (400 t-shirts), and 70 pairs of men’s shoes to refugees and migrants in the Bihać region.
- A Free Shop model managed by volunteers was opened in mid-June in Hrasnica and distributes clothing to refugees, migrants, and the local population.
- Volunteers in the Sarajevo area distribute a range of NFIs to refugees and migrants: around 100 – 150 clean or new pairs of socks are distributed every night at the train station at 21:30 (through a sock exchange model); in June, an average of 65 blankets – with peaks of 120 – were distributed every night at the train station (Pomozi.ba have supported with over 5,000 blankets since the onset of increase arrivals); and, an ad hoc laundry service is provided to address NFI supply shortages whereby volunteers launder and return refugee and migrant clothing and blankets.

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



### Identified Needs and Remaining Gaps

- Additional accommodation is desperately needed in a range of locations for various groups. This is particularly urgent for UASC as well as refugee and migrant children and their families.
- Insufficient security standards in Velika Kladuša hinder the distribution of NFIs.
- Volunteers working in Sarajevo note a need for donations in order to sustain the current distribution levels and call for stockpiling of NFIs (blankets, thermal long underwear, winter socks, winter hats, gloves, scarves, etc.) in preparation for winter.
- There is a lack of adequate clothing for children and of clean underwear for women (children, teens, and adults).
- Volunteers are facing procurement challenges vis-à-vis blankets due to limited supply.



### DURABLE SOLUTIONS

#### Achievements and Impact

- IOM continued to offer AVRR counseling and assistance to migrants. In June, IOM assisted 33 persons to return to their countries of origin and provided cash transfers for facilitating their reintegration. AVRR counselling was also provided to 50 persons



*AVRR counseling session / IOM June 2018*

### Identified Needs and Remaining Gaps

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



### LOGISTICS

#### Achievements and Impact

- IOM Mobile Teams and UNHCR's partner, BHWI, provided transportation to 452 refugees and migrants in vulnerable situations (families, children, pregnant women, individuals with medical conditions, etc.) to and from the SFA, hotels and hostels, the AC and RRC, etc., based on identified needs, vulnerability criteria, and in coordination with the SFA, the Border Police, and other actors on the ground.

### Identified Needs and Remaining Gaps

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



## PUBLIC INFORMATION

### Achievements and Impact

- UNHCR initiated talks with the BiH Association of Journalists in order to organize two dedicated workshops for journalists to promote the UNHCR and IOM developed media reporting guidelines and to engage media to assist in countering misinformation xenophobia and hate speech.
- On 19 June, in relation to World Refugee Day (20 June), the UNHCR Representative to BiH and the BiH Minister for Human Rights and Refugees visited the RRC in Salakovac to jointly distribute a donation from the BiH CoM to residents of the Centre. The occasion was used to hold a coordination meeting on how to respond to the growing needs of those accommodated at the RRC.
- On 20 June, UNHCR and UNICEF staff visited the RRC in Salakovac to join asylum seekers and refugees in the marking of World Refugee Day. In tandem, a donation of didactic toys was handed over to be used by child psychologists and social workers working as part of BHWI's and World Vision's teams in the RRC, respectively supported by UNHCR and UNICEF.
- On 20 June, the UNHCR Representative for South Eastern Europe and BiH participated together with representatives of the Red Cross BiH and VP in a World Refugee Day dedicated TV programme<sup>1</sup> with a focus on the asylum system in BiH shown on the BiH public broadcaster BHRT.
- In June 2018, the refugee and migrant situation in BiH started to increasingly attract international attention with relevant news pieces featured by media broadcasters such as ARD<sup>2</sup>, ZDF<sup>3</sup>, Deutsche Welle<sup>4</sup>, PBS<sup>5</sup>, the Economist,<sup>6</sup> and N1<sup>7</sup>.

### Identified Needs and Remaining Gaps

- An increase in negative reporting in the media on the migrants, refugees, and asylum seekers in the BiH has been recorded. Much media reporting has been uninformed and xenophobic and falls short of the professional and ethical standards of journalism which

<sup>1</sup> <http://www.bhrt.ba/bht1-emisije/in-medias-res-bht1/in-medias-res-svjetski-dan-izbjeglica/>

<sup>2</sup> <https://www.daserste.de/information/politik-weltgeschehen/mittagsmagazin/videos/bosnien-fluechtlinge-erneut-auf-balkanroute-100.html>

<sup>3</sup> <https://www.zdf.de/nachrichten/heute-19-uhr/180619-19h-100.html>

<sup>4</sup> <http://www.dw.com/en/bosnia-is-worried-by-eu-suggestions-to-close-borders-to-refugees-crossing-the-balkans/a-44315764>

<sup>5</sup> <https://www.pbs.org/newshour/show/wave-of-refugees-to-bosnia-signals-new-migrant-trail-to-the-european-union>

<sup>6</sup> <https://www.economist.com/europe/2018/06/07/bosnias-politicians-are-arguing-about-a-mysterious-wave-of-arrivals>),

<sup>7</sup> <http://ba.n1info.com/a264927/Video/Od-donosjenja-Akcionog-plana-stvari-krenule-na-bolje.html>

oblige journalists and editors to objectively, comprehensively, uniformly, and humanely report on migrants and asylum seekers.

## Working in partnership

- The most recent iteration of the bi-weekly coordination meeting invited a broader range of actors and stakeholders concretely engaged in the ongoing humanitarian response. Following the meeting a 4Ws (Who, What, Where, and When) tool was shared to support planning.
- On 20 June, UNHCR, IOM, and UNICEF attended a donor conference organized by the MoS in response to the refugee and migrant situation in BiH.
- UNHCR prepares these monthly updates on behalf of the UNCT in BiH. They are published on the United Nations in Bosnia and Herzegovina website:  
[http://ba.one.un.org/content/unct/bosnia\\_and\\_herzegovina/en/home/publications.html](http://ba.one.un.org/content/unct/bosnia_and_herzegovina/en/home/publications.html)

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### CONTACTS

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### LINKS

UNHCR Data Portal: <https://data2.unhcr.org/en/situations/mediterranean>  
IOM Displacement Tracking Matrix – Europe: <http://migration.iom.int/europe/>  
Media guidelines: <https://bih.iom.int/pbn/reporting-migration-and-refugees-brochure>  
Asylum Information Brochure: [https://issuu.com/unhcrsee/docs/information\\_for\\_as\\_in\\_bih](https://issuu.com/unhcrsee/docs/information_for_as_in_bih)