

# Bosnia and Herzegovina

01 - 31 July 2019

Refugees, asylum seekers, and migrants, including UASC, hide from the police in large numbers, avoiding public spaces, so as not to be taken to Vučjak, thus lacking access to services and more exposed to a range of protection risks.

On 16–18 July, the Sector for Asylum undertook its first asylum seeker registration exercise in Una-Sana Canton since October 2018. 110 individuals residing in the Sedra and Borići TRCs, as well as some in private accommodation, were registered.

## KEY INDICATORS

**7,500 – 8,000**

estimated asylum seeker and migrant population in BiH at the end of July 2019

**4,145**

max available accommodation as of 31 July 2019

**>205,000**

meals provided in July 2019 in BiH

**>5,829**

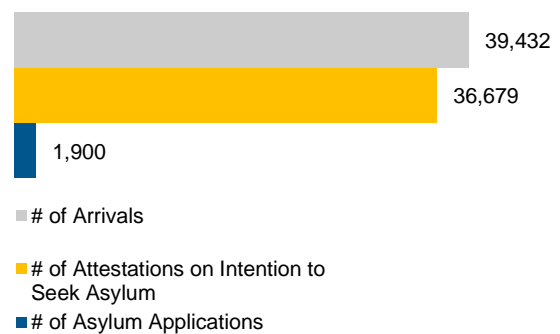
Medical check-ups conducted in July 2019

## ACCESS TO ASYLUM

**1,900 Asylum applications**

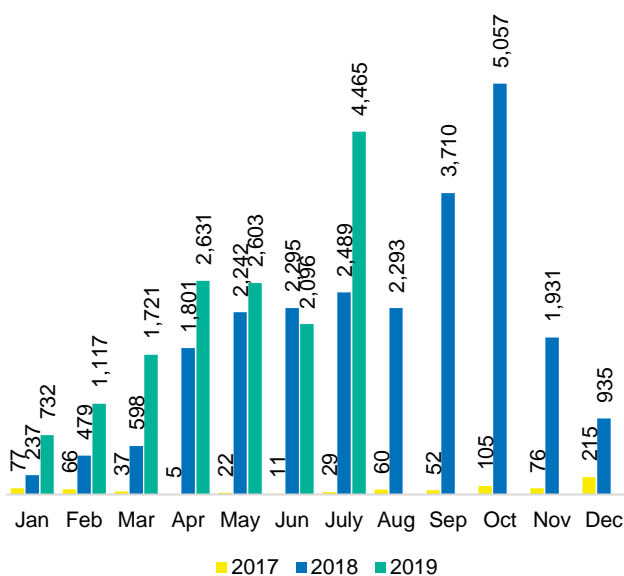
1 January 2018 – 31 July 2019

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



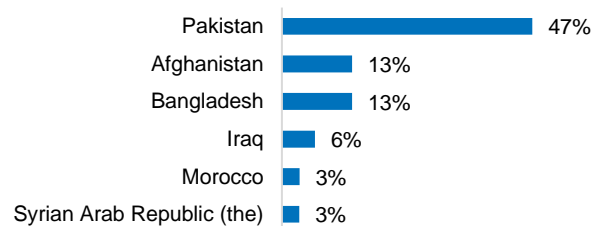
## POPULATION OF CONCERN

Number of detected asylum seeker and migrant arrivals to BiH per month

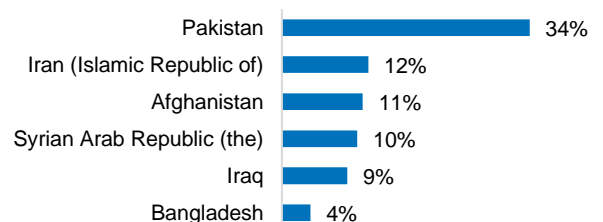


## POPULATION OF CONCERN

Top asylum seeker and migrant CoO\* arrivals to BiH in July 2019



Top asylum seeker and migrant CoO\* arrivals to BiH between 1 January 2018 and 31 July 2019



## Priorities and key gaps

### Shelter:

- Continue to advocate for the relocation of migrants, asylum seekers, and refugees from the Vučjak location to appropriate reception centres.
- There is an urgent need for relevant authorities to identify additional sites for accommodation solutions, both for single men and for families with children, unaccompanied and separated children (UASC), and other vulnerable categories, in adequate and protection-sensitive accommodation that meets international standards.
- Contingency plan and prepare to collectively and rapidly deploy staff and resources once new accommodation are identified.
- Seek appropriate accommodation solutions for UASC who are alleged perpetrators of misdemeanors or criminal offences.
- Advocate for streamlined and accelerated referral mechanisms to both the Delijaš Asylum Centre (AC) and the Salakovac Refugee Reception Centre (RRC) with the Ministry of Security (MoS).
- Resolve electricity supply issues at Bira TRC.

### Protection:

#### **International protection, documentation, and free legal aid**

- Advocate for effective identification and referral of asylum-seekers by the Croatian border authorities, in-line with international standards on refugee law and advocate for improved migration management respecting all international and national human rights standards.
- Enable the reporting and filing of complaints by refugees and migrants who suffer pushbacks and mistreatments.
- Improve access to fair and efficient asylum procedures by, among other actions, advocating for the Service for Foreigners' Affairs (SFA) to systematically renew expired attestations of intention to seek asylum, strengthening the asylum registration and refugee status determination (RSD) capacities of the Sector for Asylum (SA), advocating for registration interviews to regularly take place at all reception centres, advocating for the removal of the BAM 10.00 administrative fee for Certificates of Residence, advocating with the SA for the swift issuance and renewal of asylum seeker cards following registration to ensure access to rights, etc.
- Facilitate access to legal pathways and durable solutions for refugees and migrants.
- Increase the availability of and access to information on assistance and the asylum procedure in languages used by migrants, asylum seekers, and refugees.

#### **Protection environment and protection services inside TRCs**

- Seek and implement solutions to limit the unauthorized entrance of unregistered people into the TRCs, especially by finding a solution for the issue of fake ID cards.
- Establish pre-registration area with designated zone for vulnerable categories in all Temporary Reception Centres (TRC).
- Increase the number of cultural mediators/interpreters/translators to support actors in their work and facilitate migrant, asylum seeker, and refugee access to information and services; include more women mediators/interpreters for women migrant, asylum seeker, and refugee needs.
- Scale-up and ensure the provision of psychosocial support at all locations for all groups.

**Protection environment outside TRCs and protection outreach**

- Continue to advocate for the restoration of freedom of movement of migrants, asylum seekers, and refugees both within and to Una-Sana Canton (USC) and, in doing so, ending profiling and discrimination on public transport.
- Increase outreach activities and services to ensure an enhanced protection environment and humanitarian assistance for those outside of reception centres and for those denied entry into USC and in other parts of the country.
- Reinforce referral and case management mechanisms for protection services for migrants, asylum seekers, and refugees residing outside of TRCs.
- Continually map locations where migrants, asylum seekers, and refugees congregate outside of TRCs to better understand their extent, their needs, and to support protection outreach and the provision of humanitarian assistance.
- Establish mechanisms for the provision of urgent humanitarian support – such as food, water, and first aid - to migrants, asylum seekers, and refugees in transit in BiH.

**Child protection**

- Establish common agreement on procedures for accommodating UASC in the Miral TRC.
- Provide a designated zone for UASC in the Miral TRC.
- Seek and implement solutions to better cope with the high number of arrivals of UASC and the high turnover of this category.
- Enhance reception capacities for UASC at the Miral TRC, including the provision of basic services, and regularly register UASC on the site to ensure access to these basic services and protection.
- Ensure the presence of child protection mobile teams at points of entry into to USC.
- Strengthen outreach work by deploying additional workforce to support the work of the Centres for Social Work (CSW).
- Develop tools and build the capacity of the SFA to properly identify UASC/conduct age assessments and foster cooperation between the SFA and CSW to improve UASC identification.
- Seek and implement a solution vis-à-vis the increased number of 'fake male families' with at least one minor who is instrumentalized for favourable accommodation, as this exposes them to increased protection risks.

**Extremely vulnerable individuals and GBV prevention and response**

- Follow-up on the implementation of recently conducted gender based violence (GBV) safety audits in the Sedra and Borići TRCs and conduct GBV safety audits to assist in the identification and mitigation of GBV risks in the Bira TRC.
- Further coordinate GBV prevention and response by prioritizing inter-agency GBV case management, requiring updated referral pathways and the utilization of available GBV services inside of and outside of TRCs.
- Assist the Federation of BiH Ministry of Health (MoH) and the USC MoH and Social Policy to strengthen healthcare professional preparedness vis-à-vis the revision and implementation of the upcoming protocol on Clinical Management of Rape (CMR) for USC.
- Continue to collect and analyse input on prevention of sexual exploitation and abuse (PSEA) and GBV training needs, gather and distribute online training links on PSEA and GBV, and coordinate the organization of trainings in accordance with identified needs and available resources.

- Assist members of the GBV Working Group (WG) to adapt international tools for recording, storage, and exchange of information among key humanitarian services using elements of the GBV Information Management System (IMS).

## **Health:**

### **Primary and Secondary Healthcare**

- Establish referral mechanisms for healthcare services for migrants, asylum seekers, and refugees residing outside of TRCs and ensure solutions are in place for the provision of healthcare to all migrants, asylum seekers, and refugees throughout BiH, irrespective of legal status.
- Provide support to first aid provision to relieve pressure on medical teams and to provide at least basic care on the weekends. (The Red Cross used to provide this service but no longer have sufficient material resources.)
- Streamline and coordinate the approach for dealing with complex health cases - joint collaboration should be strengthened in seeking solutions.
- Provide support to healthcare institutions in Cantons outside of USC, Herzegovina-Neretva Canton (HNC), and Sarajevo Canton (SC) that are beginning to engage in the response.
- Increase and improve quarantine capacities and procedures and develop a related standard operating procedure (SOP).
- Increase capacities to monitor and ensure that migrants, asylum seekers, and refugees under quarantine adhere to the recommendations of medical personnel.
- Seek and implement a health outreach solution to identify and provide health services to those in need and who take measures to minimize their exposure and visibility.

### **Mental Healthcare Services**

- Seek solutions to address gaps in the provision and availability of services for patients with mental health problems and rehabilitation therapy and treatment for substance users. (This is also a gap for local populations.)

### **Paediatric Healthcare**

- Ensure high-quality primary healthcare for migrant, asylum seeker, and refugee children, including regular access to paediatricians and nurses specialised in child healthcare and development, including dentistry.
- Seek resources to increase vaccination coverage (to ensure that all new-born children have access to full a vaccination programme, as well as that all children have access to regular vaccination according to the national vaccination schedule (including re-vaccination)) among migrant, asylum seeker, and refugee children on an ongoing basis.
- Continue to raise awareness of the importance of immunization among parents and the community.
- Increase and improve quarantine capacities, in particular for UASC and families with children, and develop an SOP for quarantine, especially since it is a precondition for referral reception facilities.
- Ensure medical examinations (laboratory analysis and microbiology tests of various specimen) for primary school children prior school enrolment.

### **Sexual and Reproductive Healthcare**

- Improve access to sexual and reproductive health (SRH) services.
- Continuous sensitization of humanitarian staff and training in survivor centred GBV response and SEA principles.

- Ensure use of the SOP for Multi-sectoral Coordination, Prevention, and Provision of Services to Survivors of Gender Based Violence in Emergencies (GBViE) in USC.
- Assist MoH FBiH and the MoH and Social Policy of USC in strengthening preparedness of healthcare professionals in revision and implementation of upcoming protocol on CMR for USC.

#### **NFI:**

- Make additional NFIs available to meet the needs of the increased number of migrants, asylum seekers, and refugees, especially for those treated for scabies and in need of clothing.

#### **WASH:**

- Seek and implement solutions to reduce damage caused by migrants, asylum seekers, and refugees to WASH facilities in the Miral and Bira TRCs.
- Ensure sufficient hot water in the Sedra and Bira TRCs.
- Increase the availability of WASH services to those residing outside of TRCs.

#### **Food:**

- Improve the system of complementary nutrition for young children and pregnant and lactating women in the TRCs accommodating families and children.
- Improve communication between health actors and the Red Cross to ensure that doctors' prescriptions of special dietary requirements can be followed in a timely manner.

#### **Education and Leisure:**

- Intensify efforts to integrate primary-school age UASC into formal education.
- Ensure that all children older than 15 have access to high school education and learning.
- Advocate for approval from the government of HNC for asylum seeker children to access primary education and ensure school-age children in the Salakovac RRC are enrolled in the public education system.
- Advocate, in lieu of access to formal education, for the approval for children to access structured, non-formal education in the Salakovac RRC to provide them with opportunities to learn different life skills (for example, to organize science, technology, engineering and mathematics education for children of primary school age). (Approval by the cantonal government for this is pending.)

#### **Durable solutions and social cohesion:**

- Advocate for and support the authorities to plan and implement holistic policies and programmes directed at the local integration of persons granted international protection in BiH.
- Seek additional funding to properly support initiatives aimed at promoting social cohesion and interactions between migrants, asylum seekers, refugees, and the local population in host communities, especially for initiatives engaging single men.

#### **Security and safety:**

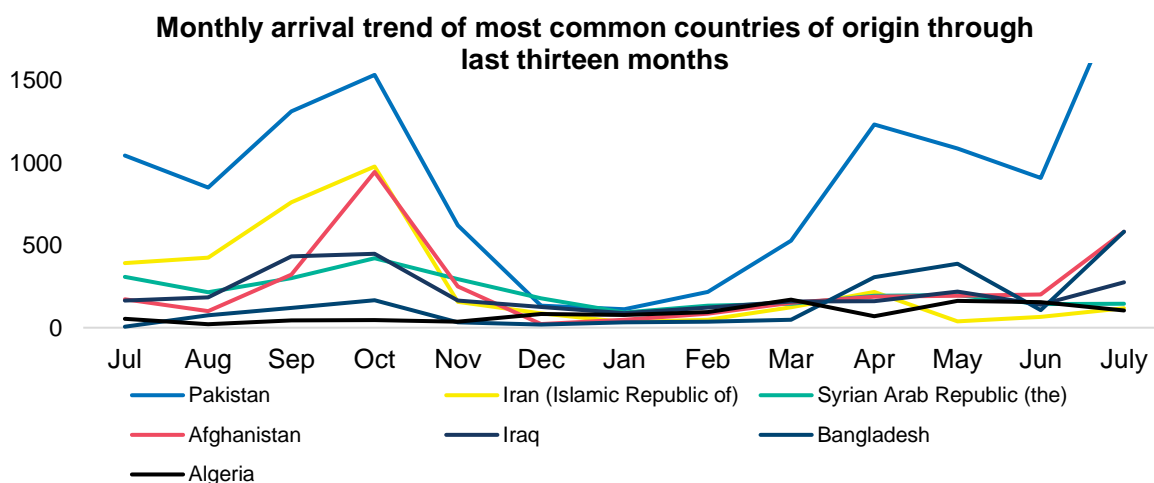
- Take measures to improve the security situation in and around the Miral and Bira TRCs including through non-security and preventative measures, such as leisure activities, psychosocial support etc. as currently capacities only allow for limited services.  
Develop and implement a security action plan for urgent and non-urgent responses to improve the security for centre populations and humanitarian workers.

## Key Updates and Operational Context by Sector

### Population:

The authorities in Bosnia and Herzegovina (BiH) detected the arrival of 39,432 migrants, asylum seekers, and refugees to the country between 1 January 2018 and 31 July 2019 – an average of over 2,000 per month. Arrivals in July 2019 were more than double June 2019, with 4,465 arrivals recorded. The majority continue to arrive overland in an irregular manner (i.e. at non-official border crossings) at a number of entry points. It is estimated that between 7,500 and 8,000 migrants, asylum seekers, and refugees remain in BiH in need of a range humanitarian assistance at various locations, in particular in Sarajevo and USC. The latter location continues to be linked to attempts to enter Croatia and the European Union. Migrants, asylum seekers, and refugees in transit and in other parts of BiH and are also in need of humanitarian support, such as Kalesija, Bijeljina, and Tuzla – for example, the SFA in Tuzla recorded up to 150 daily arrivals in July, where a new train connects with Bihać. More detailed population estimates with age, gender, and location information are available in the 3W at the end of this document.

In July 2019, the largest declared Country of Origin (CoO) among newly arriving migrants and asylum seekers was Pakistan (47 per cent), followed by Afghanistan (13 per cent), Bangladesh (13 per cent), Iraq (six per cent), Morocco (three per cent), and the Syrian Arab Republic (three per cent). The composition of arrivals – according to declared CoO – varies over time, as shown in the below chart.



### CCCM

IOM Centre Managers or camp coordination and camp management (CCCM) support staff led CCCM meetings in the Bira, Borići, Miral, Sedra, and Ušivak TRCs. House rules and inter-agency complaint and feedback mechanisms are in place in all TRCs and continue to be improved and amended together with partner agencies.

Community Feedback Committees have been established in most TRCs, with representation of IOM CCCM staff, partner agencies, and the centre population, responsible for regular review and follow-up on feedback received through complaint mechanisms.

Established Community Representative Councils also meet regularly in the Bira, Ušivak, Sedra, and Borići TRCs. The main nationalities are represented in these councils and participate in community

meetings organized by IOM with partner agencies. These Community Representative Councils serve as a platform for the discussion of centre issues and between the centre population and the centre management as well as for conflict resolution. In July, elections for new Councils took place in the Borići and Sedra TRCs. In both centres, more than half the eligible population voted. A workshop for the newly elected Community Council Representatives, aimed at introducing them to the Community Council ToR and their rights, roles, and responsibilities, was organized by all agencies involved in the Sedra TRC.



*Community Representative Council Election in Borići TRC / IOM*

### **Accommodation/Shelter**

The UN Country Team continues to consider the Vučjak location inadequate vis-à-vis the reception of migrants and asylum seekers and calls for the authorities to immediately cease relocations to this site and to allow migrants and asylum seekers already relocated to this site to return. Vučjak poses very significant health and safety risks and is not equipped to accommodate migrants and asylum seekers in accordance with international standards; the site is located very close to landmine infected areas; there is also a high fire and explosion risk due to the possible presence of methane gas underground as the site was formerly a landfill. Furthermore, sanitary facilities on the site, including access to running water, are lacking and/or inadequate.

Relatedly, Vaša Prava (VP), UNHCR's free legal aid partner, has submitted an appeal to the Ombudsperson stating that Vučjak poses very significant health and safety risks and that accommodation in this area is not in accordance with international standards. VP has also submitted a request for an interim measure from the Constitutional Court of BiH requesting that the USC authorities stop the forceful placement of asylum seekers and migrants at the Vučjak location and that they ensure adequate and humane reception conditions.

On 16 July, the BiH Presidency held its fourth regular session and adopted a conclusion concerning the mixed-migration situation in BiH, noting that, inter alia, BiH should not be a territory/base for the accommodation of migrants<sup>1</sup>.

As of 31 July, the maximum available capacity across eight formal and informal centres in BiH (USC, Sarajevo Canton, and HNC) was 4,145, not including safe accommodation and hostels made available to a limited number of particularly vulnerable cases or spaces in the Immigration Centre in Lukavica. The approved capacity limit of 3,200 migrants and asylum seekers in USC remained unchanged, effectively reducing the overall capacity in the country and in USC – for example the Bira TRC has 1,940 beds but a maximum approved capacity of 1,500, but could potentially host 2,000.

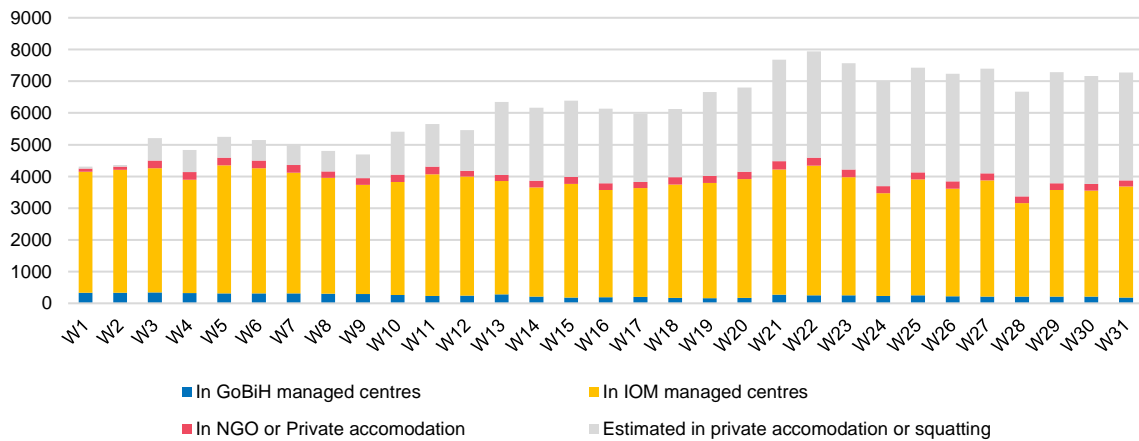
<sup>1</sup> <http://predsjednistvobih.ba/zaklj/sjed/default.aspx?id=85447&langTag=bs-BA>

There was again a large number of families with children and UASC arriving to the TRCs in July, large numbers of whom could not be accommodated, once again highlighting the need for additional protection-sensitive accommodation capacity appropriate for these groups.

Given the discrepancy between suitable accommodation and the population in-country, an unidentified number of migrants, asylum seekers, and refugees are privately accommodated, sleeping rough, or squatting, primarily in Sarajevo and USC. Migrants, asylum seekers, and refugees in transit have also been observed sleeping rough in other locations.

UNHCR, UNICEF, DRC, and Save the Children, in collaboration with other actors on the ground, work to identify, profile, and prioritize cases for referral to appropriate spaces, as available. In July, the relocation of families accommodated in the Bira TRC to the Borići and Sedra TRCs (where the overall protection environment and services are more appropriate) continued.

**In-the-country presence of asylum seekers, refugees and migrants in BiH since January 2019**



The TRCs continued to see a high turnover rate in July, related to the number of arrivals as well as attempts at onward movement. Allocating vacated spaces remained a challenge as most do not announce their departure, leaving it unclear if a given space is available for reallocation. Moreover, in July, IOM continued to receive a high number of requests from the SFA for IOM to transport people back to the TRCs in USC following failed attempts to cross the border (taking up a significant share of IOM centre staff time to the detriment of their presence in the TRCs).

**The below accommodation and shelter was available in BiH in July:**

**Sarajevo Canton**

**The Ušivak TRC (opened in October 2018), in Hadžići Municipality, is a mixed profile centre, predominantly for single men, but also for families and vulnerable migrants, asylum seekers, and refugees.** The centre is managed by the SFA, with centre management support provided by IOM who oversees the daily running of the centre in coordination with partners providing other services. IOM CCCM staff and security personnel are present 24/7. **The Ušivak TRC currently provides up-to 800 beds.**

At the end of July, the site hosted 791 migrants and asylum seekers. The centre ran at full or close to full capacity throughout the July, with irregular entries occasionally overwhelming the centre's



[shelter capacity](#). Construction works supported by the Qatar Charity to improve the TRC facility and to replace the large provisional tent are ongoing. During the month of July, the ground works to build the foundation for the prefabricated building were completed and the site was ready for the upcoming instalment of accommodation and WASH facilities (planned for August and September). Additionally, an outside gym was set up in the centre, provided by World Vision International, and is used regularly by the centre's population.

**The Delijaš Asylum Centre (AC) (in operation since 2014)**, in [Trnovo Municipality](#), [exclusively accommodates individuals who have sought asylum in BiH and is managed by the SA of the MoS](#), with management, services – including free legal aid, psychosocial support, and primary healthcare - and running costs supported through a partnership with UNHCR. [The Delijaš AC has a maximum capacity of 154 spaces.](#)

[At the end of June, 24 asylum seekers were accommodated at the Delijaš AC.](#) Referrals to the centre are limited by strict conditions put in place by the SA of the MoS. On occasion, asylum seekers refuse to be accommodated there, among other factors, because the remote location of the AC. [In particular, complaints have been made about the lack of internet and poor telephone reception at the location.](#)

**An additional location in Sarajevo, called House of All**, managed by independent volunteers, continued to offer accommodation for up to 90 people in Sarajevo, largely to families, and provides a number of key services to residents.

### **Una-Sana Canton**

[Following the 11 March 2019 decision by the Council of Ministers to formally recognize the four TRCs in USC, in July the SFA signed a MoU for the Sedra and Borići TRCs assuming responsibility for the centre management of these TRCs.](#) The SFA will have a dedicated focal point at both centres, while IOM will continue to work closely with the SFA to support them in the coordination and in the daily operations of the centres. [MoUs defining the centre management and coordination for Miral and Bira TRCs remain to be signed.](#)

All centres ran at full or close to full capacity during July, highlighting the need for additional shelter solutions for all categories of migrants and asylum seekers.

**The Borići TRC (opened in January 2019 following a complete renovation supported by the EU)**, in the [City of Bihać](#), [exclusively hosts families with children, UASC, and other vulnerable groups.](#) IOM staff and security personnel, as well as UNICEF and Save the Children child protection officers (CPOs), are present 24/7. [The currently approved maximum capacity is 422 \(as opposed to the previously planned 580\).](#)

[At the end of July, the site hosted 254 migrants and asylum seekers](#) with families accommodated in rooms of either 4, 6, 8, or 16 beds. The centre ran at close to full capacity during the entire month of July highlighting the need for protection sensitive accommodation appropriate for vulnerable migrants and asylum seekers. The installation of the 25 planned housing containers to be placed in front of the building remained on hold as the City of Bihać authorities withdrew the previously agreed support for any expansion of accommodation capacities of the Borići TRC; there are no signs of this changing. [A major breakthrough during July was the centre's connection to the public electricity supplier](#) as the issues with property permits were resolved. This means that IOM no longer has to rely on an external

electric generator. Outdoor lighting in the playground was also installed. Additionally, an Info Point was established and is now operational in the TRC.

**The Bira TRC (opened in October 2018)**, in the City of Bihać, predominantly accommodates single men, and on a temporary basis, families with children, and UASC. IOM staff and security personnel, as well as UNICEF and Save the Children CPOs, are present 24/7. While the Bira TRC has an approved accommodation capacity of 1,500, there are 1,595 available beds, of which 1,300 are in six-bed housing containers, 120 in a large provisional tent and 50 in a small tent (which are gradually being replaced).

At the end of July, the site hosted 1,491 migrants and asylum seekers, predominantly single men. Over the month, family members accommodated in the Bira TRC were regularly relocated to the Borići and Sedra TRCs for an enhanced protection environment.

The layout and organization of tents and beds in the centre is constantly readapted to respond to the fluctuations of the number and composition of migrants and asylum seekers. Free Wi-Fi access is provided at the TRC by Télécoms Sans Frontières. The malfunctioning of electricity remains an issue.

**The Miral TRC (opened in October 2018)**, in Velika Kladuša, predominantly accommodates single men, and on a temporary basis, UASC. IOM staff and security personnel are present 24/7.

At the end of July, the site hosted 533 migrants and asylum seekers. IOM maintenance staff continuously works to improve the site and cleaning staff regularly deep cleans the centre premises. During July IOM installed air conditioners in the doctor's ambulance in Miral TRC.

**The Sedra TRC (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 in partnership with UNHCR, UNICEF, DRC, and other actors as relevant. IOM staff and security personnel, as well as UNICEF and Save the Children CPOs, are present 24/7. The site has a maximum capacity of 420 beds, of which 160 ensure more privacy.

At the end of July, the site hosted 272 migrants and asylum seekers. The site continues to be affected by the poor conditions of the building's structure and the water, electricity and heating infrastructure. On 25 July, the Sedra TRC marked its one-year anniversary. IOM, in collaboration with Žene sa Une (ŽsU) and in coordination with other agencies, highlighted the event by organizing various activities for the centre population, such as dance performances and a volleyball tournament, as well as an exhibition showcasing handicrafts of garments, jewellery, paintings, and dream catchers made by the centre population which was presented over the week.

During July, an IOM Disaster Risk Reduction (DRR) expert conducted an assessment of the natural hazards and other risks for the population of the Bira, Borići, Miral, Sedra, and Ušivak TRCs. The assessment report will include recommendations for the main governmental and non-governmental actors to improve DRR and preparedness.

## **Herzegovina-Neretva Canton**

**The Salakovac Refugee Reception Centre (RRC) (in operation since 2000)** near Mostar, provides accommodation to asylum seekers, refugees, and persons granted subsidiary protection. The centre management, services - with basic services, free legal aid, psychosocial support, and primary healthcare - and running costs have been continuously supported through a partnership with UNHCR

since 2000. As part of the contingency plan of the BiH authorities the Salakovac RRC opened its doors to asylum seeking families as of May 2018, pursuant to a protocol between the Ministry for Human Rights and Refugees (MHRR) and the SA of the MoS. [The Salakovac RRC has a maximum capacity of 213.](#)

[At the end of July, 142 asylum seekers were accommodated at this site.](#) The MoS assumed responsibility of admitting families (from MHRR) in Salakovac which now follows strict rules, as with the Delijaš AC.

### **Protection:**

#### **International protection, documentation, and free legal aid**

[In BiH, the asylum process is the responsibility of the SFA and SA of the MoS.](#) A person first needs to express intention to seek asylum with the SFA and then, within two weeks of expressing intention, register an asylum claim (something which can take place upon invitation only) with the SA. The SA are then responsible for evaluating and deciding upon someone's asylum claim. [The MHRR is responsible once a person has been granted refugee status or subsidiary protection.](#)

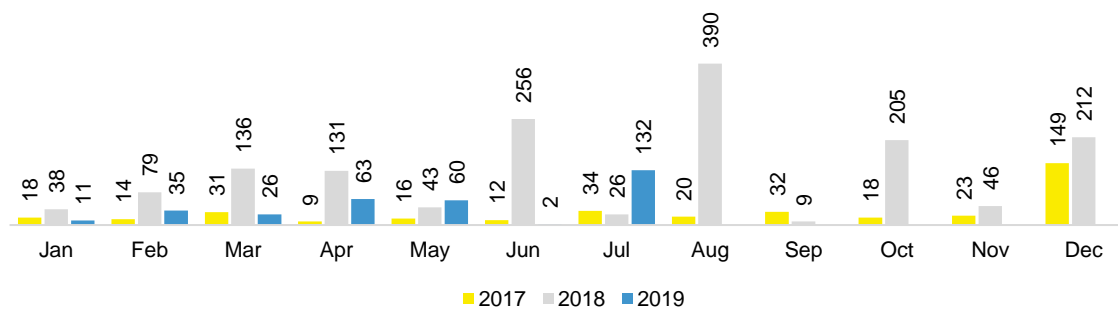
[From 39,432 detected arrivals between 1 January 2018 and 31 July 2019, 36,679 \(93 percent\) formally expressed intention to seek asylum with the SFA. Of these, 1,900 \(4.8 percent\) chose and were able to formally lodge an asylum claim with the SA.](#)

[In July, the SA of the MoS conducted a three-day registration exercise in USC, where a total of 110 asylum seekers were registered.](#) UNHCR and VP successfully advocated that not only those in the Borići and Sedra TRC are registered and UASCs in the Bira TRC and vulnerable cases in private accommodation were among those registered. This was the first registration exercise in USC since October 2018. In part the result of sustained advocacy from VP and the repeated submission of requests with institutions, [the SA of the MoS recently started to schedule registrations of single men in the Ušivak TRC, in addition to UASC and families with children.](#)

[Several factors continue to hinder fair and efficient access to asylum for those in need of international protection. The latest available information indicate that some 711 asylum seekers are awaiting a RSD interviews or a decision on their claim. UNHCR is aware of a further 1,000 individuals who wish to register their asylum claim and have been unable to.](#) Among others factors: the SA has limited capacity to register and process asylum claims; the need in some TRCs to register an address with the SFA and have a Certificate of Residence to register an asylum claim; challenges to registering an address at some TRCs, including the need to pay a BAM 10.00 administrative fee (including for those residing at the ŽsU safe house); limited visits by the SA to conduct asylum registrations; short notice for asylum interviews preventing proper preparation and attendance; that while although there is no legal provision that forbids the expression of intent to seek asylum on multiple occasions, the SFA re-issue attestations on intention to seek asylum on a case-by-case basis, often precluding people not considered to be vulnerable from expressing intent following the expiration of their initial expression; a lack of interpretation; restrictions on freedom of movement in USC.

[Furthermore, and with specific reference to UASC, challenges remain with regard to the appointment of legal guardians – a necessary first step to legal representation, the promotion of a child's well-being and the safeguarding of the best interests of the child, and to enter the asylum process.](#)

### Asylum applications in BiH



This limited access, slowness issuing asylum seeker cards, as well as challenges reporting lost asylum seeker cards in a number of locations, prevent access to the rights provided by the Law on Asylum. Previously issued asylum seeker cards have also been allowed to expire, despite timely requests for their extension.

UNHCR and its partner VP work to promote access to the asylum procedure through information, free legal aid, and advocacy with relevant institutions and ministries. Legal assistance is provided at sites throughout the country and the VP team works to ensure that asylum seekers and refugees are properly informed of their rights and are represented in the asylum procedure; VP also supports preparation for the interview procedure and compiles CoO information reports.

In July, VP provided information on the asylum procedure and free legal aid services to 879 asylum seekers and refugees across BiH, including representation for 523 cases. VP provide these services at formal and informal sites as well as at hostels and other forms of private accommodation. VP have filed two complaints with the Ombudsperson regarding restrictions to freedom of movement in USC and concerning the lack of education for children residing in the Salakovac RRC.

Further, in a context of mixed-migration flows, UNHCR with VP are stepping up efforts to identify those in need of international protection and to provide them with support processing their claims in BiH. Together, UNHCR and VP continued to conduct a specifically designed asylum and integration questionnaires in reception centres. The aim is to provide counsel on asylum procedures, identify those with a genuine interest in asylum in BiH, and to assess their integration potential.

On 2 July, IOM facilitated - together with the OSCE - a joint meeting with law enforcement, the SFA, and the judiciary to promote the harmonization of practice and legal interpretation in cases involving migrants as perpetrators and victims.

On 18 July, the OSCE Mission to BiH, in cooperation with the OSCE Office of the Special Representative and Co-ordinator for Combating Trafficking in Human Beings (OSR/CTHB) and the OSCE's field operations in South-Eastern Europe, organized a workshop on identifying victims of trafficking in human beings in migration flows. The workshop gathered around 40 practitioners, including the representatives of law enforcement, migration agencies, public social services, civil society from Albania, BiH, Serbia, Croatia, Montenegro, and North Macedonia who in their daily work interact with migrants and refugees along the Western Balkan migration route as well as representatives of international organizations active in migration-related field in BiH. Participants discussed possibilities to implement the recently developed OSCE Uniform Guidelines for the Identification and Referral of Victims of Human Trafficking within the Migrant and Refugee Reception

Framework in the OSCE Region in their national context. In respect to BiH, the first step towards the implementation of these guidelines includes the reform of the current national referral mechanism and the update of indicators and tools for the assessment of potential victims of trafficking.

### **Protection environment and protection services inside TRCs**

A number of protection risks and concerns exist for migrants, asylum seekers, and refugees in BiH, many of which are exacerbated by either a lack of appropriate accommodation, in particular for UASC and families with children, or by generally inadequate accommodation conditions. A range of actors at the various accommodation sites operate in BiH and work to identify those in need and to directly provide or refer these migrants and asylum seekers to a range of protection related services. Among others, these services include transportation to and from key services, interpretation, free legal aid, protection sensitive accommodation, psychosocial support, child protection, and SGBV related services, referral to medical care, and ad hoc provision of basic needs such as food, water, and NFIs.

The UNHCR protection team conducts weekly visits to monitor the protection environment in all reception centres and to work to identify and address protection issues. The protection team also makes ad-hoc visits to the Immigration Centre. The UNHCR protection team, in cooperation with other protection partners, work to identify vulnerable individuals including through systematic profiling, provide information, and make referrals to relevant service providers. UNHCR and their partners also organise focus group discussions (FGD) with residents in order to identify and address protection concerns as well as widen communication channels with asylum seekers and refugees.

Throughout the month, DRC protection monitoring teams and staff conducted protection related activities in TRCs including the provision of information, the identification of protection needs and gaps, the identification of vulnerable individuals, profiling and referrals to authorities and services, as well as psychosocial support, GBV, and MHPSS case management. DRC also undertake a range of community based protection activities, including to strengthen community participation and engagement. Activities were conducted in USC, in the Bira, Borići, Sedra, and Miral TRCs, as well as in Sarajevo at the Ušivak TRC, and in HNC at the Salakovac RRC. These protection monitoring officers also supported DRC's health program component, ensuring protection mainstreaming throughout.

In July, DRC protection monitoring teams profiled 404 vulnerable migrants, asylum seeker, and refugees, including family members, UASC, and vulnerable single adult males newly arriving to reception centres in USC or returning after unsuccessful attempts to cross the border. Forty-five were referred to the authorities and partner agencies for various services (including 38 referrals to VP for legal assistance, two referrals to IOM for NFIs, one referral to SFA for registration, one referral to the Bosnia and Herzegovina Women's Initiative (BHWI) for psychosocial support, two referrals to UNHCR, and one referral to Save the Children. Further, and supporting the health response in USC, DRC Protection Monitoring Officers identified and referred 147 (both inside and outside the TRCs) to the medical units in TRCs for health or mental health services.

In the beginning of July 2019, the UNHCR/DRC Community Based Protection Officer, in cooperation with UNHCR and IOM CCCM developed a set of tools to help set up community representation structures in the TRCs in USC. The Community Based Protection Officer conducted a series of participatory meetings and information sessions with communities in the Sedra and Borići TRCs to ensure feedback on the Community Representation process by presenting the election system and engaging in open discussion with the communities. The election process for the



*Community Representative Sedra / DRC*

Community Representatives were held in July (11 July in the Borići TRC and 15 July in the Sedra TRC). Participation was good in both elections. Five Community Representatives were selected in the Sedra TRC (three male and two female) and 12 in the Borići TRC (six male and six female). The process was followed by workshops with all representatives with regards to roles and responsibilities.

IOM staff present in the Ušivak, Sedra, Bira, Miral, and Borići TRCs, as well as in Salakovac RRC, with the support of and in collaboration with a number of UN and NGO actors, ensures that information on protection and assistance service providers is available in the centres. IOM staff present at the TRCs further refers migrants, asylum seekers, and refugees with identified protection needs to the SFA, UNHCR and partners, NGOs, and other service and information providers. For example, 43 referrals (to accommodations, healthcare providers, psychosocial support providers, food, and NFIs providers, legal referrals, or other) were made during the month of July by the IOM team present in the Salakovac RRC or the mobile teams in HNC.

Additionally, IOM has on-call mobile teams available 24/7 for assistance and transportation of migrants and asylum seekers between TRCs, to medical facilities, at the request of the SFA or to other service providers. In July, in addition to transportations to medical facilities and those at the request of SFA, IOM carried out 273 transports for 1,026 people for other services.

IOM has also established info-desks in the Sedra, Bira, Borići, and Ušivak TRCs, while in Miral TRC an area of the registration container is currently used as info-desk. These function as points where the centre populations can access information about available assistance and protection services within and outside of the TRCs and ask questions, submit feedback and complaints, or report incidents. They are also a platform used by IOM TRC management and other partner agencies to communicate and share information and updates with the TRC populations. In the Ušivak TRC, it is also the point where the centre population signs up, for example, to social, sports and non-formal educational activities.

BHWI social workers, psychologists, and interpreters/cultural mediators, supported by UNHCR, are present in the Ušivak TRC, the Salakovac RRC, the UNHCR Information Centre (Monday - Friday), the Delijaš AC (four times per week), the Immigration Centre in Lukavica (at least once per week), and at the Duje Reception Centre (upon need), and provide a range of services with a focus on psychosocial support, SGBV prevention and response, and the identification of vulnerable categories,

along with referrals to relevant services. BHWI also provide services in the Sarajevo urban area in locations such as House of All (twice per week). Among other activities BHWI organize SGBV prevention meetings/workshops with women and with UASC, undertake individual counselling for the identification of victims of SGBV, provide individual and group psychosocial support, psychological first aid, organized music therapy, make referrals for psychiatric examinations, organize sports, fitness, and recreational activities.

The Restoring Family Links Team of the Red Cross provided 42 psychosocial support interventions in the Miral TRC.

[Žene sa Une \(ŽsU\)](#) operate a trauma recovery programme for women in the Sedra TRC as well as in their safe house. The programme works to promote psychological recovery and social integration. Two groups of women participate in workshops which work to reduce the symptoms of depression and anxiety and support recovery from trauma. Moreover, they work to identify problems or issues experienced by the women in a participatory manner and act as an entry and referral point to other specific programs and individual work organized by other actors. [In July, there were 66 participating women.](#)

### **Protection environment outside TRCs and protection outreach**

[UNHCR, in partnership with DRC and VP, continues to monitor and register incident allegations of persons attempting onward movement from BiH to Croatia.](#) To date in 2019, partners registered 91 reports relating to 702 people. Of these reports, 96 percent contain alleged protection incidents that happened during pushbacks on the territory of Croatia and of which 24 percent relate to theft, extortion or destruction of property, 24 percent relate to denial of access to asylum, and 22 percent of reported relate to mistreatment and to physical violence.



*Lohovo - UNHCR/V.Cerimagic*

[Due to limited accommodation capacity, increased arrivals and, in cases, objective reasons for individuals and families to choose not to stay in the available accommodation capacity, an increasing number of migrants and asylum seekers are present outside of the established TRCs, the AC, and the RRC.](#) Migrants and asylum seekers are also in transit between locations in BiH and exposed to a range of protection risks.

[Measures put in place by Cantonal authorities in USC to limit the freedom of movement of asylum seekers and migrants both to and within USC continued in July. Related police checks of buses and trains continued.](#) Further, the Cantonal authorities continue the practice whereby no newly arriving migrants, asylum seekers, or refugees can enter USC, regardless of vulnerabilities, without prior confirmation of available accommodation space.

[Such restrictions placed on freedom of movement can, inter alia, inhibit access to rights such as access to the asylum procedure, healthcare, and cause and prolong family separation.](#) These measures also expose migrants, asylum seekers, and refugees to protection risks, in particular for those disembarked from transport at the Cantonal border and in locations without services, and place additional burden on humanitarian workers and limited outreach capacity.

Relatedly, on 10 July, the police in Sarajevo conducted raids, taking migrants and asylum seekers from different locations – 138 people were transported to the Ušivak TRC, including three families.

As during previous months, while vulnerable categories were admitted (as above, assuming available space), newly arriving single men continued to be denied access to the TRCs in USC. In addition to the risks related to a lack of safe and secure shelter, due to the absence of an individual approach to assessing and determining access to shelter (assessment based simply on gender and family status), it is likely that extremely vulnerable individuals were among the single men denied accommodation.

In July 2019, the authorities continued to transfer migrants, asylum seekers, and refugees living in squats or on the street in Bihać municipality to the Vučjak location (and in some cases people residing in private accommodation, including registered asylum-seekers) - groups of up to 200 people were obliged to walk to the location (as far as 10 km in cases) throughout the month, often in temperatures as high as 32 degrees Celsius. Police are also said to inhibit movement from the site unless it is to attempt to cross the border into Croatia. In cases, UASC are transferred to the site and are later allowed to return to reception centres, but only through the intervention of the local social services.

Such practices encourage migrants and asylum seekers to limit public outings, to avoid systems of support, as well as to select less visible and often less safe routes when moving/transiting, exposing themselves to greater protection risks.

Inter alia, the following protection risks have been identified at the Vučjak location:

- Restriction of freedom of movement;
- lack of safe and dignified accommodation conditions;
- Lack of registration and legal assistance;
- Exposure to coercive measures;
- Exposure to health risks;
- Stigmatization and degrading treatment;
- Exposed to negative coping strategies

Relatedly, VP requested the Constitutional Court of BiH to issue a provisional measure, which would task the competent administrative authorities (Bihać City, the Una-Sana Canton Government, USC MoI) to stop the forcible transfer and restriction of movement of migrants and asylum seekers to the USC and to provide adequate accommodation and humane conditions of reception.

Given the increased presence of migrants and asylum seekers outside of accommodation centres, UNHCR, DRC, UNICEF, in close cooperation with IOM, deploy outreach and protection monitoring teams in USC, and work to monitor the protection environment, provide protection by presence, to identify vulnerable individuals (families, single women, UASC, persons with disabilities or serious health issues), to provide key information, and to directly provide or refer these migrants and asylum seekers to a range of protection related services. During July, with the support of ECHO, two additional DRC teams were deployed to USC to support outreach protection monitoring activities, including provision of basic assistance.

Individual cases identified, depending on the case specific circumstances and vulnerability, are referred to the DRC Protection Team in the TRCs, or, when possible to Medical Teams. During the reporting period, the UNHCR/DRC Outreach Protection Team evidenced 1,653 arrivals to Bosanska Otoka (1501 men, 23 women, and 130 children, of which 84 UASC). During July, 124 vulnerable



persons, including 45 men, 23 women and 53 children (out of which 8 UASC) were identified, provided with information and/or referred for accommodation. UNICEF contributed to the DRC outreach team with three caseworkers to identify and refer UASCs and families with children.

[UNHCR maintains an information centre in Sarajevo which makes referrals to relevant and available services](#), as well as offers psychosocial support, through its partner BHWI, and free legal aid, through its partner VP. Translation and childcare support are provided.

### **Child Protection**

[An increasing number of UASC has been observed staying outside of reception facilities in July, due to limited availability of capacities in appropriate reception facilities and the lack of family- and community-based alternative care options](#). This is of serious concern as it renders UASC at heightened risk of protection concerns and often without access to basic humanitarian assistance.

[Matters are further complicated because UASC are not easily identified](#). For example, when UASC arrive by train/bus in USC, they are often not identified as a minors and are referred back to Republika Srpska. Within the territory of USC, when in public spaces, UASC are often not identified as UASC and referred to Vučjak. Respective CSWs are jointly providing BIA/BID, but they lack the tools and capacity for proper age assessment.

[In addition, often there is a challenge to provide timely accommodation in the Bira TRC as its pre-registration capacities are limited](#). Compounding this, following disembarkation from trains from Sarajevo to Bihać, during the night when doctors are not present and if there is no quarantine space in the Bira TRC, families and UASC are left between two entities on the street in the middle of the night, exposing them to great protection risks.

[Further complicating matters, as all TRCs in USC primarily accept families and UASC, there is an increasing trend of single men who claim to be UASC or “pretending families” comprised of a single man and UASC – to be able to get access to services](#). Often the single adult of the “pretending families” leaves the child behind, leaving the child unaccompanied. In July, there were ten recorded cases of such separations and in five cases the UASC was younger than 12 years of age. UNICEF strongly advocates that small separated children benefit from improved conditions in reception facilities, including alternative care options, e.g. shelter for the most vulnerable UASC, foster care for younger UASC, and support for independent living units for older UASC.

[UNICEF continues to strengthen outreach activities and child protection teams at points of entry to USC with four social workers \(three for the Bihać CSW and one for the Ključ CSW\) enhancing the protection and guardianship appointments for identified UASC](#). Basic NFIs and food items – such as baby food, procured by UNICEF exclusively for outreach activities, are distributed by outreach teams to the most vulnerable, especially children and pregnant women. [In the last week of July, UNICEF facilitated an outreach training in cooperation with Save the Children, UNHCR, and DRC for all outreach teams on the field](#). The purpose of the training was to harmonize the work of all outreach workers as well as identification and referral of vulnerable migrants, asylum seekers, and refugees, particularly families with children and UASC.

[UNICEF has also deployed three outreach workers who operate in different locations, including Ključ, Velečevo, Velika Kladuša, Canton 10, Bosanska Otoka, etc. who work to identify UASC and refer them to existing services](#). In July, UNICEF outreach workers identified 70 UASC and 35 families at

different locations. Since these workers, as mentioned above, join the DRC outreach teams it is a good example of inter-agency and inter-sectoral efforts.

In July, UNICEF continued to support the CSWs in Bihać, Cazin, and VK, and a multi-disciplinary team from the CSW in Bihać operating after working hours and during weekends, with a focus on the protection of migrant and asylum seeker children, with a special emphasis on UASC. This additional social service workforce provides legal guardianship to identified UASC, conducts best interest assessments (BIA), and provides escort to transfer UASC to the designated zone in the Bira TRC or other accommodation (e.g. safe house). In July, through UNICEF support, the CSWs in Bihać, Cazin, and VK assigned legal guardianship to 248 newly arriving UASC.

Legal guardians seconded to the CSW regularly visit the Vučjak location to identify and relocate children to the Bira TRC and to provide them adequate support and protection. In July, just seven UASC were relocated from Vučjak to the Bira TRC; this occurred not because there were no UASC, but due to the abovementioned lack of pre-registration capacities in the Bira TRC. IOM assists together with the CSW in transporting vulnerable categories from Vučjak to Bira TRC and other TRCs in USC.

In fact, in most instances, UASC identified by outreach teams in Ključ, Bosanka Otoka and Bosanka Krupa and VK cannot be referred to accommodation in any of the TRCs in USC as there is no space for UASC. At the same time, social workers from CSW are reluctant to appoint a legal guardianship to UASC who are not registered and to whom social worker cannot guarantee accommodation. In VK more than 40 UASC that were not admitted to the TRC were recorded. Due to pressures from authorities, UASC and families resort to hiding in abandoned houses or nearby woods and are less visible in private accommodation arrangements or in public. UNICEF is advocating for the opening of the Miral TRC to UASC and in partnership with Save the Children initiated procedures actions to establish 24/7 protection services there.

UNICEF and Save the Children, continued to provide 24/7 on-site child protection support at the Sedra, Bira, and Borići TRCs for migrant and asylum seeker children and their families. Ten CPOs provide general advice and assistance, referral to relevant institutions/organizations, psychological first aid, individual and group counselling, follow-up support for children identified at risk of protection issues or victims of violence and engagement with parents to enhance their parental skills. In July, a total of 179 children were reached (42 in the Borići TRC, 70 in the Sedra TRC, and 67 in the Bira TRC).

In the Bira TRC, UNICEF and Save the Children support a team of 16 CPOs for UASC and two CPOs for families provide 24/7 on-site support in close cooperation with the Bihać CSW. The CPOs provide information, psycho-social support, psychological first aid, case-management, general assistance and referral to relevant institutions/organizations, medical escort and follow-up on medical cases, individual and group counselling, English and Bosnian classes, literacy classes, art therapy and creative workshops, educational workshops (hygiene, sexual reproductive health), sport activities and board games, and life skills education, in-line with the "Boys on the Move" methodology introduced by UNFPA. In July, support was provided to 560 UASC (all boys) in the Bira TRC.

The Miral TRC presents particular concern with regard to UASC. While the location generally doesn't provide an adequate protection environment for UASC, not only has it proven challenging to prohibit them from accessing the site but there are also limited alternatives. For instance, the majority of

UASC decline offers to be relocated from the Miral TRC to the Bira TRC in the first place. Further, those UASC who do agree to be relocated from the Miral TRC – through efforts to provide more appropriate shelter - often quickly return to the Miral TRC in an irregular manner or seek shelter in squats and other informal locations. Returning irregularly renders UASC without access to the services available in the Miral TRC, including food/NFIs and healthcare. Staying in squats or sleeping rough exposes UASC to heightened protection risks. Moreover, in the process, legal guardianship is lost (when UASC move from one municipality to another in an organised manner then the transfer of guardianship is organised accordingly between the CSWs). [As such, there is a need to increase reception capacities for UASC at the Miral TRC.](#)

[In the Miral TRC, two social workers, seconded to the VK CSW, with the support of UNICEF and Save the Children, are present on a daily basis and perform the role of legal guardians for UASC and providing child protection support. From mid-February, in total 64 children in the Miral TRC were appointed legal guardians \(three new legal guardianships in July\).](#) The social workers also escort children from different locations in USC where they are identified to the Bira TRC, including UASC identified in front of the Miral TRC.

[UNICEF and SOS Children's Villages, continued to provide 24/7 on- site child protection support at the Ušivak TRC.](#) The child protection team provides on-site support (case management, psychosocial support, education, and recreational activities) for migrant and asylum seeker children with a focus on UASC and makes referrals to external support services (legal representation and assistance, medical services) when required and monitors the provision of services to UASC in close partnership with the Hadžići CSW. [In July, support was provided to a total of 245 UASC,](#) including psychosocial support to 84 UASC and other child protection support to 161 UASC. The continuous fluctuation of UASC dictates the number of participants, since many UASC stay for one or two nights only.

[UNICEF and World Vision continued to provide protection support at the Salakovac RRC.](#) A World Vision CPO provided psychosocial, educational, and recreation support. In July, one UASC was assigned legal guardianship.

[BHWI have also made social workers available to the Hadžići CSW in Sarajevo Canton to be appointed as legal guardians, conduct BIA, and provide psychosocial support.](#) Only a minority of UASC at the Ušivak TRC are appointed legal guardianships, largely due to their short stays at the TRC. Some inefficiencies in the procedures of appointment also contribute. In July, BHWI identified 234 UASC at the TRC – 13 were appointed a guardian in the month.

[UNICEF supported child protection professionals in three Cantons in FBiH to develop inter-agency cantonal guidelines on referral pathways for the protection of vulnerable refugee and migrant children.](#) Referral pathways are developed in USC, HNC, and Sarajevo canton, ensuring participation of relevant inter-sectorial stakeholders. Development of cantonal pathways promoted mapping and strengthening of already existing good practices in these cantons in coordinating approach in enhancing the timely identification, referral of and support to vulnerable refugee and migrant children.

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

for children 12 – 17)<sup>2</sup>. In July, a total of 459 (205 girls, 254 boys) children benefitted from CFS services across all sites: 64 at the Salakovac RRC (33 girls, 31 boys), 116 at the Ušivak TRC (52 girls, 64 boys), 125 at the Borići TRC (54 girls, 71 boys), 15 at the Bira TRC (5 girls, 10 boys), 89 at the Sedra TRC CFS (47 girls and 42 boys) and 50 children at the Youth Centre (14 girls, 36 boys). CFS operate as multi-functional centres to prevent and respond to protection concerns and connect children and their families with a variety of humanitarian services. They provide children with opportunities to develop, play, learn, and strengthen their resilience, as well as access psychosocial support. CFS also offer a space for the identification, referral, and follow-up, and/or direct support of at-risk children. In July, CFS provided a total of 665 services (545 educational/recreational, 120 psychosocial/HEART): 203 activities at the Ušivak TRC (172 educational/recreational, 31 psychosocial), 125 activities at the Salakovac RRC (102 educational/recreational, 23 psychological/HEART), 41 at the Bira TRC (38 educational/recreational and 3 HEART), 83 activities at the Borići TRC (78 educational/recreational, 5 HEART), and 213 activities at the Sedra TRC (155 educational/recreational, 58 HEART). Further, supported by UNICEF, three workshops were held for CFS staff in USC to strengthen the program.

### **Extremely vulnerable individuals and GBV prevention and response**

On 24 July 2019, the GBV Working Group for USC, led by the UNFPA, met to: discuss the next steps in the establishment of the Community Based Complaint Mechanism, continue with the discussion on the development of an action plan for raising awareness on PSEA amongst the centres' population and staff, update each other on the status of the referral info-sharing protocol, continue to identify/observe capacity building needs for improving inter-agency communication during referrals and GBV case management.

Médecins du Monde (MdM) in cooperation with UNFPA, continued to support GBV survivors and women and girls at high risk through targeted group and individual psychosocial support counselling provided by two psychologists operating in the Bira, Sedra, and Borići TRCs three times per week – UNFPA psychologist were available for crisis interventions. In July, a total number of 127 women received psychosocial support, including 37 GBV cases with follow-up and referral to other services in cases of need.

In USC, UNFPA, through MdM, continued to manage three Centres for Women and Girls (WGC) in the Bira, Borići, and Sedra TRCs, assisting vulnerable women and girls and GBV survivors to rehabilitate and strengthen resilience through empowerment programs and life-skills education. In July, 1,450 participations of women were recorded in the WGCs. Taking into account that a significant number of the women and girls who have accessed services in the WGCs were illiterate, a literacy program commenced in July. UNFPA ensures that Centres for women and girls are closely linked to reproductive health services - UNFPA\MdM ensure gynaecological examinations are conducted by a female gynaecologist with a support of three women empowerment officers speaking Arabic, Farsi and Turkish.

<sup>2</sup> RRC (WV, 09:00 – 15:00, Monday to Friday), the Ušivak TRC (SOS, 08:00 – 16:00, Monday to Friday), the Borići TRC (ŽsU, 10:00 – 18:00, daily), the Bira TRC (ŽsU, 12:00 – 20:00, Monday, Wednesday, Friday), the Sedra TRC (ŽsU, 10:00 – 18:00, daily).

BHWI continued to work on SGBV prevention, identification, and response in the Delijaš AC, the Immigration Centre, the Ušivak TRC, House of All, and the Salakovac RRC, including through individual counselling, family counselling, and counselling focused on self-protection in camp and migration contexts. BHWI also provide workshops and training sessions. For example, in the Salakovac RRC in July, sessions were held on stereotypes and gender roles.

A limited number of spaces in specialized accommodation facilities are available for people identified as extremely vulnerable, including UASC and victims of SGBV, through the IFS-EMMAUS Centre for Children and Youth at Duje and with ŽsU. In July, Protection teams continued to identify and refer particularly vulnerable individuals to ŽsU for safe accommodation, where they also receive counselling and psychosocial support, in collaboration with DRC who continued to provide GBV case management (with regular follow-up on nine cases) as well as mental health and psychosocial support case management (30 cases in total). Over the month, a total of 23 new individuals were referred to protective shelter (welcome packages are provided and refill packages are available thereafter). Over the month, the shelter accommodated 37 individuals, including 17 children, from 18 families for a total of 383 nights.

From 8-11 July, IOM hosted an international PSEA Training of Trainers as part of IOM's commitment to strengthen PSEA globally. Forty people working for IOM in 10 different countries, DRC, UNHCR, World Vision International, BHWI, SOS Children Villages and VP attended.

## **Health:**

### **Primary and Secondary Healthcare**

DRC continues to provide healthcare for migrants and asylum seekers who are registered in six centres: in USC, the Bira, Borići, Miral, and Sedra TRCs; in Sarajevo Canton, in the Ušivak TRC; in HNC, in the Salakovac RRC. In each of these centres, primary healthcare is provided on-site through the engagement of medical teams from local primary healthcare centres (PHCs) (the Bihać, Bosanska Krupa, Cazin, Hadžići, and VK PHCs). Specialized services on the primary level (including laboratory analysis, gynaecological, paediatric and other services) have also been covered through the Bihać, Cazin, and VK PHCs in USC, at the Hadžići PHC in Sarajevo Canton, and at the Stari Grad Mostar PHC in HNC. For those accommodated in the Delijaš AC, primary healthcare continued to be provided with the support of UNHCR by the Trnovo PHC.

Secondary healthcare services are provided through Cantonal Hospital Dr. Irfan Ljubijankic in USC and through the General Hospital in Sarajevo Canton. In HNC, the secondary health care services are ensured through Cantonal Hospital Dr. Safet Mujic, Mostar and University Clinical Hospital Mostar. Specific cases are referred to the University Clinical Centre Sarajevo.

During the reporting period, 5,829 medical examinations, from which 2,092 took place in the Ušivak TRC, and 1,380 medical interventions (more than double the number of interventions in comparison to June) were carried out by the medical teams engaged through the respective PHCs in six centres. A total of 331 primary healthcare referrals and 248 secondary healthcare referrals were made. JRS and DRC assisted 503 patients through 298 accompaniments towards various health care institutions, providing accompaniment and translation services for the beneficiaries referred to specialized services and secondary health care services.

Thanks to the Government of Switzerland, and in cooperation with UNHCR, the Salakovac RRC was equipped with a new minivan to be used for the safe transport of asylum-seekers and refugees residing at the centre and in need of healthcare treatment in Mostar. The Minister for Human Rights and Refugees in BiH, together with Deputy Director for Cooperation at the Swiss Embassy in BiH, and Head of the UNHCR Regional Representative for Southeast Europe, visited the Salakovac RRC on the occasion.

The Red Cross of USC First Aid Team screens children who go to school for scabies and lice; 240 such screenings took place in July. Previously provided first aid at the Vučjak location ceased due to a lack of supplies.

DRC continued with the provision of medication for migrants, asylum seekers, and refugees in need through the medical teams engaged in the field. According to the established system, medications were provided according to the requisition designed by the medical teams. Disposable medical supplies, necessary for provision of health services, are provided by DRC in accordance with requisition designed by the medical teams, and in accordance with funds available.

DRC has frequent consultations with the Primary Health Institutes (PHI) in Sarajevo Canton and USC for counterchecking and updating the protocols for proper maintenance of premises of temporary infirmaries, as well as for the treatment of scabies and pediculosis in TRCs. These will be shared again with the CCCM and other service providers for consideration and action taking.

### **Mental Healthcare Services**

In partnership with DRC, mental health services were provided in the Bira, Borići, and Miral TRCs, through the regular presence of psychologists engaged through Mental Health Centres within the engaged PHCs. In July, a total of 79 Mental Health and Psycho-Social Support (MHPSS) consultations were made, from which 56 took place in the Borici TRC. Services are not available for the hospitalization of more serious cases and rehabilitation therapy and treatment for the addicts is not available.

MDM in cooperation with UNFPA, continued to support GBV survivors and women and girls at high risk through psychosocial support counselling (target groups and individual). In July, a total number of 127 women (357 participations recorded) received psychosocial support, out of which - 37 GBV cases, referrals to others potential services in cases of need were included. Women were assisted with psychosocial support by two psychologists operating in Bira, Sedra and Borići temporary reception centres three times per week. In addition, the UNFPA psychologists were available for crises interventions.

### **Paediatric Healthcare**

In July, UNICEF in partnership with DRC, supported three paediatric teams (two outreach to the Borići and Bira TRCs and one based within the Sedra TRC). The outreach teams provided a total of 19 services to 19 children (aged 1-16 years). The paediatric team in the Sedra TRC, provided in total 156 services to 116 children (66 boys and 50 girls) aged 1-17 years, among whom there were 24 children up to 23 months. The paediatric doctor conducted 103 paediatric examinations while the nurse followed up prescribed therapies and provided related services to 53 children. The most frequent type of assistance/diagnosis related to respiratory and intestinal infections, but the number of children patients with allergy symptoms and dermatological problems increased.

## Sexual and Reproductive Healthcare

UNFPA organised two SRH workshops held by a female gynaecologist in July; one in Bihać and one in Cazin. The aim of the workshops was to raise awareness, empower women, and identify those in need of gynaecological examination. A total of 35 women participated; four were identified as in need of check-ups which were organised by UNFPA/MdM.

In July, DRC referred 64 women to gynaecological services on primary and secondary level. In all centres, Protection Monitoring Officers supported DRC medical teams with regular follow-up on chronic medical cases of migrants, asylum seekers and refugees. The Protection Monitoring officer in the Borići and Sedra TRCs support with the distribution of sanitary pads and condoms.

In July, in USC, UNFPA, in cooperation with Clinical Centre Sarajevo, organized a presentation on PEP administration for UN personnel and their dependents (PEP Protocol for UN personnel). Eight medical professionals from the Department of Infectious Diseases of the Cantonal Hospital Bihać participated. Two doctors from the Infectious department have been identified/trained as focal points in USC who would be available 24/7.

### **NFI:**

IOM continues to provide NFIs for newly arriving asylum seekers and migrants in all five TRCs. An NFI distribution system is in place and operational with set schedules displaying distribution times. IOM provides NFIs welcome kits, after which individual NFIs refills are provided. The Red Cross, receiving many donations from the public, regularly complements and contributes to IOM's NFIs distribution. Countrywide, in July, the Red Cross mobile teams distributed 3,428 NFIs.

In July, IOM distributed 7,239 NFIs to 831 people in the Borići TRC, 12,577 NFIs to 1,025 people in the Bira TRC, 9,589 NFIs to 787 people in the Miral TRC, 9,024 NFIs to 350 people in the Sedra TRC, and 7,820 NFIs to 2,168 in the Ušivak TRC. The populations in the Bira and Sedra TRCs, where IOM has a small NFI warehouses and storage halls, contributes to the organization and unpacking of delivered NFIs. The distribution of specialized NFIs packages to hospitalized migrants and asylum seekers from Sedra TRC, which contains pyjamas, slippers, a towel and other NFIs necessary for hospital stays, continued during the month of July. IOM provides clean sheets and linen upon arrival and for those in scabies treatment, or other medical cases as per need. IOM provides exceptional additional NFIs in the Salakovac RCC, especially during transportation from the Ušivak TRC or from SFA offices.

In July, UNICEF in partnership with ŽsU, SoS, and WV, distributed over 2,000 NFIs (hygiene items for mothers and infants,) through MBCs in the Borići, Bira, Sedra, and Ušivak TRCs, as well as the Salakovac RRC. A total of 441 NFI packages (primarily hygiene products) were provided to women: 421 at the MBCs in Sedra, Borići and Bira and 20 at the Ušivak TRC.

In July, UNFPA continued to distribute hygienic pads and modern contraceptives for women and girls as needed, through the WGCs.

All asylum seekers and migrants accommodated at the Duje Reception Centre are provided with necessary NFIs and clean bedding.

The Red Cross provided over 60 tents, beds, mattresses, and sleeping bags at the Vučjak location.

House of All provide residents with NFIs, such as hygiene and sanitary items, pillows, sleeping mats, towels, blankets, and shoes and clothing as necessary.

The Deputy Ambassador of China made a NFI donation to the Centre for Social Welfare in Bihać during her visit on 24 July.

### **WASH:**

The Bira TRC has 92 toilets and 58 showers, and facilities are separated by gender. Drinking water is available in the centre. A number of repairs take place every week in the centre to repair broken facilities. Although Bira TRC continues to struggle with broken facilities and equipment, which usually results in an average of 25 toilets being out of order and a considerable number of showers lacking hot water, the awareness raising campaigns promoted by IOM on how to take better care of common WASH facilities have proved to be successful. A similar awareness raising campaign is currently being implemented by IOM, in coordination with JRS cultural mediation team.



*Cleaning action at Borići TRC / IOM*

Initiated by IOM through a previous project, joint cleaning actions are organized regularly in the area around the facility with the voluntary participation of many migrants and asylum seekers staying in the TRC. Caritas continued to provide laundry services in the Bira TRC, washing over 6,900 Kg in July.

The Miral TRC has 55 toilets and 34 showers. Facilities are not gender separated since the centre only hosts single males and a few UASC boys. Drinking water is available in the centre. An operational laundry system is in place, allowing the centre population to wash their personal belongings. In July, an average of 230 laundry bags were washed and dried weekly for an average of 170 people, in addition to the bed-linen and other centre inventory washed by the centre staff.

The Sedra TRC has 53 toilets and 59 showers, with 43 rooms having private facilities for a total of 163 people. The remaining TRC population has access to shared toilets and showers, separated by gender. Drinking water is available in the centre. The laundry system is in place and operational with six washing machines and six dryers washing an average of 360 laundry bags for an average of 118 households weekly. The TRC population contributes to the laundry operations on a voluntary basis. Minor challenges with the availability of hot water and WASH facilities still persist.

The Ušivak TRC has 33 toilets and 28 showers and facilities are separated by gender. Hot water and drinking water is available at the centre. The centre population is actively involved in cleaning and maintenance of the centre, during food distribution, and in the organization of the centre's communal activities and spaces. A laundry system is in place with two industrial washing machines and one industrial dryer. During the month of July, 1,468 bags were washed in total. Caritas provided a range of WASH/hygiene items in July.



The Borići TRC has 23 toilets and 16 showers inside the building and 21 toilets and 13 showers outside the building (in sanitary containers) and facilities are separated per gender. Hot water and drinking water is available in the centre. Six washing machines and six dryers are installed and operational and centre residents are involved in the laundry operations on a voluntary basis. Additional industrial washing machines were set up in the month of May, and are fully operational now that the electricity connection is Borići TRC is functional.

In the Salakovac RRC Caritas provided a range of WASH/hygiene items in July.

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

All asylum seekers and migrants accommodated at the Duje Reception Centre are provided with necessary hygiene/sanitary supplies. WASH facilities are gender separated with hot water and laundry services available also.

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

### **Food:**

Asylum seekers accommodated in the Delijaš AC are provided with a monthly food package by the MoS in accordance with recommendations made by a nutritionist at the Sarajevo Federal Institute for Public Health. Further to this food package, additional food and supplements are provided for pregnant women, chronically ill individuals, and children up to the age of 10. A fresh food allowance to the amount of BAM 30 per month is also given to every asylum seeker at the Centre. In July, Caritas supported with over 150 kg of fresh fruit and 270 kg of vegetables as well as coffee, tea, and milk supplies and baby food. BHWI provide additional support with nutritional needs in specific cases as per recommendations made by a doctor.

The Red Cross Mostar Branch prepares and distributes three meals per day to asylum seekers and migrants at the Salakovac RRC. In July, 14,754 meals were provided as well as 9,834 snacks. BHWI provide additional support with nutritional needs in specific cases as per recommendations made by a doctor. Caritas supported with food babies in coordination with the management of the centre.

In the four TRCs in USC managed by IOM, IOM/the Red Cross (the Bihać and USC branches) continued to support the provision of three meals (breakfast, lunch and dinner) and two fruit snacks per day according to standardized menus ensuring sufficient calorie and nutrition. In July, IOM provided a total of 22,809 meals in the Borići TRC, 83,657 meals in the Bira TRC, 18,241 meals in the Sedra TRC, and 23,837 meals in the Miral TRC. Meals are prepared and distributed in-line with international standards that guarantee sufficient nutritional value, variety and a daily intake of 2,100 Kcal. Meals are prepared on-site at the Sedra, Bira and Miral TRCs. For the Borići TRC, the Red Cross prepares meals at their own premises and transports them to the site.

In the Sedra and Borići TRCs, IOM provides specialized food (gluten-free, vegetarian) to those with specific dietary requirement upon Doctor's recommendation/medical prescription or to those who are vegetarians. School children receive an early breakfast on school-days and additional milk is distributed daily to parents or care-takers of children. A man accommodated in the Sedra TRC who has experience as a chef regularly assists the Red Cross during food preparation in order to together

adapt the taste of the food to the one that the major part of the centre's population is accustomed to. In the Miral TRC, an individual who has difficulty in eating solid food receives a specialized menu. Additionally, IOM/Red Cross provide food for the families who wait for transportation to Bihać in front of the centre.

During the reporting month, the new meals which were agreed upon following a focus group discussion on food, were successfully introduced in the Sedra and Miral TRCs. The changes were well-received.

Open kitchens equipped by IOM for the centre populations to cook their own food are operational in Miral and Bira TRCs. In the Sedra TRC, while the construction works were completed in July, electricity power cuts prevent the kitchen from becoming fully operational. In the Borići TRC, works to establish an open kitchen are ongoing. The centre population is actively involved in keeping these spaces clean. In Bira TRC, one voluntary focal point has been appointed for that purpose.

In the Ušivak TRC, three meals per day (breakfast, lunch and dinner) plus two fruit snacks are prepared and distributed with the support of Pomozi.ba and the EU. Meals are prepared and distributed in-line with international standards that guarantee sufficient nutritional value, variety and a daily calorie intake. More than 45,241 meals were distributed in July. Pomozi.ba does not have the capacity to provide for specialized food for medical cases, or for extra nutritional food for pregnant and lactating women.

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

Asylum seekers accommodated in the ŽsU protective shelter are provided with groceries such that they can prepare meals for themselves in-line with their own practices and schedules. In July, 1,150 meals and 760 snacks were provided.

Supported by UNICEF and operated by ŽsU, SOS Children's Villages, and World Vision, Mother Baby Corners (MBC) are in place at the Salakovac RRC, the Ušivak TRC, the Borići TRC, the Bira TRC, and the Sedra TRC<sup>3</sup>. MBCs provide parents with infant and young child feeding (IYCF) counselling, information/awareness raising on breastfeeding and hygiene, psychosocial counselling, and support the provision of infant food and hygiene products. In July, a total of 58 mothers and 82 children under five benefitted from MBC services: 10 mothers and 25 (10 girls and 15 boys) children at the Salakovac RRC; 19 mothers and 26 children (11 girls and 15 boys) at the Ušivak TRC; 11 mothers and 11 children (4 girls, 7 boys) at the Borići TRC; 3 mothers and 3 children (0 girls, 3 boys) at the Bira TRC; 15 mothers and 17 children (4 girls, 13 boys) at the Sedra TRC. In July, 350 baby food jars, 350 juices for children, and 55 supplements for lactating and pregnant women were provided through MBCs in USC. In the Ušivak TRC, 116 children (52 girls, 64 boys) had access to nutrition food on a daily basis (Monday to Friday) and in the Salakovac RRC 64 children (33 girls, 31 boys) had access to nutrition food on a daily basis (Monday to Friday).

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<sup>3</sup> RRC (WV, 08:00 – 16:00, Monday to Friday), the Ušivak TRC (SOS, 09:00 – 10:30, Monday to Friday), the Borići TRC (ŽsU, 10:00 – 18:00, daily), the Bira TRC (ŽsU, 12:00 – 20:00, Monday, Wednesday, Friday), the Sedra TRC (ŽsU, 09:00 – 17:00, daily).

UNICEF and DRC prepared IYCF materials and printed them in English, Arabic, and Persian. The didactic materials were disseminated to target migrants and asylum seekers in TRCs in USC within MBC and medical/paediatric units following parents/caregiver counselling. UNICEF and DRC continue to follow up with IYCF activities and strengthen the capacities of relevant staff.

The UNICEF led working group in USC on IYCF finalized the Protocol on BMS distribution in all TRCs as well as a rapid assessment tool with key parameters of IYCF to identify children in need of baby formula. In addition, SOPs for complementary feeding of infants 6-24 months were finalized and some initial steps have been taken to implement the guidelines in collaboration with IOM and the Red Cross.

### **Education and leisure:**

As the school year ended on 15 June, in July, refugee and migrant children continued participating in education activities, ending on 16 August, with the support of UNICEF and Save the Children and in cooperation with the Ministry of Education. Summer school includes three days a week in the school facilities, where children learn Bosnian/Serbian/Croatian, geography, history, etc. and two days of outdoor activities per week. Classes are held simultaneously in three groups, based on age. As part of the Summer school curriculum, cultural mediators provide basic Arabic, Farsi, and English language instruction. In total in July, 122 (69 boys and 53 girls) children attended the summer school programme in two schools Ostrozac and Prekounje.

Further, children attending the CFS in the Bira, Borići, and Sedra TRCs, as well as in protective shelter, participated in educational and creative workshops over the month, provided by ŽsU in partnership with UNICEF. Migrant, asylum seeker, and refugee children from the TRCs in Bihac also attended the Bosnian/Serbian/Croatian language classes organized in partnership with the Pedagogical Faculty in Bihac

Asylum seeker children in the Salakovac RRC are still excluded from formal and structured non-formal education, pending approval of the Cantonal Government and for the latter from the MHRR. VP previously submitted appeals to the Ombudsperson and in May received reply that appeals have been submitted to the MoS and the Ministry of Education (MoE) of HNC for further observations. In lieu, of approval from the HNC MoE for asylum seeker children to attend school, "My School", a custom education program (attended by 19 children) run by BHWI continued in July in the Salakovac RRC.

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

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

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

The Integration Centre Units (ICU) ran by ŽsU, continue to offer a range of intercultural activities in the Sedra TRC and Bira TRCs. The spaces are equipped with computers, board games, playing

cards, handicrafts, internet, library, etc. In the Bira TRC in July, 742 men participated in ICU activities. At the Sedra TRC, 183 people (88 women, 95 men) participated in ICU activities.



At the request of the Miral TRC's population, IOM staff started organizing English classes twice a week. The first lessons, held in July, covered the basics and encouraged small talk in a relaxed environment.

IPSIA serves hot tea in the Bira TRC, operating between 11:00 and 13:00 and between 15:00 and 18:00 on Monday, Wednesday, Thursday, and Friday, and serves approximately 1,200 cups per day. Around 16,000 cups were served in July. Playing cards, table-top games, and

books (in a range of relevant languages) are available. In July, IPSIA added a craft workshop.

### **Durable solutions, support to host communities, and social cohesion:**

VP continue to work to address challenges faced by asylum seekers opening bank accounts - related to banks not recognizing asylum seeker cards as valid identification documents - and concluding labour contracts (which require bank accounts to action salary payment) so that asylum seekers who applied for asylum more than nine months ago<sup>4</sup> can access the labour market.

UNHCR together with VP BiH continue to provide information and assistance to asylum seekers and refugees regarding the family reunification procedure.

IOM continued to see a high number of migrants interested in returning to their CoO through IOM's Assisted Voluntary Return (AVR) and reintegration programme. With the support of the EU and of the Netherlands, IOM provided more than 620 information sessions in the centres and through mobile teams and assisted a total of 39 people in returning to their CoO in July. IOM provides outreach, dissemination of information, provision of counselling and logistical assistance to return and reintegration applying established eligibility criteria for AVR assistance, as well as for more comprehensive reintegration assistance, implemented consistently by IOM throughout the Western Balkan region. IOM provides operational and logistical support in obtaining travel documents, facilitating fit-to-travel health checks, and providing airline tickets as well as transit assistance as required. IOM AVRR assistance includes limited accommodation while waiting for repatriation (two days for all cases, and for the entire waiting period for vulnerable cases only), support in obtaining travel documents, travel costs, and limited cash-transfer for reinstallation and onward transportation in the country of return. For medical and vulnerable cases, medical costs as well as in-kind reintegration assistance in the form of grants for education, training or business start-ups is provided.

<sup>4</sup> Asylum seekers have the right to work in BiH if a decision on their asylum application is not made within nine months and the burden of failure to make a decision cannot be placed on the asylum seeker.

The multidisciplinary team by CSW Bihać in cooperation with UNICEF continued organizing activities aimed at social cohesion of UASC and local adolescents. In July, a football game was organized in Bihać and six UASC and six local children participated together.

**In terms of other small-scale initiatives:**

- Integration activities for children from the Borići TRC take place at the CFS, including creative reading workshops, illustration, puppet creation, and art.
- The hair dressing salon established in the Sedra TRC by IOM is running with the supervision of ŽsU. The centre population provides hair dressing services.
- IOM organizes weekly “movie nights” for the population of the Miral TRC. Each Tuesday, a movie from a different country is screened in the centre. In July, the Borići TRC also started showing movies and will continue every Friday evening.
- IOM organized a cooking event in the Miral TRC, where each national group was provided with ingredients and cooking facilities to prepare traditional dishes from their country. The event helped centre residents of different backgrounds to bond and to know each other’s cultures through food tasting. IOM staff in the Miral TRC represented BiH by preparing typical dishes of the local cuisine.
- On 29 July, IOM helped escort a group of 30 boys of age 7-14 to participate in the IPSIA project “Football no Borders” in Bosanska Krupa. Children from the Borići TRC and the Bira TRC were provided with bus transport, snacks and sports t-shirts and had three hours of sports activities together with local children.
- World Vision provided a range of activities for those in the Ušivak TRC, including non-formal education activities, sports and recreational activities, and an information desk.

**Safety and security**

UNDSS provided [Country Specific Security Orientation Briefings for new personnel in Sarajevo and those being deployed in USC](#), while UNHCR contributes through a briefing on effective ways to communicate with persons of concern, including in case of aggressive behaviour. UNDSS also took part in PEP Kit Application training held for medical personnel in USC Cantonal Hospital - dedicated medical personnel for PEP Kit application for UN Personnel was appointed. UNDSS met SFA Inspector and the Coordinator assigned to the Borići, Sedra, and Ušivak TRCs and explained the UNSMS basic principles.

[Throughout the month of July, the security situation in all TRCs was relatively stable, with no major security incidents reported.](#) IOM and Security staff are present 24/7 at all TRCs and working to prevent and respond to safety and security risks and incidents. Inspections and internal investigations of thefts and misconduct of the centre population are regularly carried out and CCTV surveillance or other distant monitoring mechanisms are in place in all centres excluding the Sedra TRC.

[The main recurrent security issues relate to tensions and over-crowdedness caused by irregular entrances, fights among the centre population \(mostly caused by thefts of money and mobile phones\), and abuse of alcohol and drugs.](#) Additional tension deriving from the worry of being relocated to Vučjak sporadically resulted in minor fights and tensions across TRCs in USC. In the Ušivak TRC, the safety and security situation remains manageable but challenging, due to the high number of arrivals.

IOM introduced hologram stickers on the ID-cards of people accommodated in all four TRCs in USC, in order to limit unauthorized entrances using fake ID-cards. This is gradually being introduced as new registrations are made.

Fire prevention measures are in place in all TRCs and IOM regularly monitors and improves them. The drafting of safety, security and emergency preparedness plans and of evacuation plans for each TRC is in their final stages, together with the establishment of a new warden system, which IOM is working on in coordination with all partner agencies and the SFA.

IOM formed a Security Unit composed of an IOM staff member appointed as Security Assistant for each centre. Security Assistants are in charge of monitoring the security situation and response and implementing all security procedures.

A fatal accident happened near the Sedra TRC when a man accommodated in the centre drowned whilst swimming in the river. His body was found the following day. He was buried in Bihać and a funeral was held in the Bira TRC.

### **Communication and visibility**

EU representatives and BiH authorities held a High-Level Meeting<sup>5</sup> on 17 July on Migration to discuss the challenges presented by the increased presence of migrants and refugees in the country and to follow-up on the priorities set in the Commission Opinion on BiH's application for EU membership. The meeting took stock of the implementation of assistance provided by the EU to BiH vis-a-vis the increased presence of migrants and refugees since the beginning of 2018 and also looked into the specific needs in view of the upcoming winter. The Commission noted concern that existing reception capacities in BiH are largely insufficient; expressed regret that BiH has not proposed suitable locations for additional reception facilities, in spite of the Commission's readiness to provide the necessary financial support; urged BiH authorities to identify suitable facilities without delay; took note of the BiH authorities' commitment to ensure effective functioning of the existing temporary reception centres and urged BiH authorities to relocate without delay migrants and refugees from the unsuitable site of Vučjak; stressed that dignity and safety of all persons, especially the most vulnerable, need to be ensured and protected and it reiterated its appreciation for the work of the humanitarian partners whose activities must be facilitated; expressed its readiness to continue providing additional support to the affected communities.

IOM marked the one-year anniversary of the opening the Sedra TRC, organizing various activities in the centre for its population. In cooperation with partner agencies, who provided material and information, created and showed a video presenting key figures and achievements since the opening

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<sup>5</sup> The meeting was chaired by Mr Christian Danielsson, Director-General of the Directorate-General for Neighbourhood Policy and Enlargement Negotiations. Ms Monique Parlat, Director-General of Directorate-General for European Civil Protection and Humanitarian Aid Operations, also took part in the meeting. Bosnia and Herzegovina's delegation was led by the Minister of Security Mr Dragan Mektić and included representatives of various levels of government, notably the Una Sana Canton.

of the centre. The video gained a lot of traction on social media, reaching more than 20,000 people in the country of BiH, and was widely shared and positively commented on.

On 15 July, the BiH UN Resident Coordinator and on 24 July the Deputy Chinese Ambassador visited the Bira TRC.








*Visit of the Deputy Chinese Ambassador / IOM*

## Map of Key Sites and Locations





3W																	
Location																	
	Una-Sana Canton						Sarajevo Canton				HNC	Other				-	
	USC, Other, estimate	Borići TRC, Bihać	Bira TRC, Bihać	Sedra TRC, Cazin	Miral TRC, Velika Kladuša	Žene sa Une	Ušivak TRC, Hadžići	House of All	Sarajevo, Other, estimate	Delijaš Asylum Centre	Salakovac Refugee RC	Vucjak	Tuzla and Mostar Other, estimate	Immigration Centre	Awaiting asylum, private accomm.	Totals	
<b>Key population estimates</b>	<i>(Population numbers below are a mixture of estimates and counts, depending on location. The numbers below are the most recent available. It must be kept in mind that populations at this sites fluctuate on a daily basis and the below is a snapshot)</i>																
<b>Total Size</b>	3000	254	1,491	272	553	11	791	56	200	24	142	500	200	49	137	7,680	
<b>Of which, UASC</b>	-	4	178	4	10	0	42	0	-	-	0	-	-	0	-	238	
<b>Of which, children</b>	-	112	191	121	10	3	95	29	-	9	70	-	-	0	-	640	
<b>Of which, women &amp; girls</b>	-	118	13	116	0	5	58	24	-	10	67	-	-	0	-	411	
<b>Of which, single women</b>	-	11	0	2	0	1	6	2	-	0	0	-	-	0	-	22	
<b>Of which, family members</b>	-	234	99	260	0	6	128	54	-	23	142	-	-	-	-	946	
<b>Of which, asylum seekers</b>	-	49	178	136	2	1	15	14	-	4	26	-	-	1	-	426	
<b>Of which, awaiting asylum registration</b>	-	26	510	25	157	6	391	31	-	20	116	-	-	8	-	1,290	
Sector																	
<b>Shelter</b>		-	SFA, IOM	SFA, IOM	IOM	SFA, IOM	ŽsU/ UNHCR	SFA, IOM	HoA	-	MoS/AS/ UNHCR	MHRR/ MoS/AS/ UNHCR	Emmaus / MoS/ UNHCR	-	MoS, SFA	-	-
<b>Centre Management</b>		-	SFA, IOM	SFA, IOM	SFA, IOM	SFA, IOM	ZsU	SFA, IOM	HoA	-	MoS/AS	MHRR/ MoS/AS	Emmaus	-	MoS, SFA	-	-
<b>Protection</b>		UNHCR/ DRC/VP/ IOM, CSW, UNICEF/ SiC	UNHCR/ DRC/VP, UNICEF/ ŽsU/SiC, IOM, CSW, UNFPA/ MdM	UNHCR/ DRC/VP, UNICEF/ ŽsU/SiC, IOM, CSW, UNFPA/ MdM	UNHCR/ DRC/VP, UNICEF/ ŽsU/SiC, IOM, CSW, UNFPA/ MdM	UNHCR/ DRC/VP, UNICEF/ ŽsU/SiC, IOM, CSW, UNFPA/ MdM	ŽsU, DRC/ VP/UNH CR	UNHCR/ VP /BHWI/D RC, CSW, UNICEF/ SoSM/V IOM	HoA, BHWI/ VP/ UNHCR, UNICEF	UNHCR/ VP/ BHWI	MoS/AS, UNHCR/ BHWI/ VP, CSW	UNHCR/ BHWI/VP, UNICEF/ WW, IOM, CSW	Emmaus UNHCR/ BHWI/ VP, CSW	-	UNHCR/ BHWI/VP, CSW	UNHCR/ VP/ BHWI	-

<b>Health</b>		-	DRC, JRS, UNICEF, DZ, CH	DRC, JRS, UNICEF, DZ, CH	DRC, JRS, UNICEF, DZ, CH	DRC, DZ, CH, JRS	DRC, DZ, CH	DRC, UNICEF/ WV/SoS, DZ, CH	UNICEF/ WV/ SoS, DZ	-	MoS/AS/ UNHCR, DZ, CH, DRC	MoS/AS, UNHCR, DZ, CH, DRC, IOM	Emmaus	-	SFA, DZ	-	-
<b>Non-food items</b>	<b>NFI</b>	IOM, UNICEF	CoBRC, IOM, UNFPA, UNICEF/ StC/ŽsU	CoBRC, IOM, UNICEF/ StC/ŽsU, CSW, UNFPA	IOM, UNFPA, UNICEF/ StC/ŽsU	CoBRC, IOM	ŽsU	IOM, Pomozi, UNHCR, RC, Caritas, UNICEF/ SoS/WV	HoA	-	MOS/ AS/ UNHCR/ BHWI, Caritas	RC, UNHCR/ BHWI, UNICEF/ WV, Caritas	Emmaus	Emmaus	MoS/SFA	-	-
<b>WASH</b>		IOM	IOM	IOM, Caritas	IOM	IOM	ŽsU	IOM	HoA	Pomozi. ba	MoS/AS/ UNHCR	MHRR/ MoS, UNHCR/ BHWI, UNICEF/ WV	Emmaus / MoS	-	MoS/SFA	-	-
<b>Security/Safety</b>		N/A	MoS/ SFA	MoS/ SFA	MoS/ SFA	MoS/ SFA	ŽsU	MoS/ SFA	HoA	N/A	MoS/AS/ UNHCR	MHRR/ UNHCR	Emmaus / MoS	-	MoS/SFA	-	-
<b>Transport/ Logistics</b>		IOM	IOM	IOM	IOM	IOM	ŽsU, IOM	IOM, UNHCR/ BHWI	-	-	MoS/AS/ UNHCR/ BHWI, IOM	UNHCR/ BHWI, IOM	Emmaus / MoS, IOM, UNHCR/ BHWI	-	IOM	-	-
<b>Administrative/ Legal</b>		MoS/ SFA/ AS, IOM, UNHCR/ VP	MoS/ SFA, IOM, UNHCR/ VP	MoS/ SFA/ AS, IOM, UNHCR/ VP	MoS/ SFA/ AS, IOM, UNHCR/ VP	MoS/ SFA/ AS, IOM, UNHCR/ VP	ŽsU, VP	MoS/ SFA, IOM, UNHCR/ VP	VP/ UNHCR	-	MoS/AS/ UNHCR/ VP	MHRR/ MoS/SFA/ AS, UNHCR/ VP	Emmaus , UNHCR/ VP	-	MoS/SFA, UNHCR/VP	VP	-
<b>Education</b>		-	UNICEF/ PA/ StC/ MoE, IOM	UNICEF/ PA/ StC/ MoE, IOM, CWS	UNICEF/ PA/ StC/ MoE, IOM	-	UNICEF/ PA/ StC/ MoE, IOM	UNICEF, WV/ SoS, IOM	UNICEF/ WV/ SoS, HoA, IOM	-	MoS/AS/ UNHCR/ BHWI	UNHCR/ BHWI, UNICEF/ WV	Emmaus	-	-	-	-
<b>Food and nutrition</b>		IOM/ CoBRC	IOM/ CoBRC, UNICEF/ ŽsU/StC	IOM/ CoBRC UNICEF/ ŽsU/StC	IOM/CR C, UNICEF/ ŽsU/StC	IOM/ CRC	ŽsU	Pomozi. ba, IOM UNICEF/ WV/ SoS	HoA	-	MoS/SA/ UNHCR, Caritas	RC/IOM, UNICEF/ WV, Caritas	Emmaus	-	MoS/SFA	-	-

**Acronyms:** AS, Asylum Sector / BHWI, Bosnia and Herzegovina Women's Initiative / CH, Cantonal Hospital / CoBRC, City of Bihać Red Cross / CRC, Cantonal Red Cross / CRS, Catholic Relief Services / CSW, Centre for Social Welfare (Municipal) / CT, The Czech Team / CWS, Church World Service / DZ, Public Health Centre (Municipal) / DRC, Danish Refugee Council / HoA, House of All / ICRC, International Committee of the Red Cross / IPSIA, Istituto Pace Sviluppo Innovazione Acli / Emmaus, International Forum of Solidarity-Emmaus / IOM, International Organization for Migration / JRS, Jesuit Refugee Services / MHRR, Ministry of Human Rights and Refugees / MoE, Ministry of Education / MoS, Ministry of Security / MdM, Médecins du Monde / PA, Pedagogic Academy / RC, Red Cross / RCSBiH, Red Cross Society of Bosnia and Herzegovina / SFA, Service for Foreigners' Affairs / SoS, SoS Children's Villages / UNFPA, United Nations Population Fund / UNHCR, United Nations High Commissioner for Refugees / UNICEF, United Nations Children's Fund / VP, Vaša Prava BiH / WHO, World Health Organization / WV, World Vision / ŽsU, Žene sa Une.

## Coordination/Working in partnership

- Monthly UNHCR-IOM led coordination meetings take place in Sarajevo, widely inviting stakeholders engaged in the ongoing response and providing a forum for discussion.
- IOM organize weekly CCCM meetings in TRCs for partners to share updates, discuss the centre's situation and define action points.
- Bi-weekly coordination meetings take place in USC, widely inviting stakeholders.
- Sector specific meetings are organized as required in Sarajevo and USC.
- UNFPA lead GBV WG meetings on a monthly basis to ensure a coordinated, survivor centred inter-agency GBV response.
- Earlier this year the Sarajevo Canton Ministry of Labour, Social Policy, Displaced Persons and Refugees established an operational team to improve coordination of all governmental, non-governmental and international organizations dealing with the situation.

Sector	Organizer	Contact
<b>Sarajevo Monthly Coordination Meeting and Monthly Update</b>	UNHCR/IOM	<a href="mailto:doane@unhcr.org">doane@unhcr.org</a>
<b>USC</b>	UNHCR/IOM	<a href="mailto:husagic@unhcr.org">husagic@unhcr.org</a> <a href="mailto:vmitkovski@iom.int">vmitkovski@iom.int</a>
<b>CCCM, Shelter, WASH and Food</b>	IOM	<a href="mailto:drozic@iom.int">drozic@iom.int</a>
<b>Protection</b>	UNHCR	<a href="mailto:kokotovi@unhcr.org">kokotovi@unhcr.org</a>
<b>Child protection</b>	UNICEF	<a href="mailto:aluedeke@unicef.org">aluedeke@unicef.org</a>
<b>Gender Based Violence</b>	UNFPA	<a href="mailto:jurela@unfpa.org">jurela@unfpa.org</a>
<b>Health</b>	WHO	<a href="mailto:palom@who.int">palom@who.int</a>
<b>NFI</b>	IOM	<a href="mailto:isadikovic@iom.int">isadikovic@iom.int</a>
<b>Education</b>	UNICEF	<a href="mailto:skabil@unicef.org">skabil@unicef.org</a>

### CONTACTS

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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 AVR Information: <https://bih.iom.int/assisted-voluntary-return>  
 IOM Migration Response: <https://bih.iom.int/iom-migration-response>  
 Media guidelines: <https://bih.iom.int/pbn/reporting-migration-and-refugees-brochure>  
 Asylum Information Brochure:  
[https://issuu.com/unhcrsee/docs/information\\_for\\_as\\_in\\_bih](https://issuu.com/unhcrsee/docs/information_for_as_in_bih)



*UNHCR prepares these monthly updates on behalf of the inter-agency response in BiH. They are published on the United Nations in Bosnia and Herzegovina website. Information on the actions of institutions/organizations/individuals are collected on voluntary basis. The asylum seeker and migration statistics presented in this document are provided by the authorities of BiH and partner agencies. The UN in BiH is not responsible for the accuracy of information provided by non-UN sources.*