

Meeting to present construction plan for new TRC Lipa © IOM 2021



1,019

New arrivals in March 2021  
(source: MoS BiH)



5,717

Persons in formal centres  
(source MoS, MHRR, IOM, UNHCR)



1,500-2,000

Persons assisted outside  
(source DRC, local authorities)

POPULATION OVERVIEW

Accommodated and Assisted at the end of March 2021

74%

Single adult males

20%

Families with children

12%

Women and girls

6%

Unaccompanied and Separated Children

Top declared Countries of Origin of migrants, refugees, and asylum-seekers accommodated in BiH at the end of March 2021

Arrivals

During March, Bosnia and Herzegovina (BiH) authorities recorded 1,019 migrants and asylum-seekers arriving irregularly to the country, including 17 unaccompanied and separated children (UASC). The majority declared to be from Afghanistan (41%) and Pakistan (35%). 926 persons (91% of new arrivals) expressed the intention to seek asylum. This brings the total number of arrivals to 71,875 since January 2018. Furthermore, in March, ten asylum claims were registered by the Minister of Security (MoS) Sector for Asylum. A total of 36 asylum claims have been registered in 2021, which is less than half the number registered during the same period in 2020 (78).

Presence in BiH at the end of the month

5,717 asylum-seekers and migrants were accommodated in reception facilities at the end of March, while around 2,000 persons are estimated

to be squatting outside of formal accommodation, mostly in Una-Sana Canton (USC). Among those in reception facilities, 74% are single adult males, 20% are families with children, and about 6% are UASC.

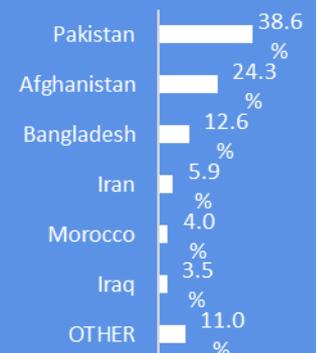
March highlights

IOM and representatives of MoS and the Service for Foreigners' Affairs (SFA) met at the new Temporary Reception Centre (TRC) Lipa to discuss future developments. IOM presented the construction plans for the reconstruction of Lipa, in line with minimum humanitarian SPHERE standards. Participants were informed of the execution schedule, the tenders, and the budget necessary to complete the work. Furthermore, discussion articulated on the ways in which the Ministry of Security could help and on the timing for the transfer of migrants and asylum-seekers from Provisional Camp (PC) Lipa to the new TRC Lipa.



Works on access road to Lipa © BiH Army 2021

Furthermore, due to a sudden increase of COVID-19 cases in March, various preventive measures were taken in the TRCs, in coordination with the Ministry of Health, the Institute of Public Health and the (SFA). Therefore, all TRCs in USC (Borići, Sedra, Miral) were put in a 14-day lockdown due to outbreaks of confirmed COVID-19 cases. A major screening was conducted in collaboration with local medical institutions and the Danish Refugee Council (DRC). Furthermore, all confirmed cases remained in mandatory quarantine in designated spaces within the centres, the situation was kept under control, with IOM and partner agencies closely



monitoring the health conditions of migrants and asylum seekers. IOM continued to pay attention to COVID-19 prevention measures, such as increased disinfection and hygiene measures in centres, and as well as mandatory use of Personal Protective Equipment (PPE).

IOM, UNHCR and partner organizations continued providing technical assistance to SFA in Provisional Camp (PC) Lipa on a range of Camp Coordination and Camp Management (CCCM) activities. For instance, a training was held on reporting and administration of generators, heaters, fuel, electrical infrastructure, and orders of materials, and other operational challenges, such as the daily distribution of food and need to accommodate people on the move who arrive after the food distribution hours, were also discussed. March was also marked by several high delegation visits to PC Lipa, including a visit of H.E. Ambassador of Switzerland to Bosnia and Herzegovina (BiH), Daniel Hunn, and the Director-General of the Swiss Agency for Development and Cooperation (SDC), Patricia Danzi. On 24 March, IOM Chief of Mission visited PC Lipa together with Deputy Director of the Service for Foreigners' Affairs (SFA), and Advisor to the Minister of Security (MoS) in BiH, and discussed the current situation, including the ongoing works and improvements of the centre. The following day, the IOM Chief of Mission visited PC Lipa with the Head of the Delegation of the European Union to BiH and European Union Special Representative Banja Luka Office, Stefano Donati.

On 17 March, the IOM's Chief of Mission visited Canton 10, in the Federation of Bosnia and Herzegovina (FBiH), and Republika Srpska (RS), where she met with the Presidents in charge to discuss and strengthen dialogue on migration governance in the country. In particular, the dialogue focused on the need to establish shared responsibilities in the screening and management of migrants and asylum seekers in BiH, while at the same time supporting individuals and communities in needs, especially the one hosting migrants and asylum seekers, with the aim to contribute to more sustainable and cohesive solutions over the long term.

Lastly, in mid-March, a joint pilot data collection exercise on migrants' presence was conducted together with the SFA and implemented by IOM staff. The exercise was conducted in four Cantons: Una-Sana Canton, Sarajevo Canton, Tuzla Canton, and Herzegovina-Neretva, within 27 municipalities, for a total



UNCHR capacitating Service for Foreigners' Affairs on registration process for persons who intend to seek asylum © UNCHR 2021

of 76 locations to collect information on the number of migrants, asylum-seekers, and refugees present in the country who have previously not been accommodated or registered in any official TRC. The findings showed that the total number of migrants and asylum seekers identified in the locations covered was 1,927, including 1,754 who stated that they were not accommodated in any official TRC. The majority of migrants, asylum-seekers, and refugees met outside of the TRCs were nationals of Afghanistan (42%) and Pakistan (29%). Most . Overall, adult males represented the 84 per cent of the total migrant population identified outside TRCs in BiH. Most were found in the Una-Sana Canton (USC) and Canton Sarajevo (CS), with while a smaller presence in Tuzla Canton (TC) and Herzegovina – Neretva Canton (HNC). Only 276 (18%) of the 1,754 migrants, asylum-seekers, and refugees outside TRCs indicated the wish to be accommodated in one of centres. Lastly, most migrants reported that their final intended destination was Italy (38%), followed by France (20%) and Germany (20%). The DTM exercise conducted by IOM in partnership with the SFA will be conducted on a monthly basis.



Finalized medical corner and official handover in Provisional Camp Lipa © THW, SFA, IOM 2021



Displacement Tracking Matrix exercise © IOM, SFA 2021

## CENTRE COORDINATION AND CENTRE MANAGEMENT (CCCM)

CCCM meetings were regularly organized with the SFA and partner agencies. In TRC Sedra, partners discussed the increase in the number of migrants, asylum-seekers, and refugees departures due to better weather conditions; UNFPA announced it will start the “Boys on the Move” activity in the centre; and DRC recommended to relocate migrants and asylum seekers accommodated in rooms affected by leakage and moisture. In TRC Ušivak, Caritas suggested to involve children in additional activities at the Social Corner; and UNICEF said it will launch formal primary education for the centre’s children and informal educative workshops for UASC. In TRC Miral, Jesuit Refugee Service (JRS) indicated it will provide courses on information technology (IT) to migrants and asylum seekers; and Medicine du Monde (MdM) suggested to set up a library made up of donated books. In TRC Borići, partners were requested to send revised Action plans for activities and discussed the option of having a Child Protection Officer (CPO) or legal guardian present during UASC medical examination. Finally, the IOM CCCM team reiterated the need to wear PPE (masks and gloves) and to properly dispose them in the centre.

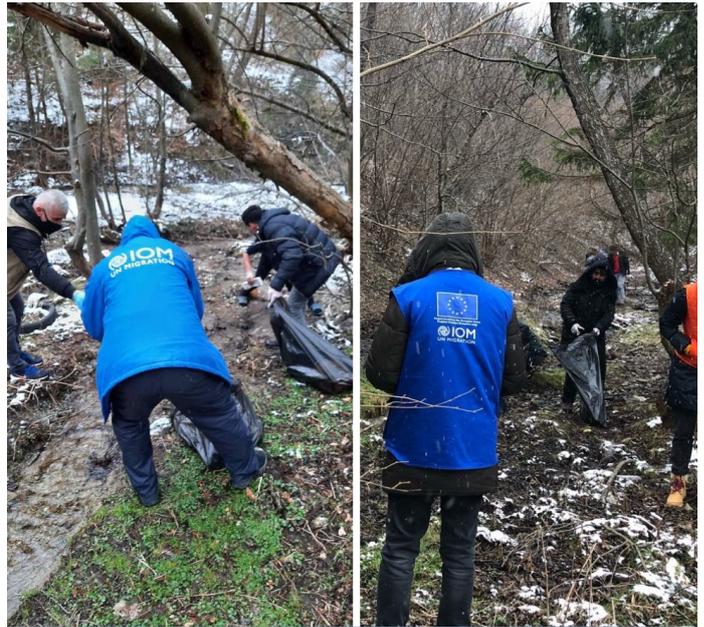
### Participation and Accountability to Affected Populations

IOM encourages the centre population to play an active role in decision-making process and activities. 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 beneficiary groups and between the migrants the centres’ management team. For instance, in March, in TRC Blažuj, Representatives asked for information in case medical assistance is needed when DRC is absent from the center. In TRC Miral, CCCM staff met with Save the Children International (SCI) to discuss the need to have better surveillance of UASC that are in isolation room by the CPO. It was agreed that new UASC will be accommodated in the centre when the number is below 45 or be referred to the Duje Centre. In TRCs Borići and Sedra, Community Representatives were informed of new recommendations and measures taken by the Ministry of Health related to the lock-



The Boys on the Move session with boys adolescent at the open air  
© UNFPA 2021

down of the centres and asked to disseminate the information to all migrants and asylum seekers in their respective communities. Group activities were suspended in almost all TRCs or reduced to a small number of migrants and asylum-seekers. Communication through the Community Representatives helped to disseminate key messages and also receive the feedback of beneficiaries through organized channels. In fact, many requests from migrants and asylum-seekers were effectively channeled and addressed – from requests to order order food using online applications, to specific changes in the menus or the equipment available in the TRCs. In TRC Blažuj, CCCM staff also worked with Representatives on efforts to



International Water Day activities in TRC Ušivak © IOM 2021

recycle aluminum cans, and ways to use the profits to purchase goods than can benefit the groups.

Due to the COVID-19 situation, the Boys Parliament meetings were not organized as usual in TRC Sedra, Borići and Ušivak. However, to ensure that UASC views and needs were considered and discussed, meetings were held individually with UASC Representatives. Finally, to foster the participation of migrants and asylum seekers, some activities were organized, including a joint-cleaning action in a stream near the TRC Ušivak on the International Water Day. Finally, to complement all the AAP mechanisms available, migrants 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 are regularly organized and were operational in all TRCs during the month of March.

## PROTECTION

### Asylum and Registration

At the end of March, 237 asylum claims were pending, of which 46 per cent (109 persons) came from persons in families. Furthermore, 299 persons were awaiting registration of their asylum claim with the assistance of UNHCR/Vaša Prava BiH.

In March, UNHCR held training sessions for SFA staff who work on registration of persons who intend to seek asylum in Bosnia and Herzegovina (BiH), in three locations: Sarajevo, Bihać and Tuzla. The trainings covered essential identity management principles and standards on data integrity, fraud mitigation, and information gathering techniques. In complementary to the training, UNHCR shared with SFA a registration toolkit that contains practical guidelines and mechanisms that are immediately operational and can be utilized by SFA staff in the field across BiH. The trainings are part of UNHCR's efforts to enhance the SFA registration capacity to properly identify and refer potential asylum seekers and those with vulnerabilities to the appropriate authorities and improve access to asylum for those in need of



Information sessions from the Center for Social Welfare with children Sedra © CWS 2021

## HIGHLIGHTS

**3** trainings for SFA staff organized by UNCHR on data collection of irregular migrants and asylum seekers and early identification of persons with international protection needs.

**23** Child Protection front liners in USC were trained by UNICEF and MdM on enhancing MHPSS and PSS skills.

**12** women, **10** men and **25** adolescent boys attended educational sessions on the rights of survivors to some form of violence or neglect and instructions on how to report GBV organized by UNFPA

**490** persons awaiting registration of their asylum claim with the assistance of UNHCR/Vaša Prava

**677** core protection assistances provided by UNHCR/BHWI to asylum-seekers

**81** guardianships assigned to UASC by Centres for Social Welfare, directly and in partnership with SCI, World Vision, and CWS, through UNICEF support

**73** UASC accommodated in CCY (51 from USC, 4 from Tuzla, and 18 from Sarajevo)

appropriate centre, such as TRC Ušivak when possible. In March, SCI relocated 78 UASC and eight male headed households whereas up to 50 UASC refused accommodation in TRC Ušivak or Centre for Children and Youth MFS-Emmaus (CCY) in Duje.

UNFPA, with the help of the Croatian Red Cross, responded to a request for help from a relative concerned about an unaccompanied adolescent boy who was thought to be among a group migrant injured in a minefield during an attempt to cross the border. The boy was safely housed in the reception facility for asylum seekers in Croatia.



Peer to peer educators network © UNCHR 2021

international protection, and who are willing to pursue it in BiH. UNHCR also rolled out the first batch of comprehensive child and family-friendly tools to enhance the communication with asylum seekers in BiH and assist the BiH authorities in providing information on access to the asylum system (incl. within the context of the COVID-19 pandemic). The tools include various communication products such as video explainer animations, posters and brochures with animated and non-animated iconography.

### Child Protection

UNICEF/MdM organized two information sessions for 23 Child Protection front-line workers (incl. Child Protection Officers, Legal Guardians, Case workers) from TRCs Borići and Sedra, which were held online due to the epidemiological situation in the country. The sessions aimed at enhancing the capacity of staff working with children, to be able to provide mental health and psycho-social support. One of the topics presented focused of "Non-Suicidal Self Injury and Suicidal Behaviour".

Save the Children International (SCI) continued to work with IOM CCCM and other relevant actors in identifying UASCs in the adult male centre Blažuj and transferring them to more

## Gender-based Violence

In TRC Ušivak, UNFPA Women and Girls Center (WGC) and Fresh Response, a local NGO which operates outside of TRCs, collaborated on identification, referral, and protection of women in need outside the reception facility. In addition, UNFPA assisted in the accommodation of 34 families relocated from Bosanska Bojna and Velika Kladaša to TRC Borići. In March, the number of GBV identified cases almost doubled compared to the previous month, with 60 cases identified in the Sarajevo and Una Sana Cantons, including two cases involving girls, six cases involving boys, ten involving young men, and the remaining involving women.

Recognizing the special needs for safety and protection of LGBTQI GBV survivors, UNFPA provided appropriate accommodation to three LGBTQI migrants and asylum-seekers, including separate washing facilities, in TRC Blažuj. DRC also facilitated a training for outreach front-line workers on the identification of persons with specific vulnerabilities, including SGBV survivors.



Empowerment session with GBV survivors at the Women and Girls Center © UNFPA 2021

## HIGHLIGHTS



**60**

new cases of GBV were identified and assisted in Sarajevo and Una Sana Canton through UNFPA

**152**

GBV cases received follow-up by UNFPA GBV Case Managers

**74**

Guardianships assigned to UASC by Center for Social Welfare (CWS)

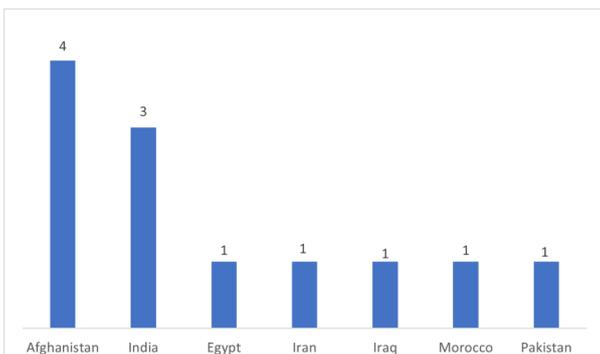
## Protection Outreach

Restriction of movement to enter the Una Sana Canton as well as the ban on use of public transportation for migrants and asylum-seekers within the canton, remained in force except for those exiting the Canton. In March, 513 persons reported pushbacks to DRC, and the most vulnerable cases were referred to DRC for medical assistance, MHPSS and accommodation and/or registration. A total of 602 migrants and asylum-seekers were assisted by DRC through Protection referrals, food and NFI assistance (a total of 11,282 assistances provided).

## ASSISTED VOLUNTARY RETURN AND REINTEGRATION (AVRR)

In March, IOM facilitated the **return of 12 migrants** (four to Afghanistan, three to India, one to Egypt, one to Iran, one to Iraq, one to Morocco, one to Pakistan). Furthermore, **3,684 migrants were reached by the IOM AVRR Outreach Team** (907 in centres and 2,777 outside centres). The Outreach Team was present in all TRCs, throughout the lockdown, promoting migrants' rights and informed decision on voluntary return and reintegration options and counselling relevant to their decision. A total of **341 counselling sessions** were held in the

month of March. Information also include data on mobility restrictions and can be accessed on web page developed for AVRR information campaign.



AVRR departures in March © IOM 2021

## HIGHLIGHTS



**12** Departures in January

**3,684**

People reached with Information on AVRR in BiH (in the centres and outreach)

## SHELTER

### Sarajevo Canton and Herzegovina-Neretva Canton

**TRC Ušivak** (opened in October 2018) IOM maintenance staff finalized works to prepare the concrete foundations for the set-up of a container to be used by Police officers, as agreed between the MoS, the SFA, the Cantonal police and IOM. The container is placed next to the centre's gate. Furthermore, one double container was delivered by the organization „A drop in the Ocean” to serve as a multimedia classroom for the organization's activities. The construction work to set-up a Mother and Baby WASH facility and an additional container that will be used as isolation areas also started in March with the setting of the concrete foundations.

**Blažuj TRC** (opened in December 2019) Given the reduced number of migrants and asylum seekers present in the centre, a general reorganization of the center's tents and deep cleaning was conducted (three tents were thoroughly cleaned and dismantled, canon heaters and fuel tanks removed, and a total of 335 beds disassembled). Three sanitary containers (two shower containers and one toilet container), which were not previously operational, were repaired by IOM maintenance staff. Moreover, in March, the work on the new isolation area started, and the gravel was spread to level the ground and install 20 containers. In addition to that, an old info container



Outdoor kitchen in PC Lipa © IPSIA, SFA 2021

was refurbished by IOM maintenance staff and will be used for the purpose of COVID-19 isolation.

**Salakovac Refugee Reception Centre (RRC)** (opened in 2000) provides accommodation to asylum-seekers and refugees.

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

### Una-Sana Canton

**TRC Borići** (opened in January 2019) Given the increased wave of the number of COVID-19 positive cases in the country, the temporary rearrangement of accommodation units took place during the reporting period in order to increase accommodation space in quarantine/isolation areas. In TRC Borići, UASC and families residing on the 3rd floor were relocated to the ground floor, to convert the whole floor into a new isolation area.

**TRC Miral** (opened in October 2018) IOM focused in increasing COVID-19 prevention measures, and thereby installed a plexi-glass in the isolation area, and on the desk used for meal distribution in the dining hall. For this purpose, 130 mattresses were delivered to increase the capacity of the isolation as per needs. Other minor work included the installation of the TV donated by UNHCR in the H3 sleeping zone.

**TRC Sedra** (opened in July 2018) IOM and IPSIA finalized the construction work for the set-up of a gazebo, where social activities for migrants and asylum seekers are held, and where table tennis and table football were installed. Given the epidemiological situation in the centre, IOM together with the DRC medical and protection team set-up two additional isolation areas, where some migrants and asylum seekers were moved. The electricity power in the centre was enhanced with the repair of electrical installations in the isolation area and, the laundry room, and new water heaters in were installed in the isolation area.

**Provisional Camp (PC) Lipa** (opened in January 2021) The works on the access road to PC Lipa were finalized thanks to the BiH Army and IOM, who contributed with the supply of gravel sand. The outdoor kitchen used by migrants was finalized, with the support of IPSIA. The technical inspection, with acceptance of work for the repair of six office and one sanitary container at new TRC Lipa, was finalized between Technisches Hilfswerk (THW) and IOM to be used as follows: one single container for security staff, one double container as conference room for all partner agencies, one single container for the THW, one for IOM, one for the SFA, and one is a sanitary container. Lastly, IOM transferred 50 mattresses from the central warehouse to PC Lipa, to be used in case the number of migrants increases and for the new isolation tent.

### Tuzla Canton

In Tuzla urban area, the Catholic Relief Service (CRS) continued to support its local partner PUZ in the management of two safe houses with capacities to host up to 50 migrants and asylum-seekers (families and vulnerable adults).



Northern and Southern road work to access Lipa © BiH Army 2021

## NON-FOOD ITEMS (NFI)



Non-Food Items distribution in outreach © IOM 2021

IOM provides NFIs for newly arriving migrants, refugees and asylum seekers in all TRCs. An NFI distribution system is in place and operational with set schedules displaying distribution times. IOM provides NFI welcome kits, after which individual NFIs refills are provided. NFIs include items such as, clothing, footwear, hygiene products, clean bed sheets and linen upon arrival and for those undertaking scabies treatment, or other medical cases as per need. 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 special needs. All new arrivals who are in the pre-registration waiting to be screened or in the isolation are provided with hygiene packages (including soap, shampoo, shower gel, toilet paper, tissues) as well as clothes if needed. During March, a total of 65,740 individual items were distributed to 4,483 persons.

Furthermore, through the [Centres for Women and Girls](#) and [Boys and Young Men Centres](#), UNFPA continued to distribute modern contraceptives and hygienic products as per identified needs. In March, UNFPA distributed 350 dignity kits and around 300 contraceptives for women. In addition, 40 dignity kits for adolescent boys and 8 for young men, and around 200 condoms were distributed through Centres for Boys and

### HIGHLIGHTS

**NFI**

**65,740**

NFI distributed in centres

**3,670**

NFI distributed in outreach

**348**

Dignity kits distributed by UNFPA

**500**

Contraceptives distributed by UNFPA



Young men. A high number of donations of non-food items were recorded by various organization and international and local NGOs, as follows: in TRC Ušivak, ten boxes of second-hand clothes and baby diapers by the U.S. Embassy personnel; NFI packages, containing shampoo, shower, gel, razor, and toothpaste, 87 gift packaged to women containing hygiene items by Protection4Kids; 411 blankets by “Humanitarno-Karitativna Organizacija Franjevačke Provincije Bosne” organization; several bags of secondhand clothes by the elementary School of Cengic Vila; 750 PPE (masks, disinfectants, etc.) by „A drop in the Ocean” organization; 65 packages of clothes (containing cotton towels, socks, caps and



NFI distribution in outreach © IOM 2021

undershirt each) and food/sweets by “Dobročinstvo” BIH organization; 42 backpacks by “Yardimeli” a Turkish humanitarian organization. In TRC Sedra: 155 pairs of shoes for adults by the “Office Shoes” shop; over 2000 protective face masks, 304 and disinfection spray and 277 hygiene packages (200 women packages and 70 men packages) by DRC. In TRC Blažuj, 6000 protective masks by UNICEF and 800 disposable protective masks by DRC. In TRC Miral, 6000 medical masks by UNICEF and different types of playing games (Chess, cards, puzzles, etc.) by Gatarić d.o.o.

IOM/Red Cross outreach teams distributed 3,670 NFIs to 617 migrants and asylum seekers located in various locations in Una Sana Canton. The NFIs included clothes, hygiene items, sleeping bags, backpacks, shoes, jackets, raincoats and personal protective equipment. The majority of migrants and asylum seekers assisted were from Pakistan and Afghanistan. DRC Outreach teams also provided regular assistance to migrants and asylum seekers in outreach location with the provision of food and NFI assistance.

## WATER SANITATION AND HYGIENE (WASH)

In order to maintain WASH services, according to the minimum SPHERE standards, IOM dedicates significant efforts to maintenance and repair, particularly of WASH containers and infrastructure, as damages occur frequently in all TRCs. Regular repairs and replacements include sink faucets, toilet tanks and pipes, shower faucets, flushers, water taps. Five TRCs have functional laundry systems for the washing of TRC bedding/sheets and the centre population's personal belongings. For instance, in TRC Ušivak, works included the cleaning by a contractor of the sewerage and drainage pipes in the kitchen area and the installation of canopies on the Info Point and on BHWI containers by IOM maintenance.

In TRCs Borići, Miral and Sedra, given the sudden increase in COVID-19 positive cases, IOM installed additional disinfectant dispensers as well as information posters on COVID-19 prevention measures. Following the electrical work undertaken in the isolation areas, migrants and asylum-



COVID-19 response team in TRC Borici © IOM 2021

seekers have access to increased supply of hot water and laundry capacities. In TRC Sedra, in March, the maintenance focus was on thoroughly cleaning the roof and drains to minimize leaks in the restaurant and the main lobby. In PC Lipa, IOM contributed to increased hygiene practices, with the procurement of cleaning materials and products such as hand sanitizer, PPE, gloves and disinfection liquid for SFA.



Disinfection tunnel in TRC Sedra isolation area © IOM 2021

**TRC Borići** has 20 toilets and 20 showers inside the building and 21 toilets and 13 showers outside the building (in sanitary containers), with facilities separated by sex. Hot water and drinking water are available in the centre. Ten washing machines are installed and operational.

**TRC Miral** has 64 toilets and 34 showers. Out of which five toilets and five showers are separated only for UASC. Drinking water is available in the centre. Four washing machines are fully operational.

**TRC Sedra** has 57 toilets and 66 private showers for 163 people. The remaining TRC population has access to shared toilets and showers, separated by sex. Drinking water is available in the centre. TRC population contributes to laundry operations on a voluntary basis.

**TRC Ušivak** has 47 toilets and 36 showers and facilities are separated by sex. Hot water and drinking water are available at the centre.

**TRC Blažuj** has 80 toilets and 97 showers. Hot water and drinking water are available.

**PC Lipa** has 40 portable ecological toilets and 21 showers with warm water installed.

IOM continued to support all TRCs in USC with vector and pest control activities. Disinfections are organized weekly, while disinsections take place monthly, and deratization take place every three months.

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### HIGHLIGHTS



329

Toilets available in TRCs/PC



287

Showers available in TRCs/PC



4,274

Persons assisted with laundry services



33,748

Hygiene items distributed in TRCs, out of which 1,853 in outreach

## FOOD AND NUTRITION

### Meals distribution 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. 230,057 meals were prepared in March, out of which 91,863 in USC, not counting PC Lipa, 135,794 in SA and 2,400 in Salakovac.

### Improvements based on community feedback

IOM ensures that fully equipped kitchens are available in TRCs so that migrants can prepare their own food if they wish. In March the kitchen in Borici and Blazuj were under maintenance work. In Borici migrants were given a place to cook meals in the TRCs dining hall using electric pans within a scheduled time, while in TRC Blažuj migrants received dry meals for the duration of the works. Furthermore, in TRC Borici, representatives provided feedback on the existing menu, of which some meals were considered too heavy (for instance, bean soup). In this regard, IOM referred the feedback to the Red Cross who will use recommendation to adapt the menus.

### Persons with special dietary requirements

Partner agencies also made sure that all persons with special diet needs were assisted, these included special meals for vegetarians, and those with various diseases (such as diabetics, Chron's disease etc.). In TRCs, IOM continued to prepare special meals for migrants who requested to follow the 40 days of Christian fasting practice.

### Infant and Young Child Feeding Counselling

UNICEF in partnerships with Fenix and World Vision provided individual support to breastfeeding mothers, pregnant women and children. IOM provided babies below 24 months with special complementary food prepared by Red Cross in line with UNICEF's guidelines on child feeding under the supervision of MBC staff. These usually consist of salty and sweet purees made in TRC Sedra, Borići, Ušivak and Salakovac. In addition to these, baby milk formula is distributed to newborn babies until purees are introduced. As such, 351 baby milk formulas were distributed for 28 babies, and 664



Lunch distribution in TRC Sedra © IOM, RC 2021

complementary baby meals prepared for 266 babies.

### Donations

In March, several food donations occurred: in TRC Sedra, the Italian company "Mellin" donated food items, such as vegetable puree, fruit puree, baby formula 1, 2 and 3, semolina juices and candy for children; in TRC Borići, the Italian organization "Protection4Kids" donated milk and complementary food for babies; in TRC Ušivak, the Tom&Jerry Kindergarten donated snacks, sweets and toys for children, and the Church Sv. Franje Asiškog donated 168 packages of baby formula.

### Outreach

During the reporting month, IOM/Red Cross outreach team distributed 13,433 food packages to migrants and asylum seekers outside the centres. DRC Outreach teams also provided regular assistance to migrants and asylum seekers in outreach location with the provision of food and NFI assistance.



Outdoor kitchen in PC Lipa © IPSIA, SFA, IOM 2021

## HIGHLIGHTS



**351**

Baby formulas distributed



**664**

Complementary baby meals distributed



**6**

Community kitchen provided in all TRCs/PC

**230,057**

Meals distributed in centres

## HEALTH

### General

During March, all TRCs in the Una Sana Canton were under lockdown for several weeks. Thanks to the joint efforts of all relevant humanitarian actors, COVID-19 prevention and control measures were implemented. In TRC Blažuj, in compliance with COVID-19 preventive measures, UNFPA in cooperation with the Red Cross, held two-fold trainings on First Aid and wilderness dangers, which enabled the active participation of migrants and asylum-seekers through the learning of practical skills.

### COVID-19

All new arrivals to the TRCs were immediately referred for medical screening. New arrivals were followed and regularly checked for symptoms of COVID-19 for 14 days upon arrival. In March, 2,937 entry screenings for COVID-19 symptoms were performed in TRC/RRC/PC by DRC and 50 migrants and asylum seekers were tested for COVID-19. In total, 1,154 migrants and asylum seekers were tested for COVID-19, and 231 were positive.

### Primary and Secondary Healthcare

A total of 4,591 examinations were performed in six temporary medical units in TRCs, including Salakovac. There were 1,741 direct medical interventions performed by Primary Health Centre medical teams in coordination with DRC. In addition, 2,748 individuals were medically attended directly by DRC staff. The largest number of examinations/interventions were performed in TRCs Miral (1,564) and Sedra (891). DRC implementing partner Jesuit Refugee Service (JRS) provided assistance/medical escorts to 245 patients through 339 medical accompaniments to primary and secondary care facilities in USC, SC and HNC.

### Healthcare provided by outreach teams

DRC Medical Assistant in Tuzla regularly visited key spots and shelters where migrants are sleeping rough and completed 122 direct medical interventions. In addition, two individuals were referred to secondary healthcare. In Una-Sana Canton, 74 interventions were performed. A total of four referrals were conducted to PHC/SHC, as well nine referrals for accommodation in TRCs.

Six Red Cross Mobile Teams continued implementing outreach health activities in partnership with DRC, primarily to provide first aid and strengthen referrals to public health institutions. In total, the mobile team assisted 1,249 individuals through 1,362 first aid assistances and 487 PSS first aid consultations in March. Some of the most common conditions observed during the outreach were symptoms of respiratory system diseases, skin diseases and subcutaneous tissue, diseases of the musculoskeletal system and connective tissue and digestive diseases symptoms and an increase of digestive diseases symptoms, followed by injuries, poisoning and other symptoms caused by external causes. Overall, this was consistent with what was observed in the previous reporting months.

### Mental Healthcare

UNICEF in partnership with MdM continued to provide MHPSS

## HIGHLIGHTS

- **Prompt and joint response** from all relevant actors in responding to COVID-19 outbreak in USC and SC TRCs: additional COVID-19 and isolation areas were set-up by DRC and IOM
- **Mass testing of beneficiaries, service providers and humanitarian agencies staff** conducted by DRC and Public Health Institute in USC

for UASC and children in families in TRCs in the Una Sana Canton, through individual and group sessions. A total of 83 children in three TRCs in USC were assisted, and 40 individual counselling sessions were held in TRCs Sedra, Borići, and Miral. The most common symptom identified was anxiety and mood disorders. Furthermore, 12 psychosocial and empowerment group sessions were held with a total of 28



SRH examination © UNFPA 2021

participants. Empowerment group sessions' activities aimed to empower children through creative and educational activities, including art expression techniques. The sessions are designed to strengthen stress-coping mechanisms, enhance creativity, teach how to verbalize emotions, increase self-compassion and effectively manage stress.

MdM also continued implementing MHPSS activities for the adult male population, including 133 new direct beneficiaries. A total of 393 mental health consultations and 71 group empowerment sessions were conducted in five TRCs for 544 participants. Furthermore, a total of 134 NPS consultations were conducted, with further 24 referrals to psychiatrist.

## HEALTH

In March, given the epidemiological situation, UNFPA PSS sessions were adjusted with group size were reduced, with a total 43 women (including two girls) participants. In March, UNFPA recorded the increase of PSS interventions for a total of 169 individual sessions, out of which to nine girls, provided.

Additionally, UNFPA MHPSS experts provided 63 interventions in crisis situations, treating manifestations of aggressive behavior, panic attacks and suicidal thoughts. In the Una Sana Canton TRCs', UNFPA MHPSS staff identified and referred 13 women for essential psychiatric services in the form of examinations and prescription of therapy, after which they continued to be actively monitored.

### Pediatric Healthcare

Given the epidemiological situation the TRCs in Una Sana Canton and with COVID-19 positive cases registered among some children, UNICEF paediatrician examined all children in isolation areas, and conducted lung X-ray and laboratory analysis. Children were provided with multivitamin therapy to improve their immune system. Furthermore, UNICEF/DRC paediatric team, in collaboration with IOM Cultural Mediator, raised parental awareness on COVID-19 transmissions. In addition, due to the COVID-19 outbreak, paediatric activities in TRC Ušivak were temporarily suspended. In March, 356 children benefited from health care services provided by UNICEF/DRC paediatric team in TRCs Sedra and Borici, with 642 parents counselled on health-related topics, including immunization.

### Sexual and Reproductive Healthcare (SRH)

DRC provided assistance to a total of seven pregnant women whereas 40 SRH related consultations were conducted in the reporting month. Furthermore, five health care visits to Public Health Center (PHC) and six health care visits to Secondary Health Center (SHC) were realized by DRC.

The UNFPA SRH team reported an increase in pregnant women seeking assistance, with ten pregnant women identified among the 79 participants met during the session. In total, 25 women (15 pregnant) were provided with individual consultations, to further undergo SRH examinations in local health clinics. SRH supplements were distributed to over 100 women.

A total of 22 SRH sessions were held for 168 participants, including 88 adolescents, 62 young men, and 17 adult male family members. Individual consultations were conducted with five young men who were referred for SRH urological examination at the local health clinic. Furthermore, UNFPA provided additional SRH assistance to two pregnant woman who miscarried as a result of exposure during attempted border crossings. UNFPA also provided comprehensive support to two rape survivors.



SRH sessions with adolescents © UNFPA 2021

## HIGHLIGHTS

-  **4,591**  
PHC Examinations  
in January
-  **1,741**  
PHC Interventions supported by DRC  
in January
-  **2,937**  
Entry screening for COVID-19 in centres
-  **40**  
Women supported with SRH services by  
UNFPA in January
-  **22**  
SRH sessions were provided for young men  
and UASC by UNFPA
-  **433 individual MHPSS sessions and 83 group MHPSS sessions** were provided to women, men and children through individual/group sessions by DRC, UNICEF and Mdm

## EDUCATION AND LEISURE

### Educational activities

During the lockdown in TRC Borići and TRC Sedra, UNICEF and SCI ensured access to online classes for children enrolled in formal education and provided individual learning materials for children inside the TRCs, along with individual non-formal education activities. UNICEF/SCI also started with a non-formal education session for mothers and girls in TRC Sedra and introduced basic Informatics classes for children during the month of March.

Furthermore, UNICEF/World Vision organized 30 non-formal education workshops for children and adolescents covering Bosnian language, Mathematics, Physics and Geography, with adolescents showing great interest in the natural science classes.

UNFPA implemented 30 Boys on The Move Methodology sessions at the **Boys and Young Men Centres** in USC and SC, empowering and teaching life-skills to adolescents (over 100 participations) and young men (over 80 participations). Cumulatively, 171 new participants were recorded through all activities. Additionally, through BYMC, 40 persons participated in COVID-19 thematic educations whereas practical advice on preventive measures were provided to 60 migrants and asylum seekers.

At the *Mother and Baby Corner (MBC)* in TRC Ušivak,



Akelius digital language course in TRC Ušivak © UNICEF, World Vision 2021

education activities for children by UNICEF focused on the adoption of the names of basic colors and numbers up to ten, and on the adoption of names of objects or animals. Whereas workshops with parents focused on parenting styles, children's personal hygiene, how to properly feed and hold a baby, the importance of vaccination, COVID-19, teeth growth, and how to treat burns and lice in children. A total of 96 children and 78 parents in USC and SC were reached with the above-mentioned activities.

### Recreational activities

In March, a Teen's Club was established within the UNFPA Women and Girl Centre (WGC) in TRC Ušivak with the aim of providing a safe space for 15+ girls in the form of educational, sports and entertainment activities specifically tailored to



Workshop with UASC in TRC Ušivak on mine hazards © UNICEF, World Vision 2021

their age and needs. This also included establishment of a poetry club and creative workshops, with a total of 24 participants.

In TRC Blažuj, NGO ASUS organized a music performance for TRC's residents and staff, together with Kud Igman Hadžići organization that performed songs and traditional dance of Bosnia and Herzegovina and migrant's countries of origin. Furthermore, in TRC Blažuj and Sedra, migrants and asylum seekers celebrated the Persian New Year (Newroz), where a small gathering was organized by IOM with juices and sweets.

Due to the COVID-19 situation, celebrations for the International Women's Day (8 March) were suspended. However, IOM in coordination with UNFPA and IPSIA, provided women in Sedra with additional groceries to prepare food for a small group of people in the outdoor kitchen, while in TRC Ušivak, UNFPA and Caritas celebrated by screening a documentary on gender equality.

Finally, in TRC Ušivak, an exhibition of handcrafts, paintings and other works made by migrants through projects provided by UNFPA, BHWI, MDM, World Vision and Caritas was held, in full respect of COVID-19 preventive measures. The event took place in the open air and lasted two hours, with music and food.

- UNICEF reported that **175** children who are enrolled in public schools in USC were provided with individual support by teaching assistants, cultural mediators and teachers in schools and in TRCs
- A total of **226** children and **100** parents attended non-formal education activities, including Akelius Digital English Language classes .

## SAFETY AND SECURITY

IOM security staff are present daily in TRCs, working to prevent and respond to safety and security risks and incidents, in cooperation with the SFA Inspectors and with contracted private security guards. Inspections and internal investigations of thefts and misconduct of the centres' beneficiaries are regularly carried out and recorded. Video-surveillance or other distant monitoring mechanisms are in place in TRCs Sedra, Borići, Miral, Blazuj and Usivak. IOM Security Assistants (SA) regularly support Outreach and DTM teams in field activities, by providing guidance and support in the implementation of appropriate risks management measures and security protocols.

IOM continuously works on improving the security and safety measures in all TRCs by filling the gaps and proactively addressing recommendations. In March, the fence in TRC Blažuj was repaired and strengthened. Moreover, two UNDSS staff visited the centre to check the condition of the protective and security equipment and assess the Centre's preparedness to security incidents. For instance, a fire drill was held in TRC Miral, to verify evacuation procedures and train migrants and asylum seekers and the TRC's staff to quickly move to the meeting point (in the centre's courtyard). It took 9 minutes to evacuate around 800 persons.

To increase monitoring of migrants and asylum seekers who are currently in isolation areas, IOM hired additional security staff (six in Miral and one in Sedra). In TRC Borići, where the

lockdown lasted for 23 days, on several occasions, migrants and asylum seekers protested against the centre's restrictive measures by throwing food served at distribution points. Protest ended without major incidents, and police and SFA were informed accordingly.

### TRC incidents

On 10 March, a fight occurred involving 50 migrants and asylum seekers without identification cards. IOM Security staff assisted by immediately evacuating everyone, and the local police was notified. The fight continued outside of the centre, and resulted in one migrant being severely injured and transported to the Cantonal Hospital in Bihać.



Security staff supporting DTM exercise in USC © IOM 2021

## TRANSPORTATION AND LOGISTICS

IOM has on-call mobile teams available 24/7 for assistance and transportation of migrants, refugees and asylum-seekers. This includes transportation of medical cases to hospitals, chil-

dren going to school, vulnerable and injured persons to centres identified by outreach teams, asylum-seekers going to their asylum interviews, or transfers at the request of the SFA. Due to ban of transport of migrants in the Una Sana Canton, IOM suspended most transport activities in the canton except those for medical reasons. In March, the transports organized, in both USC and SC, included 226 to medical facilities, 21 to SFA, 45 for Education purposes, 47 outreach and 86 others (which also includes transports between TRCs). In addition to that, the IOM Outreach teams carried out 7 transports for 15 migrants and asylum seekers.



Transportation of migrants and asylum seekers © IOM 2021

## HIGHLIGHTS



425 transports

carried out for **864** migrants and asylum seekers

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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)



*IOM 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.*

3W																				
LOCATION																				
	Bosnia and Herzegovina without Una-Sana Canton										Una-Sana Canton							TOTALS		
	RRC Salakovac	AC Delijaš	TRC Ušehak	TRC Blituzj	Imm. Ctr.	MFS Emmaus	Awaiting asylum in private accommodation	Outreach observed average # of people in SC	Outreach observed average # of people in TC	Outreach observed average # of people Other locations	TRC Miral	TRC Borčić	TRC Sedra	PC 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
<b>KEY POPULATION # AND ESTIMATES</b> (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	24	11	666	1771	68	22	192	236	194	55	734	179	257	791	8	11	491	2000	4,734	5,700 - 7,200
# of males	12	5	479	1771	68	22	156	-	-	-	734	98	157	791	7	10	-	-	4,310	
# of females	12	6	187		0		36	-	-	-		81	100		1	1	-	-	424	
# single adult men			30	1752			126	-	-	-	724	2	4	791	5	5	-	-	3,439	
# of families	5	3	131	0			18	-	-	-		49	67		1	2	-	-	276	
# of children in families	14	5	367	19	0	22	38	-	-	-	10	78	115		2	2	-	-	672	
# of UASCs	0	0	182	19	0	22	3	-	-	-	10	15	31		0	0	-	-	282	
# of asylum-seekers	0	5	32	5	4	0	107	-	-	-	1	11	18		2	7	0	-	192	
# of persons awaiting asylum registration	24	6	49	33	0	22	85	-	-	-	16	18	39		2	4	2	-	298	
<b>WHO DOES WHAT AND WHERE (3W)</b>																				
Shelter	MHR/ MoS/AS/ UNHCR	MoS/AS/ UNHCR	SFA, IOM	SFA, IOM	MoS, SFA	MoS, SFA	-	-	Paž		SFA, IOM	SFA, IOM	IOM	SFA	Žu/DR/ UNHCR	-				
Centre Management	MHR/ MoS/AS	MoS/AS	SFA, IOM	SFA, IOM	MoS, SFA	MFS Emmaus	-	-	-		SFA, IOM	SFA, IOM	SFA, IOM	SFA	Žu/	-				
Protection	UNHCR/ BHW/VP, UNICEF/ WV, CSW	MoS/AS, UNHCR/ BHW/VP, CSW	UNHCR/VP, DRC, UNICEF/ WV, MoM IOM, UNFPA	UNICEF/ WV, MoM IOM, UNFPA, Save the Children	UNHCR/ BHW/VP, CSW	SCI, MFS Emmaus	UNHCR/ VP/ BHW/ DRC	UNHCR/ VP/ BHW/ DRC	UNHCR/ VP/ BHW/ DRC	UNHCR/ VP/ BHW/ DRC	UNHCR/ VP, DRC, UNICEF/ SIC, IOM, CSW, UNFPA	UNHCR/ VP, DRC, UNICEF/ SIC/ NGO LAN, IOM, CSW, UNFPA/ MoM	UNICEF/ DRC, UNICEF/ SIC/ NGO LAN, IOM, CSW, UNFPA/ MoM	IOM, UNHCR, SCI	Žu/ DRC/ VP/ UNHCR	UNHCR/ VP/ BHW/ DRC, UNICEF/ SCI				
Health	MoS/AS, UNHCR, DZ, CH, DRC, UNICEF	MoS/AS/ UNHCR, DZ, CH, DRC	UNICEF, DRC, DZ, CH, UNFPA	DRC, RC, DZ, CH	SFA, DZ	MFS Emmaus	-	DRC, RC	DRC, RC	DRC, RC	DRC, DZ, CH, JRS, MoM	DRC, JRS, MoM, UNICEF, DZ, CH	DRC, JRS, MoM, UNICEF, DZ, CH	Public Health Institute Una-Sana Canton, SOS Bihać	DRC, DZ, CH	-	DRC, RC			
Non-food items	IOM, RC, UNHCR/ BHW, UNICEF, WV	MoS/ AS/ UNHCR/ BHW, Caritas	IOM, Pomozi.ba UNHCR/ BHW, UNICEF/ WV, UNFPA	IOM, Pomozi.ba UNICEF/ WV, RC, DRC	MoS/ SFA	SCI, MFS Emmaus	-	DRC	DRC	DRC	CoBRC, IOM, DRC, UNICEF	CoBRC, IOM, UNFPA, UNICEF/ SIC/ Fenix	IOM, UNFPA, UNICEF/ SIC/ Fenix	SOS Bihać, RC Bihać, RC USC, IOM	Žu/	-	DRC, RC			
WASH	MHR/ MoS, UNHCR/ BHW, UNICEF, WV	MoS/AS/ UNHCR	IOM	IOM	MoS/ SFA	MFS Emmaus	Caritas	Pomozi.ba			IOM	IOM	IOM	SFA, IOM	Žu/	-				
Security/Safety	MHR/ UNHCR	MoS/AS/ UNHCR	MoS/ SFA	MoS/ SFA	MoS/ SFA	MFS Emmaus	-	N/A			MoS/ SFA	MoS/ SFA	MoS/ SFA	MoS/ SFA, IOM	Žu/	-				
Transport/ Logistics	MHR/ UNHCR/ BHW/ IOM	MoS/AS/ UNHCR/ BHW, IOM	IOM	IOM	IOM	MFS Emmaus	-	-	-		IOM	IOM	IOM	SFA, IOM, SOS Bihać	Žu/ IOM	-				
Administrative/ Legal	MHR/ MoS/ SFA/ AS, UNHCR/ VP	MoS/AS/ UNHCR/ VP	MoS/ SFA, IOM, UNHCR/ VP	MoS/ SFA, IOM, UNHCR/ VP	MoS/ SFA, UNHCR/ VP	MoS/ SFA, UNHCR/ VP	VP	-	-		MoS/ SFA/ AS, IOM, UNHCR/ VP	MoS/ SFA, IOM, UNHCR/ VP	MoS/ SFA/ AS, IOM, UNHCR/ VP	SFA, UNHCR/ VP	Žu/ VP	VP				
Education	UNHCR/ BHW, UNICEF/ WV	MoS/AS/ UNHCR/ BHW	UNICEF, WV	WV	-	MFS Emmaus, SCI	-	-	-			UNICEF/ SIC/ NGO LAN, MoE, IOM	UNICEF/ SIC/ NGO LAN, MoE, IOM, IPSA		UNICEF/ SIC/ MoE, IOM	-				
Food and nutrition	RC, IOM, UNICEF/ WV, UNHCR/ BHW, Caritas	MoS/AS/ UNHCR, Caritas	Pomozi.ba, IOM UNICEF/ WV	Pomozi.ba, IOM	MoS/ SFA	MFS Emmaus	-	Caritas, DRC	DRC		IOM/ CRC	IOM/ CoBRC, UNICEF/ Fenix/ SIC	IOM/ CRC, UNICEF/ Fenix/ SIC	RC BIH	Žu/	-	DRC, RC			