Bosnia and Herzegovina: Interagency Response to Mixed Movement

MONTHLY SITUATION REPORT-NOVEMBER 2020

UNITED NATIONS
BOSNIA AND HERZEGOVINA

UN Women, UNFPA, UNHCR/BHWI: 16 days of activism campaign preparations in TRC Ušivak.

Math class with UASC in TRC Usivak, UNICEF/World Vision

1,064
New arrivals in November
(source: MoS BiH)

7,260
Persons in formal accommodation
(at the end of the month, source MoS, MHRR, IOM, UNHCR)

1,600 – 2,400
Persons outside
(at the end of the month, source DRC, local authorities)

Arrivals

During November 2020, BiH authorities registered the arrival of 1,064 migrants and asylum-seekers to the country, bringing the total for 2020 to 15,621 (of which there are approximately 350 unaccompanied and separated children (UASC)). The majority of people arriving in November declared to be from Afghanistan (33%), Pakistan (27%) and Morocco (10%).

Presence in BiH at the End of the Month

Overall, it is estimated that between 8,900 and 9,700 migrants and asylum-seekers are in the country at the end of November 2020. A total of 7,260 migrants and asylum-seekers are sheltered in reception centres (close to 4,000 in Sarajevo Canton (SC) and 3,280 in Una-Sana Canton (USC)) while between 1,600 and 2,400 are estimated to be outside of formal accommodation (estimation based on data collected from outreach teams and USC police), mostly in USC. Among those people in reception facilities, some 76% are single adult males, 16% are families with children and about 7% are UASC.

Key Gaps and Challenges

Violent Incident Leads to Negative Perceptions of Migrants and Asylum-Seekers

On 18 November, the MoI of Sarajevo Canton confirmed that one person, a BiH citizen, was killed in a brawl in Sarajevo and several media outlets are speculating that the perpetrator is likely to be a migrant. Two days later, the police arrested a Moroccan citizen, one of the suspects in the murder, but later that day confirmed that the arrested cannot be linked to the case. The incident sparked negative reactions from some locals, who gathered in protest and demanded urgent action from the authorities. The Security Commission of the Sarajevo Cantonal Assembly directed the police to limit the movement of refugees and migrants accommodated in TRCs in accordance with recommendations of the pandemic crisis staff (initially drafted to mitigate the spread of COVID-19). SFA issued instructions for IOM to restrict movement in and out of all TRCs they manage in BiH by imposing a curfew. Outreach activities in Sarajevo were temporarily stopped for security reasons.

Accommodation

A lack of adequate accommodation remains one the primary problems facing migrants and asylum-seekers throughout BiH. IOM together with partner agencies explained the restriction of movement in and out of all TRCs to migrants and asylum-seekers during regular CCCM meetings. At the same time, IOM continued to work on negotiations with the Ministry of Security for the re-opening of TRC Bira. Due to reception restrictions and lack of accommodation, the number of UASC and families in front of TRCs continues to rise. Additionally, high numbers of UASC in TRC Blazuj raise concern, considering that TRC Blazuj is not suitable for ensuring adequate protection of children. On 19 November, UNHCR and UNICEF Representatives met with the Minister of Security to discuss protection issues and raise concerns on the lack of accommodation for UASC in the

POPULATION OVERVIEW ACCOMODATED AND ASSISTED
AT THE END OF NOVEMBER 2020

76%
Single adult males

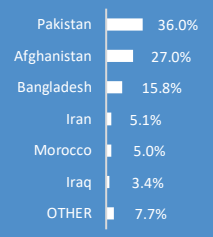
16%
Families with children

7%
Women and girls

7%
Unaccompanied and Separated Children (UASC)

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

country, particularly with the approach of winter. The Minister confirmed BiH's sensitivity towards the most vulnerable categories and will continue to provide them with adequate protection, especially during winter, but he did not provide any short-term solution.



Outreach

While intensive efforts are being made by IOM, DRC and RC, among other organizations, to reach migrants and asylum-seekers through outreach efforts including the provision of food and non-food items (NFI) assistance to alleviate their plight, their situation remains dire and they are in need of dignified and safe shelter, especially for families with children and UASC. SCI assumes the number of children to be from 7-10% from the total population in squats, where UASC remain unidentified, undocumented, without assignment of legal guardian and provision of services.

Pending Closure of ETC Lipa

In USC, ETC Lipa continued to be at its full capacity, reaching up to 1,600 persons as of the end of November. ETC Lipa has not been winterized and does not meet the basic requirements to host anyone during the winter. Therefore, the site might close and, unless the authorities offer alternatives, the currently hosted population will be left without accommodation in addition to migrants and asylum-seekers already in squatting sites. IOM has announced it is not possible to manage the site under the current conditions. The remaining two TRCs in BiH which accommodate single men is TRC Miral in Velika Kladusa and TRC Blazuj in Sarajevo which are over capacity. A possible, temporary solution is to reopen TRC Bira. However, without a solution, a humanitarian crisis is imminent in the event of the closure of ETC Lipa.

Key Achievements

On 4 November, during the official visit of BiH Delegation to the Islamic Republic of Pakistan, the BiH Security Minister Selmo Cikotić signed a Readmission Agreement and the accompanying Protocol with Pakistani Interior Minister Ijaz Ahmed Shah. With the conclusion of the agreement, it will now be easier for BiH to return irregular migrants and failed asylum-seekers from Pakistan, a move that is intended to ease the pressure on the authorities to address the nearly three-year migrant situation. UNHCR is in contact with the Minister's cabinet to ensure that a provision on access to asylum has been included in the agreement.

UNHCR began rolling out a comprehensive training curriculum for SFA inspectors to enhance their capacity to identify and triage individuals for prioritized registration with the Ministry of Security.

Event for the Elimination of Violence against Women, UNFPA and IOM

On 20 November a protocol was signed between UNHCR, the MoS Sector for Asylum, SFA, and IOM was signed to facilitate the relocation of UASC in Una-Sana Canton to Centre for Children and Youth MFS-Emmaus (CCY) in Doboj Istok.

COVID-19 restrictive movement measures, especially those in place in reception centres, increase the occurrence of gender-based violence. Using the framework of the current 16 Days of Activism campaign, UNHCR/BHWI, UN Women and UNFPA engaged in a joint preventive campaign and ensured the availability of preventive messaging through designed posters and CCTV slides translated in six key languages in all reception facilities for asylum-seekers, refugees and migrants throughout BiH. Additionally, various activities were organized. Workshops in RRC Salakovac were held by UNHCR/BHWI where migrants and asylum-seekers painted symbolic messages. In TRC Usivak, UNFPA Women and Girls Center organized a celebration which included outdoor activities and an exhibition of women's artwork and handicrafts. UNFPA, with the support of IOM, organized an event for the International Day for the Elimination of Violence against Women in TRC Blazuj. The event included outdoor activity with Women and Girls 15+; exhibition of art works and handmade crafts done migrants and asylum-seekers.

International Day of the Elimination of Violence against Women, UNFPA

November was characterised by great media coverage of all TRCs/ETC, numerous visits which were managed by IOM took place by several local and foreign newspaper and TV channel to report on services and living conditions of migrants and asylum-seekers. A total of three independent journalists visited the sites and followed IOM and Red Cross Outreach teams in the performance of their activities. The German newspaper "Bild" joined IOM to understand operations and conditions of the camps with the purpose of making a documentary; wh ile RTV USK, a Bosnian public television channel, interviewed migrants and asylum-seekers in TRC Borići and ETC Lipa to report the obstacles they faced during their journey. IOM Chief of Mission, Mr. Peter Van Der Auweraert, and LOT EUFOR representatives visited TRC Miral, ETC Lipa, and TRC Sedra.

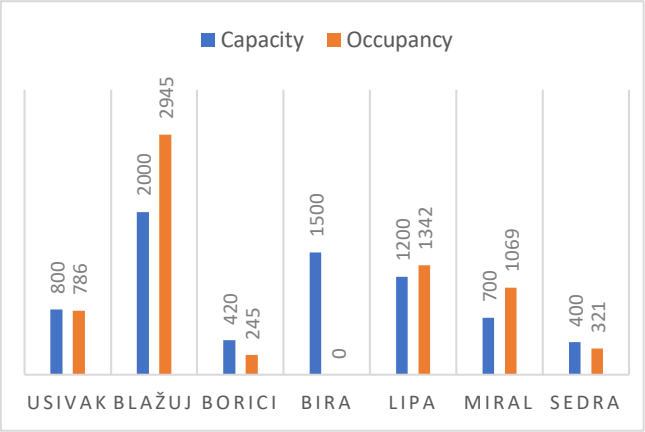
CENTER COORDINATION AND CENTER MANAGEMENT (CCCM)

Key Gaps:

- Lack of accommodation capacities in existing TRCs, especially for women and children. UASC in TRC Borići were accommodated in the isolation area.
- TRC/ETCs power systems is insufficient to cover the entire needs due to increased demand and approaching of winter season.

Key Achievements:

- Winter NFI distributions in all TRC/ETCs were conducted in coordination with partner agencies.
- Agencies discussed the possibility to increase recreational and social activities for migrants and asylum-seekers with the upcoming winter season.
- Protective fences were reinforced to reduce unallowed entries in all TRC/ETCs.



Overview of the Reception Centres

- **TRC Ušivak** (opened in October 2018), in Hadžići Municipality, is currently a mixed profile centre planned for accommodation of 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.
- **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 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.
- **Refugee Reception Centre Salakovac** (RRC) (in operation since 2000) near Mostar, provides accommodation to asylum-seekers and refugees.
- **Asylum Centre Delijaš** (AC) (in operation since 2014), in Trnovo Municipality, exclusively accommodates individuals who have sought asylum in BiH.

CCCM meetings were regularly organized with all partner agencies present at TRCs. In particular, all CCCM meetings promptly communicated the newly released order by SFA to restrict migrants' and asylum-seekers' movement, and posted the information on boards placed in the TRCs/ETCs. In November in ETC Lipa, some of the meetings' actions points included the need to increase sports and social activities for migrants and asylum-seekers due to the upcoming winter season. In TRC Sedra, the discussions on additional monitoring activities of UASC were undertaken due to an increase in the use of alcohol among UASC. The regular bi-weekly Child Protection Working Group (CPWG) meeting was held with the participation of partner agencies (IOM, UNICEF, UNHCR, UNFPA, DRC, CWS, and SCI) in TRC Borići. Main action points discussed and agreed upon were the organization of meetings with the Cantonal Centre for Social Welfare and other organizations involved in CP activities to address the problem of intoxicated UASC and of awareness raising workshops and sessions on the use of alcohol and drugs. Further discussions were held on the need to provide educational flyers on child sexual abuse and to determine referral mechanisms in cases of any potential child sexual abuse instances. In TRC Borići discussions focused on the need to enhance communication with SFA, information and inquiries from partner agencies to SFA on camp administration, coordination and management will be channelled by IOM CCCM to improve information sharing.

Site improvements

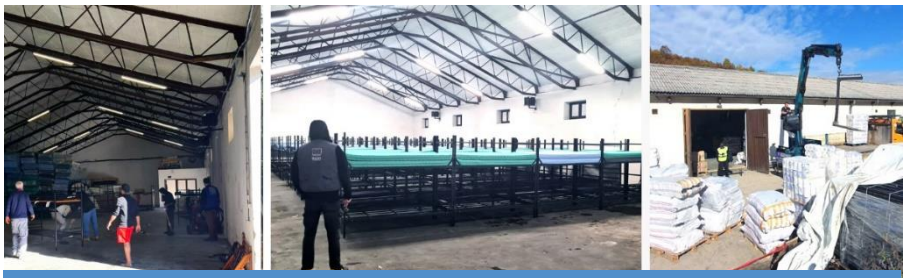
Sarajevo Canton and Herzegovina-Neretva Canton

In TRC Blažuj, construction work to expand the outdoor kitchen was completed. IOM focused on increasing the electrical supply of the TRC. Four electric generators were delivered and connected to accommodation units and five heaters were installed in tents. Other minor work took place, such as repair of a metal bar on a window from the quarantine building which was broken on purpose by migrants and asylum-seekers. Lastly, in TRC Blažuj, IOM in coordination with the Collective Aid Organization prepared informational leaflets on the TRC's map and services for migrants and asylum-seekers. Leaflets included a QR code containing instructions for COVID-19 prevention measures and were translated into four languages (English, Arabic, Urdu and Pashto). In TRC Usivak, construction work to separate UASC accommodation zone from the rest of the TRCs area, as previously requested to improve their safety, started in November and is in progress. The construction work for setting up the dentist infirmary is in progress; electricity and water installation

were finalized, while ceramic works are still ongoing. Furthermore, a heating system was installed consisting of thermogenic heaters. Additionally, metal bars were set up to separate the laundry area from the "Free shop" area. Reconstruction work of the access road was carried out by an external contractor.

Una Sana Canton

In TRC Borići, other than regular repairs, maintenance staff fixed five heaters. The construction of a pathway to connect the entrance of the dining area with the community kitchen was carried out. The action was performed by request of migrants and asylum-seekers. Due to local elections held during November, two additional rooms were set up for children's use to attend online classes. Lastly, IOM Bihać Office IT staff in coordination with the internet supplier *Miss Net Bihać* conducted inspection and installation of LAN in TRC Borići. The initiative aimed at improving safe and faster internet connection to migrants and asylum-seekers in view of the introduction of the Smart Camp Application.



IOM increased reception capacities in TRC Blažui, IOM

In TRC Miral, the protective fence was repaired in several areas of the TRC; walls in the community kitchen were refurbished; installation of a metal door for the tent area was done to prevent irregular entries and to guarantee preventive isolation in the event of COVID-19 cases. A heater was installed in the dining room to ensure a comfortable and warm environment for beneficiaries. Lastly, new beds were installed to expand the capacity of the preventive isolation in the tent area. In TRC Sedra, adaptation work which included installing flooring, painting walls and securing windows, in two rooms intended to become an isolation area, were finalized by IOM. Additionally, a sanitary container for the isolation area was delivered by an external supplier. Furthermore, the relocation of a container from TRC Bira to TRC Sedra designed to become a paediatric unit outside the centre took place. ETC Lipa continued to face problems with electrical supplies, heaters and generators. Some were repaired, others were substituted, and still others were added. One generator was transported from TRC Bira and two additional generators were rented by IOM to meet the ETC's needs. Furthermore, the reorganization of two accommodation tents started, with the aim to increase the security and well-being of migrants and asylum-seekers. Due to increasing pressure on the isolation area with the return of migrants/asylum-seekers, ETC Lipa's accommodation capacities were increased by the addition of beds and mattresses transported from IOM main warehouse.

Accountability to Affected Populations

Communication with communities, participation and transparency

IOM encourages migrants/asylum-seekers to play an active role in decision-making process 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. In TRC Borići, community representatives discussed food menus with IOM Food Focal Point and were asked for recommendations on the introduction of three new meals. Furthermore, partner organizations expressed their interest in participating at the community representative meetings. In TRC Sedra, some of the points discussed included the possibility to make an agreement with the local police and the post office to provide money transfer services to migrants and asylum-seekers. Approval is under evaluation of SFA. Boys Parliament is organized in all TRCs to ensure that UASC views and needs are considered and discussed. CCCMs used this platform to reiterate isolation rules and the risks of absconding the area, increasing the possibility to spread COVID-19 infections. In TRC Usivak, UASC expressed the desire to have more educational activities with a special focus on geography and math subjects. In TRC Sedra, UASC expressed the desire to have additional WI-FI connection in the K zone to increase communication with their families.

IOM is also running info-desks in all TRCs, as reference points where the centre population can ask general questions and access information about available assistance and protection services within and outside of the TRCs. This is also a platform used by IOM and other partner agencies to communicate and share information and updates with the centres' population. IOM is screening a video with the centres' house rules, service schedules and similar relevant information on the public TV displays in TRCs. Centre residents 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 in all TRCs/ETC. Feedback and Complaint Committee were operational in all TRCs, in ETC Lipa migrants and asylum-seekers gave the following suggestions: to re-introduce movie nights and to make changes to the menu. IOM staff in ETC Lipa run a survey to evaluate temperatures in the accommodation tents by migrants and asylum-seekers, which could be accessed via QR code.

UNFPA conducted the first participatory safety and security assessment session with women and girls in TRC Usivak. The aim was to gather feedback from women and girls in regards to their feelings about safety in all TRCs and to highlight risks present in TRCs. Due to the security risks to which women are exposed in toilets due to lack of privacy, UNFPA supported TRC Borici camp management and procured 50 shower curtains. Due to the perceived need, the UNFPA Women and Girls Center team took the initiative, and in cooperation with IOM in TRC Ušivak, adequate lighting was installed in one TRC's area, which significantly increased the sense of security of women and girls who visit the center in the late hours.

PROTECTION

Key Gaps:

- UASC identified after the working hours of SFA and during the weekends in Tuzla Canton are not able to be provided with emergency accommodation.
- Following the signing of the BiH-Pakistan readmission agreement, persons from Pakistan awaiting registration of their asylum-claim are increasingly worried their claims will not be heard. While asylum-seekers are protected from return under BiH law while their asylum claim in in-process, this does not apply to those awaiting registration with the Sector for Asylum, which poses a risk of refoulement for those awaiting registration.
- Reports of domestic violence against women perpetrated by husbands with substance abuse issues increased (four reports of physical violence) according to UNFPA.

Key Achievements:

- 93 guardianships were assigned to UASC by Centers for Social Welfare, directly and in partnership with SCI, World Vision, and CWS, through UNICEF support in USC and Sarajevo Canton.
- 30 UASC were accommodated in CCY.
- Approximately 60 law students were trained in a UNHCR Refugee law clinic in cooperation with the Ministry of Security, Vasa Prava BiH and six law faculties of BiH (Bihac, Mostar, East Sarajevo, Sarajevo, Tuzla). The two-week online course focused on various aspects of international refugee law and on raising awareness of students with regards to the situation of refugees, asylum-seekers and stateless people.

Asylum and Registration

From 68,884 detected arrivals between 1 January 2018 and the end of November 2020 by BiH authorities, 64,473 (94%) formally expressed their intention to seek asylum with the Service for Foreigner's Affairs. Of these, 2,590 (4%) formally lodged an asylum claim with the Sector for Asylum (SA). During November, the Service for Foreigners' Affairs registered 976 attestations of intention to seek asylum, which is 92 per cent of registered arrivals during the month (1,064). The Sector for Asylum (MoS) registered 12 first instance asylum claims during the month, of which 11 were conducted in UNHCR's Information Centre in Sarajevo. From 1 January to 30 November 2020, a total of 233 first instance asylum claims were registered by MoS. Overall, this is a 68 per cent decrease compared to the same period in 2019 (733). The following are the top five countries of origin of applicants of first instance asylum applications in BiH in 2020: Iraq (71, 30%), Turkey (37, 16%), Afghanistan (31, 13%), Morocco (16, 7%) and Pakistan (14, 6%). 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 285 asylum-seekers are awaiting RSD interviews or a decision on their claim at the end of November. UNHCR is aware of an additional 384 individuals who wish to register their asylum claim and have been unable to do so.

After being denied entry to the Asylum Center (AC) Delijaš since the instatement of COVID-19 restrictions in March, as a result of continuous advocacy, UNHCR's legal partner Vaša Prava BiH has now been granted access once a week by the BiH Ministry of Security's Asylum Sector. During this period UNHCR placed mitigation measures to extent possible to ensure availability of legal information to prospective asylum-seekers. Additionally, refugee status was granted to an individual following the successful appeal of a previous decision from 2017 granting subsidiary protection. Seven first instance decisions were made during the month, of which four were granted subsidiary protection while three were rejected.

Child Protection

Key achievements

The operating of designated zones for UASC continued in TRC Miral by SCI with UNICEF support, 24/7 child protection support to both UASC and children within families in TRCs Borici and Sedra by SCI with UNICEF support, and in TRC Usivak by World Vision. A total of 744 children on the move (89 girls, 655 boys, including 543 UASC) benefited from on-site 24/7 protection support (case management, MHPSS, legal information) as well as non-formal and recreational activities, including through CFS RRC Salakovac and TRCs Borici and Sedra during November. A total of 331 children benefited from CFS activities in November.

In collaboration with UNFPA Boys and Young Men Centre team, World Vision and BHWI, weekly meetings were held in TRC Ušivak with representatives of the boys ("The Boys Voice"), to offer mutual recommendations for improving services and activities, also with efforts to jointly address and resolve key issues. UNFPA organized regular weekly activities for UASC staying in TRC Blažuj, during which 79 participations were recorded.

Trends and gaps identified

Through UNICEF support for child protection activities, CSW Kljuc identified 12 UASC at the checkpoint Velecevo ensuring BIA, referral to relevant services and psychosocial support. None of the identified UASC were accommodated in TRCs, due to the imposed ban on transportation from the inter-entity boundary line (IEBL) in Kljuc. Decreased number of new arrivals, both UASC and family members, were observed at Velecevo checkpoint. Transportation of all vulnerable refugees and migrants from IEBLs is still restricted by Operational

GENERAL HIGHLIGHTS

12
Staff members working in RRC Salakovac from MHRR, MoS, WV, VP BiH, DRC, IOM and BHWI were trained by UNHCR on PSEA.

800
Migrants and asylum-seekers assisted by DRC Protection Outreach Teams through protection referrals throughout BiH

1,128
Migrants and asylum-seekers reported push-back incidents from Croatia to BiH to DRC Protection Teams. The most vulnerable cases were referred to medical assistance, MHPSS and accommodation/ Registration.

312
Migrants and asylum-seekers disembarked in Velecevo during November

ASYLUM HIGHLIGHTS

12
New asylum claim registrations, 233 in total in 2020

1
Recognized refugee statuses granted in November, 1 in total in 2020

Group HQ USC. The number of UASC identified at ETC Lipa site was high during the month of November, 48 UASC were identified out of which only 15 were accommodated in TRCs. In mid-November, UNICEF CPiE Monitoring Team visited Bosanska Bojna in Velika Kladusa. A total of 47 families with 207 members were present at Bosanska Bojna, out of which 107 were children. These families were relocated to TRCs in USC by the end of the month, after worsening weather conditions.

During November, in Tuzla Canton SCI identified 85 UASC, out of which 41 were new arrivals and 44 were going back to Serbia, compared to 129 in October. The main reasons as to why UASC decide to go back to Serbia are: impossibility to cross the border, no availability of accommodation, border violence and harsh weather conditions while sleeping rough in squats. Out of 85 identified, 30 UASC were accommodated in CCY. In November, in Sarajevo Canton SCI identified 114 newly arrived UASC, out of which 88 were in TRC Blažuj and 26 in outreach locations. Out of those, only 18 UASC could be accommodated in TRC Ušivak. Most UASC resort to staying in TRC Blažuj from 7 to 30 days. As most of them have found their friends and are part of groups, they are less inclined to want to go to TRC Ušivak even if there is available space. UASC in TRC Blažuj remain undocumented by state authorities. SFA does not conduct registrations and thus CSW cannot appoint guardianship.

In TRC Borići, UNFPA gathered information that a dozen UASC went back to Serbia and further to Romania, as well as statements about several successful onward movements by so called "taxi game" where UASC reached Italy in less than 48 hours.

Key recommendations

There is an urgent need to expand reception capacities for families with children and for UASC, in particular in Sarajevo and Una-Sana Cantons, it is estimated that the number of UASC staying outside TRCs is up to 200. Additionally, access needs to be ensured to basic support services for vulnerable categories who reside outside TRCs and are exposed to various protection risks due to the lack of accommodation capacities.

Gender Based Violence

UNFPA team held regular meetings with Women and Girls 15+ Committees (TRC Ušivak and TRC Sedra) in the previous month, where the main problems women and girls facing were discussed, with a joint search for the best solutions and a proposal for some future improvements.

GBV Training in TRC Blazuj, UNFPA

In November, 42 cases of GBV were identified in Sarajevo and USC out of which five cases involved UASC, seven cases involved young men and the rest of the cases involved women as survivors. Regarding GBV survivors' safety needs, five safety plans were made, as well as six action plans created to meet survivor's needs and provide interagency support. A case conference was held with the participation of IOM, DRC, Vaša Prava, MDM and UNFPA GBV Case Manager with the aim of providing interagency support for a GBV survivor from China (GBV survivor), for which, due to the language barrier, UNFPA organized the interview with an interpreter as well.

Meeting between UNFPA and MdM were held aimed to involve male perpetrators in MdM activities to prevent domestic violence and provide interagency support for the whole family. One of the main concerns identified were the difficulties of women survivors to attend activities regularly, due to their inability to leave children unsupervised in their accommodation in TRC Ušivak, because they are either single women or don't have the support of their husbands in childcare.

UNFPA GBV Case Manager and PSS experts held five sessions on GBV separately for women and men which were attended by 17 women/girls and 46 men/adolescents, with the goal to raise awareness and empower participants in creating gender equality, which should result in prevention and reduction of GBV. In addition, in USC, UNFPA PSS Experts organized sessions on "Violence: definition, types, recognition." The aim was to teach participants about the definition of violence, types of violence and recognition of violence, what to do if violence happens to them and what to do when they hear that someone else is a victim of violence. In total, 34 women participated, and four women asked for individual psychological meetings.

DRC GBV Specialist followed up to 30 open cases on a weekly basis, with four new cases in November. DRC and Zene sa Une, in partnership with UNHCR, continued providing safe accommodation for GBV survivors in USC and other extremely vulnerable cases identified by partner organisations. The Safe House run by Zene sa Une is the only currently available shelter for GBV survivors in BiH, it is also open to accommodating other vulnerable persons. During the month, seven individuals were supported with accommodation. DRC also

4
Subsidiary Protections granted in November, 31 in total granted in 2020

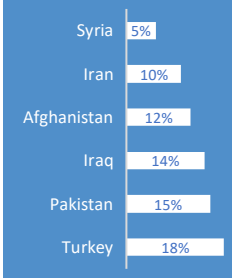
3
Rejected claims in November, 49 in total in 2020

15
Terminated procedures – suspensions in November, 535 in total in 2020

976
New Intentions to Seek Asylum 14,669 in total in 2020

94%
Of arriving persons are issued Attestation on the Intention to Seek Asylum in BiH in 2020

285
Asylum claims pending decision by MoS (at the end of the month). **Top six Countries of Origin** among asylum-seekers at the end of November



384
Persons awaiting registration of their asylum claim by MoS with assistance of UNHCR/Vaša prava BiH at the end of the month

2,254
Legal counselling sessions by UNHCR/Vaša Prava BiH in November

CHILD PROTECTION HIGHLIGHTS

529
Unaccompanied or Separated Children in BiH at the end of the month

16%

continued providing alternative accommodation for two GBV survivors in Sarajevo Canton.

Through UNHCR/BHWI, reactive SGBV counseling was provided after beneficiaries reported different types of SGBV in the countries of origin as well as during their stay in the reception centres during the initial interview and psychological counseling. Reactive counseling was focused on emotional ventilation, empowerment, and encouraging socialization in the current environment. An SGBV workshop was held at RRC Salakovac as well, where beneficiaries discussed the impact SGBV has on women's health and well-being.

Psychosocial Support

SCI case workers identified, registered and actively managed 159 cases among UASC population (36 in TRC Miral, 55 in TRC Sedra, 68 in TRC Borici). A risk assessment determined 49 high-risk cases (18 in TRC Miral, 17 in TRC Sedra and 14 in TRC Borici). High-risk cases mostly include children identified as potential GBV survivors, children with significant MHPSS issues, potential victims of trafficking, and/or children at a particular safety risk.

UNHCR/BHWI psychosocial team provided interventions of individual and family social counseling, individual and family psychological counseling, social and psychological mentoring, psychological first aid at the following locations: TRC Ušivak, RRC Salakovac, AC Delijaš, Immigration Center Lukavica, urban zone in Sarajevo and Zenica, while the outreach team operated in Tuzla Canton and border areas (Bijeljina, Zvornik).

Eight women who reported allegations of violent pushbacks were provided psychological support by UNFPA. In Sarajevo and USC, UNFPA noticed an increased number of vulnerable women and girls who sought or were identified for psychological support, with 252 psychosocial services provided including 12 crisis interventions in TRC. The most common diagnoses were depression, sleep problems, difficulty-controlling aggression, etc. Out of 167 beneficiaries with issues, reached by UNFPA in TRC Blažuj ("single man camp"), thirteen of them were UASC in need which were further referred for accommodation, TRC documentation and medical support.

Durable solutions

Assisted Voluntary Return and Reintegration (AVRR)

BiH is the only country in the Western Balkans that managed to resume AVRR departures, following the COVID-19 outbreak. In November, there were 55 departures (23 to Pakistan, 11 to Afghanistan, 10 to Morocco, four to Nepal, three to Iraq, two to Tunisia, one to Ghana, one to Iran). Furthermore, 4,090 migrants were reached by IOM AVRR outreach staff in BiH (1,552 outside centres and 2,538 in centres). IOM's AVRR outreach team was present in all TRCs, even during the lockdown, promoting migrants' rights and informed decision making by providing migrant families and individuals interested in voluntarily returning to their country of origin with information and counselling relevant to their decision. Awareness raising efforts and information dissemination increased and AVRR is sharing information related to COVID-19, in accordance with WHO developed guidelines. Information also include data on mobility restrictions and can be accessed on web page developed for AVRR information campaign.

of UASC are 15 years of age or younger

1,533
Protection assistances to UASC provided by UNHCR/BHWI in November

PSYCHOSOCIAL SUPPORT HIGHLIGHTS

654
Number of PSS interventions provided by UNHCR/BHWI in November 2020

298
MHPSS consultations in TRCs provided by DRC in November to a total of 281 direct beneficiaries

NON-FOOD ITEMS (NFIs)

Key Gaps:

- Lack of NFIs, particularly for winter, such as gloves, hats, winter jackets, boots, and blankets for both TRCs and Outreach.
- Bad weather conditions prevent the provision of sufficient assistance to migrants and asylum- seekers in informal squats.

Key Achievements:

- Additional NFIs were distributed due to low temperatures. IOM in coordination with the Red Cross distributed winterized NFIs through outreach teams for those sleeping rough outside the centres.
- 367 children were reached with winter NFIs through UNICEF.

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 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 and asylum-seekers which contains pyjamas, slippers, a towel and other items necessary for hospital stays; specially prepared baby packages, and other items according to their needs. Also, all new arrivals who are in pre-registration waiting to be screened are provided with hygiene packages (including soap, shampoo, shower gel, toilet paper, tissues) as well as clothes if needed. In November, a new system of tokens for NFI distribution was introduced in TRC Sedra which was suggested by migrants and asylum-seekers to reduce queues in accordance with COVID-19 preventive measures.

NFI Distribution, IOM Outreach team

Given the severe weather conditions, NFI distributions focused on winter items including blankets, raincoats and shoes. A total of 106,425 individual items were distributed to 6,146 persons. In addition to these, donations in NFIs included hygiene packages, winter clothing, PPE (masks, gloves and soaps), and toys (balls) for children. NFIs were donated by Caritas, where the Apostolic Nunzio directly participated in the distribution; Red Cross, Islamic Relief, Protestant Refugee Initiative, Baptist Church, local NGOs, a local insurance company, and private citizens.

UNICEF winter NFI distribution was organized in TRCs Sedra, Borici and Miral. At the end of the month, 2,493 NFIs were distributed directly in TRCs in USC.

Through the Centres for Women and Girls and Boys and Young Men Centres, UNFPA continues to distribute modern contraceptives and hygienic products regularly as per identified needs. In November, UNFPA distributed dignity kits (sanitary pads, toothpaste and toothbrushes), contraceptives (condoms) and pregnancy tests for 58 women. In addition, 19 dignity kits and 81 condoms were distributed for men through Centres for Boys and Young men. The UNFPA Women and Girls Center team in TRC Ušivak in cooperation with IOM, facilitated a second-hand shop for distributing winter clothes and basic needs for sensitive cases.

DRC Outreach Protection Teams provided energy saving food supplies and emergency non-food items for the most vulnerable migrants and asylum-seekers including families, UASC and single adult males identified in pushback areas or disembarkation points in USC, as well as migrants and asylum-seekers accommodated in inadequate accommodation outside of TRCs throughout BiH. In total, 9,652 assistances through distribution of emergency food and non-food items were provided.

The mobile team of UNHCR/BHWI in November delivered 63 packages of food and hygiene products to the homes of the most vulnerable recognized refugees, persons under subsidiary protection, and asylum-seekers. Packages were delivered to families in Sarajevo, Mostar, Zenica, Bugojno, Bihać, Prijedor, Gračanica, Tuzla and Banovići.

WATER SANITATION AND HYGIENE (WASH)

Key Gaps:	Key Achievements:
• Leaking pipes in sanitary facilities (toilets, showers, etc.) in the isolation area at the bungalows in TRC Sedra. • Due to low temperatures, water pipes in sanitary container froze and are not currently operational in ETC Lipa. • Overall insufficient capacity of water heaters to supply hot water throughout the day due to increased pressure on the system, in all TRC/ETCs.	• Set up of two additional sanitary containers in the isolation area of TRC Sedra.

Site Development Highlights

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, and water taps. Five TRCs have functional laundry systems for the washing of TRC bedding/sheets and the centre population's personal belongings. During the reporting month, in coordination with Caritas, two washing machines and two dryers were transferred and installed in TRC Borići laundry room, while four washing machines and four dryers, were transported to TRC Ušivak, where works for the establishment of laundry services are in progress.

TRC Borići has 21 toilets and 16 showers inside the building and 19 toilets and 28 showers outside the building (in sanitary containers), with facilities separated by sex. Hot water and drinking water are available in the centre. Six washing machines and six dryers are installed and operational.

TRC Miral has 64 toilets and 34 showers. Out of which 5 toilets and 5 showers are separated only for UASC. Drinking water is available in the centre.

In ETC Lipa, there are 102 toilets, 74 showers and 24 concrete sinks, for personal hygiene and access to drinking water. After a long wait and lobbying with the municipality for the fulfilment of the agreement to install a wastewater disposal system, the works on the sewage system were finally completed. ETC Lipa is now equipped with one washing machine to be connected to the water system.

TRC Sedra has 49 toilets and 62 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.

5,220 persons assisted with laundry

165 toilets available in TRCs/ETC

176 showers available in TRCs/ETC

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 50 toilets and 50 showers. Hot water and drinking water are available.

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

FOOD SECURITY AND NUTRITION

Key Gaps:

- Due to overload of electric components, the community kitchen in TRC Borići was out of function.

Key Achievements:

- Changes in food menus based on migrants and asylum-seekers feedback are ongoing.

Food distribution in TRC Miral, IOM

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. IOM and partners provided a total of 377,480, out of which 194,734 meals were distributed in USC, 182,746 in SC and 6,946 in RRC Salakovac.

Improvements based on community feedback

In USC, upon the request of the centre population, IOM made available open, fully equipped kitchens so that migrants can prepare their own food if they wish. Due to COVID-19 prevention measures there are limited number of persons that can cook together at a time.

IOM continued to measure satisfaction with meals, by conducting surveys daily, in terms of quality and quantity offered. IOM is continuously making amendments to respond to requests from migrants and asylum-seekers. Changes in food preparation were discussed and agreed in TRC Borići, Sedra and Miral based on feedback received.

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

UNICEF in partnership with Fenix and World Vision continued providing individual support to mothers, pregnant women and children, and in cooperation with IOM continued distributing NFI and FI to mothers and children, including complementary food for babies prepared per UNICEF guidelines on child feeding, and under the supervision of MBC Staff. IOM provided babies below 24 months with special complementary food which is prepared by Red Cross, these usually consist of salty and sweet purees which are being made for babies in TRC Sedra, Borići and Usivak. A total of 1,307 complementary meals were distributed for 167 babies and 170 baby formulas were distributed for 14 babies.

Workshop with mothers in MBC Sedra, UNICEF/Fenix

MBC staff provided daily counselling to mothers and pregnant women on breastfeeding, young child feeding, diverse diet, and regular health check-ups. Mothers are assisted every day with baby bathing and visits to paediatrician. Continuous workshops were held on the topics of maintaining good personal hygiene and hygiene of the living spaces, also putting it into the context of COVID-19 prevention. Workshops on lice and chickenpox prevention and treatment, and creative workshops with children on the development of their fine motor skills and creativity were also held. In the month of November, 154 parents, 142 children under five, and 20 pregnant women benefitted from MBC services. More than 1,943 individual services were provided to mothers and children, including the distribution of more than 1,500 FIs and more than 4,000 NFIs distributed through MBCs in USC and SC.

377,480
Meals distributed by IOM and partners

Community kitchens are operational in all six TRCs/ETC

170
portions of baby formula distributed for **14** babies

HEALTH

Key Gaps:

- Lack of measures to prevent COVID-19 outbreaks in out-of-site locations including: non-existent WASH facilities, lack of hygiene items, and inability to keep social distance. Additionally, medical services are not available on a regular or sufficient basis for screening and isolating potential cases.
- Two COVID-19 cases were confirmed in TRCs.
- Only urgent cases were referred to SHC in BiH due to COVID–19 preventive measures and restrictions. Furthermore, for any surgical intervention, migrants and asylum-seekers are obliged to provide a negative COVID-19 test, delaying much needed medical care.

Key Achievements:

- Four health care service providers were supported by DRC in USC and Herzegovina Neretva Canton with specialized medical equipment for COVID-19 management.
- Two workshops were held for frontline healthcare professionals in USC and Sarajevo Canton in regards to the development and implementation of the Standard Operating Procedure for prevention of COVID-19 transmission.
- UNICEF/DRC preventive dental examinations and consultations on oral hygiene by the dental team of PHC Cazin and Bihać were done for 102 children in TRC Sedra and 82 children in TRC Borići aged 0-17 years.
- 92 children in Bosanska Bojna were medically examined by UNICEF/DRC.
- On World Children's Day, group learning and empowerment activities were organized for children in TRC Miral and TRC Sedra, which included the UN Convention on the Rights of the Child and children's right to mental health.

General

In coordination with IOM AVRR office, DRC Protection and Medical Teams assisted in organizing medical examinations for migrants/asylum-seekers who expressed an intention to voluntarily return to their country of origin. In coordination with World Vision and UNICEF, DRC PMO and DRC Medical team organized the medical examinations for newly arrived and currently accommodated UASC in TRC Usivak. All violent pushback cases reported to or observed by DRC and PHC medical teams were provided with first aid and other health care services, based on their needs and conditions.

COVID-19

Throughout November, 3,838 entry screenings for COVID-19 symptoms were performed in TRC/RRC/ETCs. At the end of the month, there were 261 migrants/asylum-seekers accommodated in preventive isolation in USC TRCs/ETC and 10 migrants/asylum-seekers exhibiting symptoms isolated in symptomatic isolation, four in TRC Miral, two in TRC Sedra and four in ETC Lipa. Five migrants/asylum-seekers were tested for COVID-19 during November. The total capacity of isolation areas for migrants/asylum-seekers expressing symptoms remains at the same level--161 beds in all TRCs. Total capacity of preventive isolation reached 243 beds in TRCs/ETC in USC.

Information sharing on COVID-19, UNFPA

Primary and Secondary Healthcare

Within seven temporary medical units within reception centres in USC, Sarajevo Canton and Hercegovina-Neretva Canton (Borici, Sedra, Miral, Lipa, Usivak, Blazuj and Salakovac), a total of 8,944 examinations were performed. In the medical units, there were 2,400 direct medical interventions performed by Primary Health Centre medical teams in coordination with DRC. In addition, 4,187 migrants/asylum-seekers were medically attended directly by DRC staff. The largest number of examinations/interventions were performed in TRCs Blazuj (2,171) and ETC Lipa (2,213). DRC implementing partner Jesuit Refugee Service (JRS) provided assistance/medical escorts to 304 patients through 362 medical accompaniments to primary and secondary care facilities in USC, SC and HNC. 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 53 direct medical interventions. Two migrants/asylum-seekers were referred to SHC.

Outreach Medical Officer in USC performed 224 interventions. The most common diseases the field team treats are skin diseases such as scabies and body lice, which in some locations affect more than 80% of the population present at the time of the visit and are often complicated by secondary infection that almost always requires antibiotic therapy and regular dressing. In addition, fungal skin infections, as well as serious chronic irritations are common, all due to the inability to maintain personal hygiene. In addition, increased was noticed in respiratory diseases and gastrointestinal diseases. Worsening weather conditions could soon bring an additional risk of hypothermia, trench feet and even frostbite, but also other accompanying diseases such as injuries due to slippery terrain, burns due to open fire, respiratory and gastrointestinal diseases, etc. 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 the public health institutions. Red Cross Outreach Teams, working in partnership with DRC, assisted 2,584 migrants/asylum-seekers, through 3,248 first aid assistances and 1,756 PSS first aid consultations.

Paediatric Healthcare

Medical pre-school examinations for newly arrived children enrolling in school were completed for 37 children in TRC Sedra and 33 children began the procedure in TRC Borići. The final paediatric examinations for them will be realized by the PHC Bihac pediatric school team. The same process will be repeated with the arrival of new families with children of school-age. UNICEF/DRC Project Coordinator, together with the DRC Outreach Protection Team, visited the site of Bosanska Bojna, upon the urgent call received on identified need for paediatric services. A total of 92 children aged 0-17 years were examined, where several health concerns were detected, mainly related to respiratory

infections, changes in the skin, such as inflammatory processes, as well as febrile conditions. Each examined child was issued appropriate medication upon telecom consultations with the paediatrician. The beneficiaries were also supported with NFI and FI. In TRC Borići and Sedra, a total of 109 children received various health services, including paediatric check-ups, counselling sessions on personal hygiene, dental services and ophthalmological services and 233 parents were counselled on the importance of immunizations.

Gaps and Obstacles

In TRC Sedra, in preventive isolation, there is a large number of children, who are under the constant supervision of UNICEF/DRC and in consultations with pediatricians. Most children have severe respiratory infections due to being frequently outdoors, while some also have inflammatory processes on the skin. There is a lack of hot water in TRC Sedra, where personal hygiene procedures cannot be carried out adequately, making the treatment process of infectious and communicable diseases quite challenging. Migrants/asylum-seekers livings outside lack access to sufficient food and health care. With the arrival of colder weather, health conditions of children may deteriorate.

Sexual and Reproductive Healthcare

UNFPA gynaecologists in Sarajevo and USC supported women and girls in need through the provision of sexual and reproductive health (SRH) services, with 152 participations. Most women prefer individual sessions while taking a consultation with the gynaecologist, during which 30 women were recommended for further treatment. UNFPA provided SRH services to a sensitive case in which one woman needed an urgent surgical procedure. In addition, UNFPA took another GBV woman survivor for testing for sexually transmitted diseases. With the support of IOM and in cooperation with the local Health Care Centre, UNFPA organized gynaecological examinations for 35 women. The UNFPA gynecologist noticed that, during the previous month, the majority of women and girls participants had problems with urinary tracts infections due to the cold weather and hygiene conditions, to whom were given appropriate advices and prescriptions. A total of three pregnant women were followed up by DRC. Required reproductive health care services were regularly delivered to female population in USC, SC and HNC. In UNFPA Boys and Young Man Centres, UNFPA urologist held six sessions on SRH (reproductive organs, hygiene, contraception, transmitted diseases, etc.) with 48 UASC participants recorded. During these sessions, the urologist held additional five individual consultations among which four UASC were taken for further medical treatment, and they have been referred to CWS/SCI legal guardians.

Mental Healthcare

DRC provided a total of 17 MHPSS interventions in November. There was a notable increase in urgent, complex MHPSS cases in all TRCs/ETC. Most of them require involvement of different actors present in the centers (IOM, MdM, UNFPA, SFA, UNHCR, DRC) and joint actions. These cases involve complex symptomatology and impulsive reactions that require an urgent response. Additionally, there was an increase in reported MHPSS cases living outside the centres. According to the outreach teams, most of them refuse accommodation in the centres, where migrants/asylum-seekers could receive mental healthcare.

There is a notable increase of neuropsychiatry (NPS) referrals of UASC, mostly for self-harming and crisis of consciousness. The trend was also observed by the psychiatrist present at the TRCs, with concerns that it is necessary to educate staff working with children and minors about the benefits but also that NPS for children and minors should be the last resort. It is recommended that the activities for UASC include occupational activities and that the collaboration between the staff working with UASC and the psychologist is improved. A DRC contracted neuropsychiatrist completed 120 examinations of targeted group of migrants/asylum-seekers accommodated in target TRCs. DRC implementing partner, Médecins du Monde (MdM) continued implementing MHPSS activities for the adult male population with the aim to improve the mental health conditions of migrants and asylum-seekers. MdM assisted 281 new direct beneficiaries during the month, a total of 296 mental health consultations were conducted. In addition, 126 group empowerment sessions were conducted in seven TRCs for a total of 982 participants.

According to SCI, an increased number of five UASC were diagnosed with one or more mental illnesses and treated by a neuropsychiatrist. Despite the efforts that caseworkers and other child protection staff invest in supporting children with more severe MHPSS illnesses, the system often fails to help these children as there are not many opportunities to provide adequate care.

UNICEF in partnership with MdM continued to provide MHPSS for UASC and children in families in TRCs in USC. UNICEF/MdM MHPSS team conducted individual and psychosocial group sessions with UASC and children from families. UNICEF/MdM MHPSS team provided services to 118 children in three TRCs in USC. A total of 74 individual counselling sessions were held in TRCs Sedra, Borići, and Miral. In TRC Sedra, TRC Miral and TRC Borici 31 psychosocial and empowerment group sessions were held with the total of 205 participations. Psychosocial and empowerment group sessions with children and youth focused on topics related to core values, respect, dignity, etc. Group sessions aimed at making beneficiaries aware of their capacities, strengths, communication skills and learning how to build healthy relations among them. During individual and group psychosocial treatment, UNICEF/MdM psychologists are raising awareness on short and long-term medical and mental health complications that alcohol and psychoactive substance use can cause, the impacts of alcohol abuse and addiction, its influence on feelings and relation to depression and anxiety.

8,994 PHC Examinations
in November

2,400 PHC Interventions
in November

141 SHC Beneficiaries
in November

EDUCATION AND LEISURE

Key Gaps:

- Due to COVID-19 restrictions and introduced online and combined models of attending classes, it is extremely challenging to organize formal education classes for children on the move.
- Children older than 15 do not have access to secondary school.

Key Achievements:

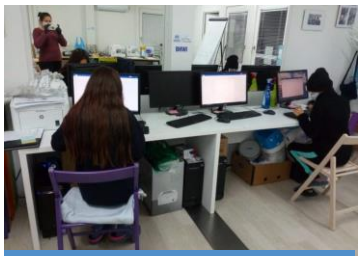
- Establishing the procedure for the official registration of migrant and asylum-seeking children in school registers was initiated by UNICEF and SCI with the Ministry of Education in Una-Sana Canton. This will enable children to receive school testimonials after each finished year at school and get all other official certifications from the local public schools.
- The hairdressing salon was opened in TRC Borici as part of UNHCR-DRC Community Based Protection activities.
- On 20 November, UNFPA Boys and Young Men Center together with SCI and CWS organized a celebration of Children's Day in TRC Borići.

Educational Activities

Non-formal education activities were held on a daily basis in TRCs Borići, Sedra, Ušivak and Salakovac, and on weekends in TRC Miral, focusing on language learning, literacy, numeracy, creative and recreational workshops. A total of 179 children and 43 parents were reached during November with the Akelius Digital Language Course in all TRCs in BiH. The majority of UASC accommodated in TRC Miral have never had the opportunity to access education and are therefore illiterate and do not know basic math skills. By implementing non-formal education activities there, UNICEF and SCI ensured access to basic education for these children, a total of 26 UASC regularly attend education activities in this TRC. UNICEF held two formal meetings with the Ministry of Education of Sarajevo Canton, and school directors of three public schools nearby TRC Ušivak, to discuss options for the inclusion of migrants/asylum-seekers from this TRC in formal education.

Dancing workshop in CFS in TRC Usivak, UNICEF/World Vision

A total of 12 individuals from private accommodation attended intensive local language course on a regular basis through UNHCR/BHWI. A total of 10 children attended "My School" through UNHCR/BHWI. Depending on the age and level of knowledge, participants are divided into four groups. Children learn letters of the alphabet, while those who are more advanced read texts, translate, learn greetings and the names of food, fruits and vegetables. Computers are now being utilized, enabling students to learn how to use keyboards. Two adults are also involved in "My School" in the Latin alphabet literacy program.



"My School" in RRC Salakovac, UNHCR/BHWI

Occupational Activities

In UNFPA Boys and Young Men Centres (BYMC) in USC and SC, sessions were provided based on the Boys on the Move methodology such as life skills learning, creative workshop, language lessons, art and IT sessions with 870 UASC participations, 491 young men participations, and sport activities with 377 participations. Through all the mentioned activities, 80 new UASC and 121 new young men participated. BYMC's are working regularly on raising awareness on health and COVID-19, in Sarajevo Canton TRCs information sessions were held with 139 participations. In addition, 112 containers were disinfected. UNFPA continued to assist vulnerable women, girls, and GBV survivors through Centres for Women and Girls and provide support to rehabilitate and strengthen resilience through empowerment programs and life-skills education; 527 participations were recorded.

The opening of the hairdressing salon took place on 24 November in TRC Borici through UNHCR/DRC. The salon will provide learning opportunities for TRC dwellers and potentially open possibilities for successful local integration in BiH. A total of 11 migrants/asylum-seekers benefitted from this service during the last week of November. Through UNHCR/BHWI, 45 individuals (including 15 UASC) attended the sewing workshop in TRC Ušivak where they sewed and repaired clothes for themselves and others. UNHCR/BHWI in TRC Ušivak continued with the educational workshop "Hairdressing skills course," a total of 35 women participated in this workshop.

Hairdressing Salon at TRC Borici, UNHCR/DRC

Recreational Activities

At the suggestion of the UASC representatives ("Boys' Voice"), expressed at one of the weekly meetings, a volleyball tournament was held at TRC Ušivak, organized in cooperation with UNFPA, WV and BHWI. One of the "Football no limits" events was organized in primary school Ostrožac near TRC Sedra. IOM/IPSIA together with SCI arranged for migrant and asylum-seeking children to play football with children from the local primary school. IPSIA also organized an excursion to Ostrožac Castle with minors of TRC Sedra and local children from primary school Ostrožac. were on an exciting tour of the rich and interesting history that is Ostrožac Castle. In the new Social Corner in TRC Sedra (Cazin), IOM/IPSIA serves tea every day and coffee once per week, and migrants and asylum-seekers play various games. Three times a week workshops were organized for children, teens and women. Three workshops were organized in TRCs Sedra and Borici on ecology, photo voice and gender equality.

Visit to Ostrožac Castle, IPSIA

Traditional cuisine cooking competitions were held regularly in ETC Lipa. IOM provided all the groceries needed and the judges selected the best dishes. The winners were given awards consisting of various food and non-food items. The National Cuisine Day was organized in TRC Borići, where the Arab community representatives prepared Arabic traditional dishes for migrants and asylum seekers.

A documentary on migrants' stories living in camps filmed by journalist Nerminka Ermic was projected in TRC Blažuj.

IOM organized transportation for ten children and their families from TRC Sedra with the purpose of visiting the culture center of Cazin and to attend trainings in the school gym of Ostrozac, together with children from the host community.

In TRC Blažuj, UNFPA in cooperation with IOM and Red Cross, organized the first rounds of educational trainings on First Aid.

HIGHLIGHTS

- UNICEF/SCI facilitates enrolment of children into primary schools in Bihać and Cazin in cooperation with the Ministry of Education USC, with 141 children attending formal education during the month of November, out of which 57 are attending regular classes and other are in preparatory classes.

SAFETY AND SECURITY

Key Gaps:

- Increased number of security incidents involving IOM Outreach team was registered.
- Frequent incidents due to consumption of alcohol, involving UASC, reported in many TRCs.
- High number of irregular entrances due to absence of fences.

Key Achievements:

- IOM, together with all the partners, is looking into ways to prevent the consumption of alcohol by UASC (awareness raising, leisure activities, etc.).

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, Borići, 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.

IOM continuously works on improving the security and safety measures in all TRCs by filling the gaps and recommendations. In November, the fence was reinforced almost daily in all TRCs to prevent unauthorized entries, and persons from absconding from the isolation areas.

UNDSS with support of UNHCR and UNFPA organized a security orientation briefing for new personnel of UN SMS organizations.

TRC incidents

Increased number of security incidents involving IOM Outreach team was registered during the reporting month. Incidents involved the border state police, local citizens as well as migrants and asylum-seekers, where IOM/RC teams were verbally attacked and/or threatened to not conduct planned distribution of NFIs and food packages.

Pursuant to the murder of a BiH national, police forces visited TRC Blažuj several times. Police were present 24/7 in front of the TRC, not allowing migrants/asylum-seekers to exit.

Daily non-violent protests by small groups of local citizens were held in response to the murder of a local citizen.

TRANSPORTATION AND LOGISTICS

IOM has on-call mobile teams available 24/7 for assistance and transportation of migrants and asylum-seekers providing various types of transport. These include transportation for medical cases to hospitals, for children going to school, for vulnerable and injured persons to centres identified by outreach teams, for asylum-seekers going to their asylum interviews and transfers at the request of the SFA. Red Cross resumed the principal responsibility for the provision of transportation in USC, however IOM continued to provide transportation if/when needed.

Due to a previous ban on transport of migrants in USC imposed by local authorities, a new protocol was signed between IOM, the Ministry of Security, SFA, and UNHCR to facilitate the transportation of minors in BiH. The numbers in November were as follows: 228 to medical facilities, 39 to SFA, 34 for education, 46 outreach and 104 others (which also includes transports between TRCs).

451 transports were carried out for **1,107** persons

3W																					
LOCATION																					
	Bosnia and Herzegovina without Una-Sana Canton									Una-Sana Canton									TOTALS	
	RRC Salakovac	AC Delijaš	TRC Ušivak	TRC Blažuj	Imm. Ctr.	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 Borići	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	**23**	**30**	**777**	**3015**	**46**	**89**	**254**	**178**		**1078**	**355**	**387**		**1444**	**7**	**9**	**1188**	**2000**	**7,260**	**8,900–9,700**
# of males	14	15	600	3015	43	52	-	-	-	1078	213	234		1444	6	8	-	-	6,722	
# of females	9	15	177		3	37	-	-	-		142	153		0	1	1	-	-	538	
# single adult men			39	2949		27	-	-	-	1025	3	1		1444	4	3	-	-	5,495	
# of families	6	6	141	0	-	17	-	-	-		81	98		0	1	2	-	-	352	
# of children in families	11	19	199	0	0	35	-	-	-		120	139		0	2	2	-	-	527	
# of UASCs	0	0	280	66	0	0	-	-	-	53	74	56		0	0	0	-	-	529	
# of asylum-seekers	0	5	20	8	3	77	-	29	-	3	13	18		0	4	7	0	-	187	
# of persons awaiting asylum registration	23	25	106	78	0	12	-	55	-	10	31	35		4	1	2	2	-	384	
WHO DOES WHAT AND WHERE (3W)																					
Shelter	MHRR/ MoS/ AS/ UNHCR	MoS/ AS/ UNHCR	SFA, IOM	SFA, IOM	MoS, SFA	-	-	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	-	-	-		SFA, IOM	SFA, IOM	SFA, IOM	SFA, IOM	SFA, IOM	ZsU	-				
Protection	UNHCR/ BHWI /VP, UNICEF/ WV, CSW	MoS/ AS, UNHCR/ BHWI / VP, CSW	UNHCR/VP DRC, UNICEF/ WV, MdM IOM, UNFPA	UNHCR/VP DRC, UNICEF/ WV, MdM IOM, UNFPA, Save the Children	UNHCR/ BHWI/ VP, CSW	UNHCR/ VP/ BHWI	UNHCR/ VP/ BHWI, DRC	UNHCR/ VP/ BHWI, DRC	UNHCR/ VP/ BHWI, DRC	UNHCR/VP, DRC, UNICEF/ /StC, IOM, CSW, UNFPA	UNHCR/VP, DRC, UNICEF/ /StC/ NGO LAN, IOM, CSW, UNFPA/MdM	UNHCR/VP, DRC, UNICEF/ /StC/ NGO LAN, IOM, CSW, UNFPA/MdM	UNHCR/VP, DRC, UNICEF/ /StC/ NGO LAN, IOM, CSW, UNFPA/MdM	UNHCR, DRC, StC IOM ,CSW, UNPFA/MDM	ŽsU, DRC/ VP/UNHCR	UNHCR/ VP/ BHWI	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	-	DRC, RC	DRC, RC	DRC, RC	DRC, DZ, CH, JRS, MdM	DRC, JRS, MdM, UNICEF, DZ, CH	DRC, JRS, MdM, UNICEF, DZ, CH	DRC, JRS, MdM, UNICEF, DZ, CH	DRC, JRS, MdM, DZ, CH	DRC, DZ, CH	-	DRC, RC			
Non-food items	IOM, RC, UNHCR/ BHWI, UNICEF, WV	MOS/ AS/ UNHCR/ BHWI, Caritas	IOM, Pomozi.ba UNHCR/BHWI, UNICEF/ WV, UNFPA	IOM, Pomozi.ba UNICEF/ WV, RC, DRC	MoS/SFA	-	DRC	DRC	DRC	CoBRC, IOM, DRC, UNICEF	CoBRC, IOM, UNFPA, UNICEF/StC/ Fenix	IOM, UNFPA, UNICEF/StC/ Fenix	CoBRC, IOM, UNICEF/StC/, CSW, UNFPA, DRC	IOM, DRC, RC	ŽsU	-	DRC, RC			
WASH	MHRR MOS, UNHCR/ BHWI, UNICEF, WV	MoS/ AS/ UNHCR	IOM	IOM	MoS/SFA	Caritas	Pomozi.ba			IOM	IOM	IOM	IOM, Caritas	IOM, DRC	ŽsU	-				
Security/Safety	MHRR/ UNHCR	MoS/ AS/ UNHCR	MoS/ SFA	MoS/ SFA	MoS/SFA	-	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/ SFA/ AS, UNHCR/VP	MoS/ AS/ UNHCR/VP	MoS/ SFA, IOM, UNHCR/VP	MoS/ SFA, IOM, UNHCR/VP	MoS/SFA, UNHCR/VP	VP	-	-		MoS/ SFA/ AS, IOM, UNHCR/ VP	MoS/ SFA, IOM, UNHCR/ VP	MoS/ SFA/ AS, IOM, UNHCR/ VP	MoS/ SFA/ AS, IOM, UNHCR/ VP	MoS/SFA, IOM, UNHCR/VP	ŽsU, VP	VP				
Education	UNHCR/ BHWI, UNICEF/ WV	MoS/ AS/ UNHCR/ BHWI	UNICEF, WV	WV	-	-	-	-		-	UNICEF/ StC/NGO LAN, MoE, IOM	UNICEF/ StC/NGO LAN, MoE, IOM, IPSIA	UNICEF/ StC/NGO LAN, MoE, IOM, CWS, IPSIA		UNICEF/ StC/ MoE, IOM	-				
Food and nutrition	RC, IOM, UNICEF/ WV, UNHCR/ BHWI, Caritas	MoS/SA/ UNHCR, Caritas	Pomozi.ba, IOM UNICEF/WV	Pomozi.ba, IOM	MoS/SFA	-	Caritas, DRC		DRC	IOM/ CRC	IOM/ CoBRC, UNICEF/ Fenix/ StC	IOM/CRC, UNICEF/ Fenix/ StC	IOM/ CoBRC UNICEF/ /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, Instituto 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

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.