

# Bosnia and Herzegovina

01 - 30 November 2018

Accommodation capacity increased by over 2,000 spaces and large voluntary transfers moved the majority refugees and migrants from informal sites.

Restrictions on freedom of movement remain in place in Una-Sana Canton and significantly limit access to services and rights and pose operational obstacles.

The Special Representative of the Secretary General of the Council of Europe on Migration and Refugees visited Bosnia and Herzegovina in the month, including Una-Sana Canton.

## KEY INDICATORS

**4,500 – 5000**

Estimated number of refugees and migrants in November

**4,144**

Available winterized accommodation as of 30 November

**5,400**

Number of medical check-ups conducted in November

**262,746**

Number of meals provided in November in BiH

**389**

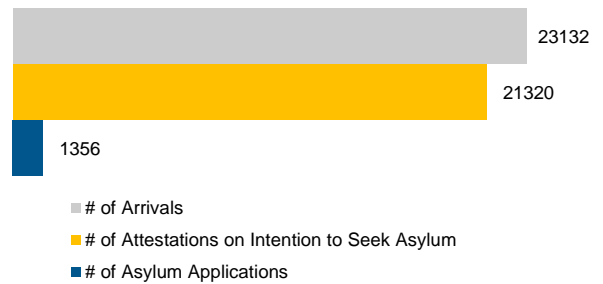
Number of assisted voluntary returns to-date in 2018

## ACCESS TO ASYLUM

**1,356 Asylum applications**

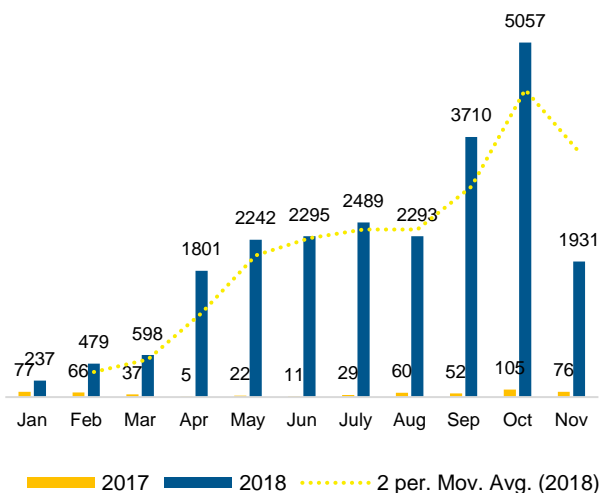
1 January – 30 November 2018.

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



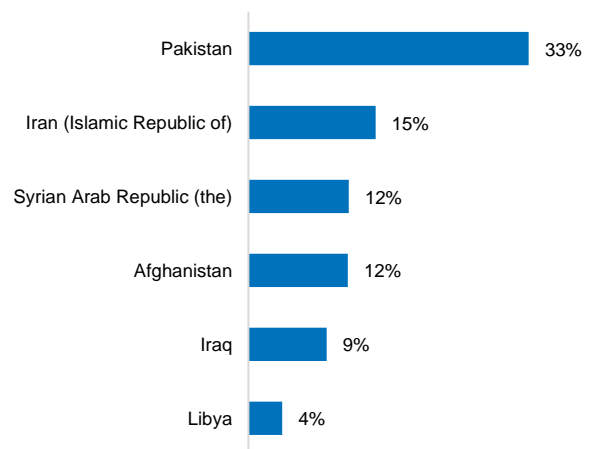
## POPULATION OF CONCERN

Number of detected refugee and migrant arrivals to BiH per month



## POPULATION OF CONCERN

Top refugee and migrant CoO\* to BiH in 2018 (1 January – 30 November)



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

## Key Updates and Operational Context by Sector

### Population:

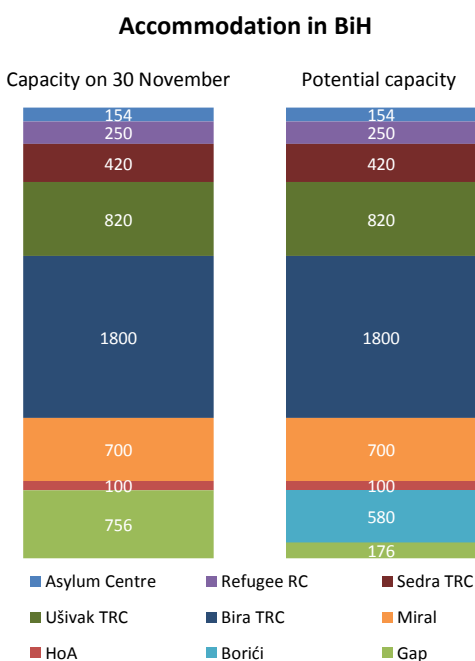
The authorities in Bosnia and Herzegovina (BiH) detected the arrival of 23,132 refugees and migrants to the country between 1 January 2018 and 30 November 2018; this compares with 540 recorded arrivals between the same dates in 2017. While a record high of 5,057 arrivals were detected in October 2018, the number of arrivals fell to 1,931 in November – the largest change between any two consecutive months in 2018. The majority arrive overland in an irregular manner (i.e. at non-official border crossings). The largest proportion continue to arrive from Serbia, while a smaller proportion arrive from Montenegro. It is estimated that between 4,500 and 5,000 refugees and migrants remain in BiH in need of humanitarian assistance at various locations, in particular in Sarajevo and Una-Sana Canton (USC). The latter location is linked to attempts to enter Croatia and the European Union.

Between 1 January and 30 November 2018, the largest declared country of origin is Pakistan (33 per cent), followed by Iran (15 per cent), Syria (12 per cent), Afghanistan (12 per cent), Iraq (9 per cent), Libya (4 per cent), Bangladesh (2 per cent), and Algeria (2 per cent).

### Accommodation/Shelter:

Establishing sufficient, winterized, safe, and protection-sensitive accommodation has been and continues to be a key challenge and focus of the response. In November, IOM increased accommodation capacity by 2,080. While occupancy rates fluctuate on a daily basis, as of 30 November 4,144 spaces were available across six locations in BiH, not including safe accommodation and hostels made available to a limited number of particularly vulnerable cases. Given the pressure on accommodation, UNHCR and partners, in collaboration with other actors on the ground, work to identify, profile, and prioritize cases for referral to appropriate available spaces – this was particularly the case in November with large and urgent voluntary transfers of refugees and migrants from informal sites in USC to more appropriate accommodation.

In November, IOM expanded the capacity of the Bira TRC (opened in October), in USC, from 440 to 1,800 and organized the layout to separate unaccompanied and separated children (UASC) and families with children from the remainder of the population. For now, families are accommodated in a large tent/Rubb Hall in a separate hangar; this will be replaced with accommodation containers in early December. There are an additional 50 beds in the pre-registration area for those who have not yet undergone the medical screening. An IOM Camp Coordination and Camp Manager and Migrant Assistants are present at the Bira TRC 24 hours a day and IOM staff facilitates the



daily running of activities at the Centre, including food distribution, cleaning and coordination with partners providing other services. IOM further provides cleaning and maintenance staff, as well as security personnel 24/7. The Jesuit Refugee Service (JRS) also supported with the accommodation of new arrivals to the Bira TRC, including with the provision of information. As of 1 November, free internet connectivity with Wi-Fi access is provided at the Bira TRC by Télécoms Sans Frontières. [At the end of the month 1,264 asylum seekers and migrants were accommodated at this site.](#)

On 21 November, IOM received confirmation of support from the EU for the Miral facility, in Velika Kladuša (VK) which was opened in late October to provide emergency shelter to 300 refugees and migrants were moved from the Maljevac border crossing point. [Following this confirmation, IOM expanded the Miral facilities accommodation capacity from 300 to 700](#) through the establishment of a large tent/Rubb Hall in front of the Miral building. IOM Camp Coordination and Camp Manager and Migrant Assistants are present at the Miral facility 24 hours a day and IOM staff facilitates the daily operations of the site, including food distribution, cleaning and coordination with partners providing other services. IOM further provides cleaning and maintenance staff, as well as security personnel 24/7. [At the end of the month 548 asylum seekers and migrants were accommodated at this site.](#)

[Given the previous accommodation capacity limits in BiH, and in particular in USC, informal settlements of varying size at a range of locations in USC had persisted as a stop-gap measure.](#) The two largest of these such settlements are the Borići Dormitory site in Bihać and on a plot of land in Trnovi in VK. The population on these sites has been highly volatile, with numbers fluctuating on a daily basis, often with over 1,000 refugees and migrants in sub-standard living and sanitary conditions, exposed to a range of protection and security concerns.



Transfer of refugees and migrants from informal sites / UNHCR

[In November, with the deteriorated weather conditions and thanks to the increased accommodation capacity in the Bira TRC and the Miral facility, urgent steps to voluntarily transfer refugees and migrants from informal settlements to more appropriate accommodation were taken.](#) These transfers also aim to facilitate the improvement of the Borići Dormitory site and the closure of the Trnovi land plot. In collaboration with UNHCR, partners, and other actors on the ground, a number of information campaigns and subsequent [mass voluntary transfers of refugees and migrants from the Trnovi land plot and the Borići Dormitory site to more appropriate accommodation solutions took place towards the end of November.](#) Further voluntary transfers from the Borići Dormitory site planned in the first week of December would completely vacate the site to allow final reconstruction and refurbishment works. [The Borići Dormitory site is expected to host up to 580 people, with a focus on families with children.](#) Already in November, the third and



Works at the Borići site / IOM

uppermost floor was completed; works on the second floor were ongoing at the end of the month; all works are expected to be finalized by the end of 2018, including works to enhance electrical supply and sewage infrastructure. As regards the



Third floor, Borići site / IOM

Trnovi land plot, the majority of refugees and migrants residing there were voluntarily relocated to the Miral facility and humanitarian support at this location was reduced. A number, estimated to be around 30, do remain on this site. [During these processes, UNHCR and partners worked to identify particularly vulnerable individuals and refer them to services and accommodation as appropriate.](#)

The Sedra TRC, in Cazin Municipality, in USC - opened in July by IOM with the financial support from the European Commission – continues to provide accommodation for families with children who are prioritized for voluntary relocation from other sites in partnership with UNHCR. [The Sedra TRC has a maximum capacity of 420](#) and IOM is responsible for Camp Coordination and Camp Management (CCCM), and has staff, including a Camp Manager, security personnel and migrant assistants, present at the centre 24/7. [At the end of the month, 412 asylum seekers were accommodated at this site.](#)

In October, IOM – with financial support from the Council of Europe Development Bank – supported the SFA with the opening of the Ušivak Transit/Reception Centre (Ušivak TRC) in Hadžići Municipality, in Sarajevo Canton. The site had an initial capacity of 400 in accommodation containers; IOM has since added an additional 300 spaces in tents in a Rubb Hall equipped with bunk beds and sleeping equipment which is divided into three main areas, accommodating different groups of PoC (PoC from Pakistan/PoC from Afghanistan/PoC from the Middle East and North Africa). An additional pre-registration area - established to handle the high numbers of arrivals at the TRC and those who have not yet been medically screened or registered with the SFA - can host an additional 120 refugees and migrants and provides the same level of service access. [In total, the Ušivak TRC has a maximum capacity of 820.](#) In November, IOM organized the containers to provide for designated areas for families with children and UASC. In the Ušivak TRC, IOM is supporting the SFA with CCCM, and has staff, including a Camp Manager, security personnel and migrant assistants, present at the centre 24/7. [At the end of the month 454 asylum seekers and migrants were accommodated at this site.](#)

The Ministry of Security (MoS) managed Asylum Centre (AC) in Trnovo Municipality, in Sarajevo Canton, continues to provide accommodation – with basic services, free legal aid, psychosocial support, and primary healthcare, with the support of UNHCR and its partners - to asylum seekers residing there. [The AC has a maximum capacity of 154 spaces.](#) In November, the AC started to prioritize families and [at the end of the month just 39 asylum seekers were accommodated at this site.](#) On occasion, asylum seekers refuse to be accommodated there, among other factors, because of the lack of internet access and the remote location of the AC and lack of transportation options; on occasion, the MoS refuse to accommodate asylum seekers at this site.

The Ministry of Human Rights and Refugees (MHRR) managed Refugee Reception Centre (RRC) in Salakovac near Mostar, through an agreement with MoS, continues to offer accommodation - with

basic services, free legal aid, psychosocial support, and primary healthcare, with the support of UNHCR and UNICEF and their partners - to asylum seekers and refugees residing there, with a focus on families with children to asylum seekers. [The RRC has a maximum capacity of 250 spaces. At the end of the month, 246 asylum seekers were accommodated at this site.](#)

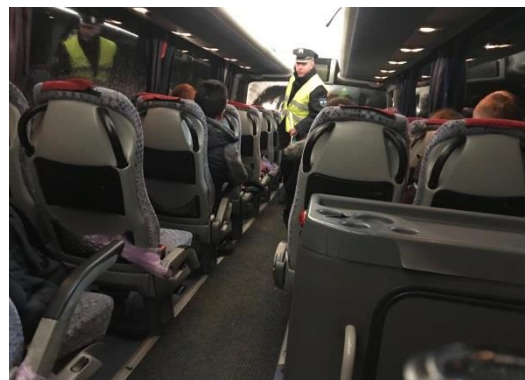
[An additional location in Sarajevo, called House of All \(HoA\), managed by independent volunteers, offers accommodation to between 70 and 100 people in Sarajevo, largely to families, and provides a number of services to residents.](#)

An unidentified number of refugees and migrants, are privately accommodated or squatting in Sarajevo and USC on a given day and limited numbers of migrants and refugees in transit have been observed sleeping rough in other locations, such as Tuzla. In November, Aid Brigade worked to better insulate a number of these squats, providing shelter to between 60 and 100 people, as well as to provide heating fuel.

[A chance of accommodation gaps over winter remains especially if the number of refugees and migrants in BiH increases further.](#)

### **Protection:**

[Measures put in place by government authorities in October to limit the freedom of movement of asylum seekers and migrants in BiH were still in effect throughout November.](#) This included both movement to USC and movement within USC; police checks of buses and trains continue. Restrictions placed on freedom of movement, inter alia, inhibit access to rights such as international protection, healthcare, and activities as basic as purchasing groceries. The UN in BiH advocates for these restrictions to be removed and the situation is continuously monitored. Relatedly, in November, reports were received of



Police Officer searching bus for refugees and migrants / UNHCR

refugees and migrants being halted at Velečevo, on the USC border; DRC undertook a monitoring visit and found a group of 22 refugees and migrants, including two UASC, some of whom said they had been at this location for up to a week. The Red Cross was present and providing food and water.

[UNHCR, partners, and other actors in the field continue to receive reports and first-hand accounts regarding refugees and migrants who allege to have experienced violent push-backs by Croatian police](#) and sustained physical injuries as a result. UNHCR and its partners are working to record cases of push-backs.

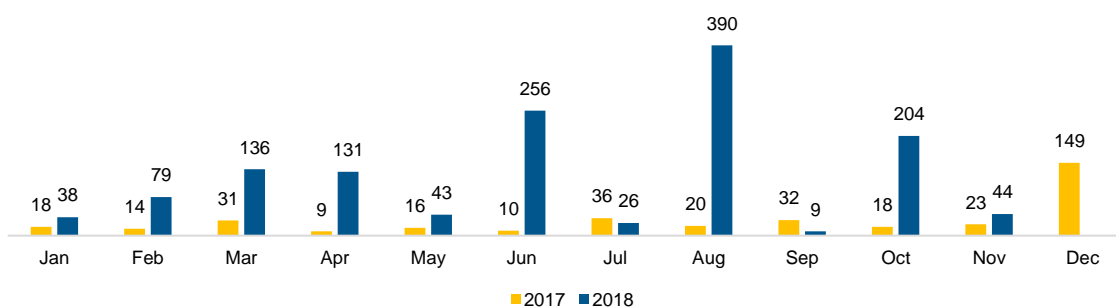
In BiH, the asylum process is the responsibility of the Service for Foreigners' Affairs (SFA) and Sector for Asylum (SA) of the MoS (once a person has been granted refugee status or subsidiary protection, the MHRR is responsible). [As of 30 November 2018, from 23,132 arrivals, 21,320 had formally expressed intention to seek asylum, yet only 1,356 \(six percent\) had formally been able to lodge their asylum claim with the Sector for Asylum.](#) Several factors hinder fair and efficient access to asylum for those in need of international protection. Among others: there are a number of circumstances within which the SFA do not re-issue attestations on intention to seek asylum; the Sector for Asylum has



limited capacity to register and process asylum claims and has been slow to schedule registration procedures; the need to have a registered address and a Certificate of Residence - even when residing in a government managed centre - to lodge an asylum claim; the need to pay a BAM 10.00 administrative fee for Certificates of Residence (charged by the SFA); a lack of interpretation.

This limited access as well as slowness issuing asylum seeker cards 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. In November, VP provided free legal aid services to 649 persons of concern across BiH and provided a further 380 with information on the asylum procedure. VP provide these services at formal and informal sites as well as at hostels and other forms of private accommodation. VP also participated in 37 asylum registrations and two refugee status determination interviews.

**Asylum Applications in BiH**



A number of protection risks and concerns exist for refugees and migrants in BiH, many of which are exacerbated by either a lack of appropriate accommodation or by accommodation conditions. A range of actors – at the various accommodation sites as well as through mobile teams at both formal and informal sites - operate in BiH and work to identify those in need and to directly provide or refer these refugees and migrants 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 food, water, and NFIs.

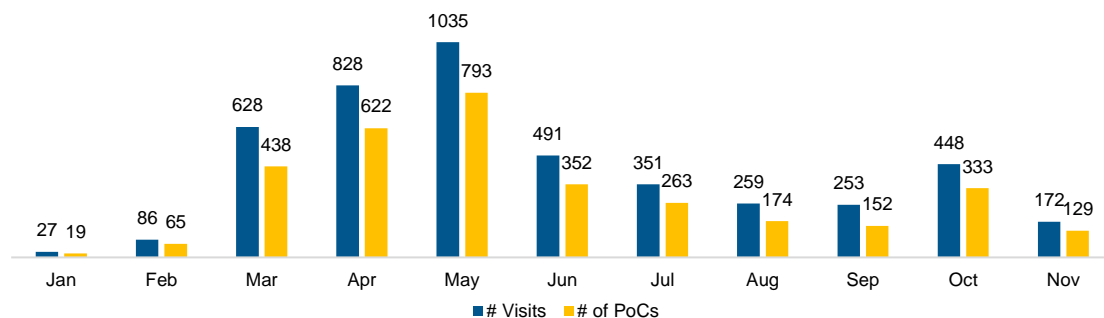
Danish Refugee Council (DRC) Protection Teams, supported by UNHCR, and UNHCR staff conducted regular profiling and protection activities in USC, primarily at the Borići Dormitory site, the land plot in Trnovi, the Sedra TRC, the Bira TRC, and the Miral facility, either directly providing or referring refugees and migrants to protection services. DRC Protection Teams also supported with the urgent relocation of refugees and migrants into winterized accommodation in Bihać and VK, supporting informed decision making (through an information campaign) and the large-scale voluntary transfer of refugees and migrants to appropriate shelter facilities. This included profiling and referring migrants and refugees to the buses together with UNHCR and other partners, coordinating activities related to reception, ensuring the presence and involvement of volunteer groups, supporting the organization of the screening process conducted by the medical teams, the reception of people diagnosed with scabies, body lice, or other conditions requiring treatment and/or quarantine.

The Bosnia and Herzegovina Women’s Initiative (BHWI), are present in the AC, the RRC, the Ušivak TRC, in UNHCR’s Information Centre in Sarajevo, in USC, and visit private accommodation in a number of locations and provide psychosocial support and other ad hoc assistance. In November, BHWI provided 761 persons of concern with assistance on 1,762 occasions. Assistance included accommodation, ad-hoc food and NFIs, psychosocial support, transport, and referral to other protection services and health services.

In November, 1,196 people were supported by IOM migrant assistants who provided 1,443 assistance services (interpretation, safe transportation, ad-hoc food and water provision, NFIs, psychosocial support, and counselling for those who are interested in Assisted Voluntary Return and Reintegration (AVRR)) and made 405 referrals (to the SFA, UNHCR and partners, NGOs, and other service and information providers). This includes mobile teams and staff at the Sedra TRC, the Ušivak TRC, the Bira TRC, and the Miral facility, who in addition to services ensuring the daily operation of the centres, also provide assistance and make referrals.

UNHCR maintains an information centre in Sarajevo which makes referrals to relevant and available services, including accommodation in the AC, RRC, and Ušivak TRC - when available - as well as offers psychosocial support - through its partner BHWI - and free legal aid - through its partner VP. Visits to the UNHCR Info Centre were made by 129 persons of concern in November. In addition, volunteers working in Sarajevo from Aid Brigade/Collective Aid and House of All support share information on the possibility of accommodation in the Ušivak TRC, providing enhanced outreach.

**Number of visits vs. number of visitors to UNHCR Info center in Sarajevo in 2018**



A limited number of spaces in specialized accommodation facilities are available for people identified as particularly vulnerable, including unaccompanied and separated children (UASC) and victims of SGBV, through the IFS-EMMAUS Centre for Children and Youth at Duje and with ŽsU. In November, supported by UNHCR, DRC teams referred seven particularly vulnerable individuals from four families to ŽsU for safe accommodation. Over the month, a total of 35 individuals were accommodated in the safe house (all new arrivals are provided with welcome packages and refill packages are available thereafter) for a total of 864 overnights. In November, one asylum seeker and four migrants were accommodated in the Duje Centre, including two UASC with appointed legal guardians. Further, in November, UNHCR, through its partner BHWI, and IOM continued providing particularly vulnerable families with accommodation in hostels in USC. A total of 1,389 overnight stays were covered by BHWI in November.

Supported by UNICEF, and operated by ŽsU, Save the Children, and World Vision, Child Friendly Spaces (CFS), on the location of the Borići Dormitory (mobile CFS that operated sporadically as

families had been moved from this location in October with ongoing identification and referral to other more appropriate accommodation by DRC since), at the Sedra TRC (open daily from 09:00 – 17:00), and in the RRC (open Monday to Friday 09:00 – 15:00), provide children with opportunities to develop, play, learn, and strengthen their resilience, as well as access psychosocial support, if needed. CFS also offer a space for the identification and referral and/or direct support of at-risk children including survivors of violence, abuse, and exploitation. In November, a total of 120 children benefitted from CFS services in the Sedra TRC while an average of 74 - 92 children participated in CFS activities in the RRC. [Since their establishment, a total of 866 children have been reached by CFS with close to 5,000 services provided.](#) These spaces, and coordination with partners, support identification, referral as needed, and follow-up of vulnerable cases.

UNICEF supports the Centres for Social Work (CSW) in Bihać and Cazin through the appointment of additional social workers with a focus on the protection of refugee and migrant children, with a special emphasis on UASC. BHWI have also made social workers available to CSW in USC to be appointed as legal guardians, conduct Best Interest Assessments, and provide psychosocial support; further social workers are available in Sarajevo for the same reason. [In November, joint efforts between IOM, UNHCR, UNICEF, DRC, VP, BHWI, JRS, and CSW led to the referral of 120 UASC to social workers for the appointment of legal guardians.](#)

While significant progress has been made in terms of engaging CSWs with regards to responding to the needs of UASC and issuing decisions on guardianship, as well as in terms of providing basic accommodation conditions, [further work needs to be done with regard to adapting accommodation capacities and services to adequate standards for UASC.](#) Furthermore, the SFA often does not inform CSWs about identified UASC without delay and many CSWs have a reluctance to appoint legal guardians before receiving notice from the authorities. [In response to many of the observed gaps in the identification and referral of UASC, UNICEF in partnership with the Cantonal Ministry of Health, Labour and Social Welfare, conducted a workshop for all stakeholders dealing with UASC in USC to clarify and strengthen child protection referral pathways for UASC.](#)

[Given its large population of children, Save the Children – with the support of UNICEF - organized two trainings in the Sedra TRC in November:](#) on 8 – 10 of November a First Psychosocial Assistance training for staff engaged at this site took place; on 15 and 16 November, a Child Protection and Child Safeguarding training for representatives of all agencies operating in the TRC Sedra took place.

UNFPA held a one-day workshop on multi-sectoral coordination, prevention, and provision of survivors of Gender Based Violence in Emergencies (GBViE) in Bihać for different national and international Counterparts. The aim was to equip participants with knowledge on how to identify the different risks faced by women/girls and men/boys vis-a-vis GBViE and a focus was placed on identifying the ways in which refugee and migrant women and girls in the current emergency situation are vulnerable to GBV in accommodation sites but also in USC in general, identifying which groups of women and girls could be victims to GBViE, and identifying boys on the move and their vulnerability to GBViE with focus on unaccompanied migrants and children separated from their families, sectoral response, and the differences in survivor's immediate and long-term needs. UNFPA collaborated with Save the Children and UNICEF on this training and organized a special session focussing on UASC and GBViE. [Relatedly, UNFPA prepared the first draft of the SOPs for multi-sectoral coordination, prevention, and provision of services to survivors of GBViE in USC.](#) These SOPs have been submitted



to a special working group on GBViE formed in cooperation with the Ministry of Health for their revision.

UNFPA, in coordination with IOM, opened a fully-equipped and functional safe space for women and girls in the Sedra TRC. UNFPA and IOM are in the process of purchasing two containers and equipping them to be used as safe spaces in for women and girls in the Bira TRC.

ŽsU have established two focus groups in the Sedra TRC, including 82 women. These groups offer psychosocial support and social integration activities and reduce the symptoms of depression and anxiety. Moreover, they work to identify problems or issues experienced by the women in a participatory manner.

### **Health:**

The WHO continued its practice of organizing health sector coordination meetings in November and held a coordination meeting with Federation of BiH stakeholders.

Coverage is expanding, but access to healthcare and extent of access to health care for asylum seekers, refugees, and migrants varies by location and legal status. The current response is necessarily comprised of a patchwork of both more systematic and ad hoc healthcare provision solutions and advocacy. DRC and MSF highlighted the pressure and strain the medical teams are currently under as a result of increased numbers of refugees and migrants and the large number of medical screenings and check-ups that took place in November; strain could be reduced with expanded medical teams and working hours as well as improvements to accommodation centres and better NFI provision. A number of key issues remain, including the current funding limitations and longer-term healthcare funding solutions and the lack of defined referral pathways for more complex medical issues.

For those accommodated in the AC and the RRC, primary healthcare is provided through contracts, supported by UNHCR and MoS, between the MoS and the local primary healthcare centres in Trnovi and Mostar, respectively. Secondary healthcare, supported by UNHCR and facilitated by BHWI, is provided on a case by case basis in urgent and lifesaving cases. In November, 18 and 7 asylum seekers benefitted respectively from primary and lifesaving secondary health care in the AC and RRC. In November, Caritas provided the RRC with medical equipment in the form of an inhalator, a pressure gauge, and thermometer.

With the recent opening of the Ušivak TRC, access to primary healthcare at this site, supported by UNHCR, is provided through Poliklinika Sa Na Sa. In the meantime, negotiations are ongoing with the Public Institution of Health Care Centre of Sarajevo Canton. In November, Poliklinika Sa Na Sa provided medical consultations and made referrals when needed. A total of 1,393 refugees and migrants underwent medical check-ups at the Ušivak TRC in November. Secondary healthcare, supported by UNHCR and facilitated by BHWI, is provided on a case by case basis in urgent and lifesaving cases – there were 11 such cases in November. An IOM Mobile Team, which is present in the Ušivak TRC and covers the Sarajevo area, provides referral to UNHCR and Poliklinika Sa Na Sa and transportation for medical cases.

More widely in Sarajevo, and in place of a more systematic solution for the time being, a limited amount of primary and secondary healthcare services are facilitated by BHWI on a case by case basis and supported by UNHCR (a total of three cases, one primary and two secondary, in

November). Further, doctors and nurses from MedVint provide two mobile clinics per day at the independent volunteer food distribution location and visit HoA on a weekly basis. To the extent permitted by their budget, HoA support primary and secondary healthcare for people they accommodate.

In USC, access to primary healthcare is supported by MSF, DRC, the Red Cross, and local primary healthcare centres. Secondary healthcare, supported by UNHCR, is provided on a case by case basis in urgent and lifesaving cases.

MSF maintain a mobile medical team four days per week (an extra day per week when compared with October) in VK which provides check-ups, primary health care, and makes referrals when needed. The MSF mobile medical team increased its presence in the Miral Facility to match the increased population size, while remaining present and active at the Trnovi land plot site while people were still present. In November, the MSF medical team conducted 1,129 medical consultations (an increase from 821 in October) and referred 67 people to primary healthcare centres or the Cantonal hospital for further treatment (an increase from 42 in October), supported by UNHCR/DRC. Most patients needed treatment for respiratory infections and musculoskeletal complaints; other patients received medical assistance for skin diseases, gastro-intestinal complaints, dental complaints, eye diseases, and chronic conditions. Thirty-eight cases of intentional trauma were recorded: 16 are alleged to have been caused due to incidents with state border authorities; one patient had self-inflicted injuries; the remaining cases largely involved inter-communal violence.

The DRC, through local primary healthcare centres in Bihać and Cazin, maintain mobile medical teams (comprised of at least one medical doctor, medical nurse, and psychologist) in Bihać and Cazin, including at the Sedra TRC, the Bira TRC, and the Borići Dormitory site, and provide consultations, and make referrals; in November the DRC medical teams conducted 2,878 consultations (an increase from 2,335 in October), referred people to primary healthcare centres or hospitals in need of further treatment. In November, newly opened medical units (a medical container on the Borići Dormitory site and a medical unit in the Bira TRC) were equipped. JRS in partnership with Catholic Relief Services provide medical escort and translation services in USC. DRC continue to provide necessary medication for beneficiaries.

In November, first aid volunteers of the Red Cross Bihać Branch worked in association with local health institutions at the Borići Dormitory site and the Bira TRC to alleviate pressure on the primary health care centre in Bihać offering services between 08:00 and 15:00 and made a total of 206 interventions.

In terms of the provision of certain specialist medical services in USC: mental health care services, provided by two DRC psychologists engaged through the Mental Health Centres in the Bihać and Cazin PHCs, continued in the Sedra TRC, while service provision in the Borići Dormitory site was shifted to the Bira TRC in mid-November; UNFPA continued to finance gynaecological services through healthcare centres in Bihać and Cazin, for those in the Bira TRC and Sedra TRC – in November 65 gynaecological services were provided. Further, UNICEF with DRC will begin to provide paediatric services at the TRC Sedra through the Health Center in Cazin. In addition to on-site paediatric services, through the agreement with UNICEF, DRC will provide IYCF training for camp and MBC staff, provide urgent dental care for children in the Sedra TRC and ensure that children due

to enter school receive their mandatory health certificates. Relatedly, UNICEF reached an agreement with the Ministry of Health USC to cover the costs of health certificates for 200 children.

UNICEF reached a final agreement with the Institute of Public Health of FBiH to procure additional doses of vaccines for refugee and migrant children. Public tender will be announced in December 2018 and the vaccines are expected to be received at the locations in USC, Herzegovina-Neretva Canton and Sarajevo Canton in January/February 2019.

Prior to their voluntary relocation to more formal shelter and accommodation sites, refugees and migrants are screened for medical needs and vulnerabilities, including for skin diseases. DRC medical teams, engaged through the Bihac primary health care centre, participated in the screening of refugees and migrants voluntarily relocated to the Bira TRC throughout November. In November, MSF made itself available to support the screening of refugees and migrants voluntarily relocated to the Miral facility, but the urgency of the move (due to weather conditions) exceptionally delayed the screening; MSF remain available to support. UNHCR, through Poliklinika Sa Na Sa, supported medical check-ups for all persons accommodated at the Ušivak TRC. In November, IOM initiated the rehabilitation of the building assigned for administration and medical screenings on the Ušivak site.

IFS-Emmaus facilitate primary healthcare access and for asylum seekers and migrants accommodated in the Centre in Duje. In November, six general medical examinations and one dental examination and related interventions were provided.

MSF conducted a training of trainers' session for psychological first aid to members of the Red Cross in Bihac.

#### **NFI:**

IOM provided welcome-packages with NFIs to all new arriving refugees and migrants in the Sedra TRC, the Bira TRC, the Ušivak TRC, and the Miral Facility, and distributed refill-packages upon request. These NFI-packages are tailored according to the needs and composition of the household, including hygiene products, women kits, baby products and diapers, towels, and bedding kits, etc. In total, in November, IOM distributed 5,183 NFIs.

UNICEF procured winter clothes for at least 1,000 refugee and migrant children. The support includes blankets for babies, over 2,000 pairs of winter boots and socks and about 1,000 sets of winter jackets, hats, scarves and gloves for children. In close collaboration with the SFA, IOM and the Red Cross Society of BiH, UNICEF will ensure that these items benefit refugee and migrant children across the country with a focus on USC.

Caritas distributed 190 pairs of winter shoes for refugee and migrant children at the Sedra TRC, provided NFIs in the form of shoes, blankets, diapers, and baby wipes at the Ušivak TRC, and Caritas and CRS delivered 115 pairs of winter shoes to the RRC.

The Red Cross distributed over 700 blankets, 40 pillows, 438 pairs of shoes, 425 coats, 3,170 items of clothing, and 483 hygiene packages between the Borići Dormitory site and the Bira TRC.

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

At the Trnovi land plot, IFS-Emmaus NFIs made distributions on a daily basis, including over 100 packets of clothes and footwear, 82 jackets and pairs of boots, more than 250 blankets, five six-person tents, and 300 winter caps. Items were donated by a range of actors.

HoA provide between 70 and 100 residents with hygiene items, blankets, and shoes and clothing as necessary.

### WASH:

[At the Bira TRC, IOM has installed a total of 58 toilets and 37 showers](#), some of which are placed inside the facility, while others are in front of the facility for use by those waiting to be registered and enter. [Following the recommendations of protection actors, two sanitary containers with toilets and showers were placed in the area designated for UASC](#), separate from the general migrant population. Similarly, two separate sanitary containers with toilets and showers for women were placed in the area designated for families with children. Two additional containers were ordered – one for UASC and one for women (to-be installed in December). IOM provides cleaning and maintenance staff to ensure upkeep of WASH facilities.

[At the Sedra TRC, toilets and showers are available for a population of up to 420 people](#). Drinking water is supplied through the public drinking water system, with the support of a chlorinator. IOM supports cleaning staff to ensure that toilets, showers, and common areas are kept clean. Laundry machines are in place and operational. The Sedra TRC continues to face challenges with regard to the condition of the infrastructure of the building, primarily affecting the sanitary facilities.

[The Ušivak TRC has 28 combined toilets and showers and 12 additional toilets](#). [Drinking water is provided through the public water supply](#). In November, IOM procured and installed four washing machines and dryers for CCCM staff to wash the clothes of migrants and refugees with skin diseases, as well as bedding. IOM have also ordered professional washing machines and dryers which will be delivered in the coming month. IOM provides for cleaning and maintenance of the site, including regular cleaning of sanitary facilities. Until the sanitary containers are connected to the public sewage system, IOM also supports the regular emptying of septic tanks.

Upon the opening of emergency shelter at the Miral facility, IOM procured and relocated sanitary containers which were installed within and in front of the facility. [Following the confirmation from the EU to support the provision of shelter at the Miral facility, IOM ordered additional WASH containers and laundry machines in order to significantly scale up the WASH services at this location](#). The site currently has three showers and 32 toilets. Drinking water is supplied through the public drinking water system. MSF distributed change kits for patients with skin diseases at the Miral facility and the Trnovi land plot.

All asylum seekers and migrants accommodated at the Duje Reception Centre are provided with necessary hygiene supplies.

At the Trnovi land plot in VK, drinking water was provided through the public water system in November. [MSF supported a shower close to the Trnovi land plot, which is managed by independent volunteers seven days per week](#). [Medical showers are also available for patients with skin diseases](#). In November, the shower was mainly used by those at the Trnovi land plot, but also by people in the Miral facility. At the Trnovi land plot, IFS-Emmaus distributed over 300 packets of hygiene supplies.

MSF support showers run by volunteers at the Otoka stadium in Sarajevo. These showers are available three days per week and provide roughly 120 showers on each of these days to refugees and migrants in Sarajevo in squats, but are also used by those accommodated at the Ušivak TRC. MSF also support with the distribution of blankets at this location as well as with the laundering of blankets and clothes in Sarajevo.

UNICEF supported a consultant to conduct a WASH assessment at centres in USC and in Ušivak camps, in collaboration with IOM. The focus of the consultancy was to assess the current situation with WASH and based on the findings recommend the way forward and develop trainings for camp staff and refugees and migrants.

### Education and leisure:

[An education/activity centre was opened in Ušivak.](#) The centre is open five days per week and offers four classes per day as well as games, drawing supplies, and sports activities (with separate activities for adults and children). The centre received around 100 visitors per day in November.

[The findings and recommendations of an \*Education in Emergency Rapid Assessment\* \(to assess education needs of refugee and migrant children as well as capacities of educational institutions to integrate refugee and migrant children into the public education system\), conducted by Save the Children in cooperation with UNICEF, were presented in a workshop](#) with 30 representatives from ministries of education, pedagogical institutes, schools, health centers, Ministry of Human Rights and Refugees and UN agencies and international organizations on 2 November 2018. Representatives were asked to share concrete information on what would be needed to facilitate enrolment of refugee and migrant children into public schools in relevant locations to facilitate speedy school enrolments and required coordination of all relevant actors.

[Several meetings were organized in USC, including the Ministry of Education, Ministry of Health and Social Welfare, the Prime Minister, and representatives of schools to discuss ways forward in ensuring that refugee and migrant children access primary and secondary education.](#) UNICEF invited the management of one primary school in Zagreb to Bihać to share experiences on the inclusion of refugee and migrant children in the public education system in Croatia with school directors from USC. [Several schools have stated their readiness to include refugee and migrant children](#) and UNICEF and other partners will support preparatory steps such as medical check-ups.

In-line with an agreement reached with the Cantonal Ministry of Education, Save the Children in coordination with UNICEF, funded the equipment of two primary schools, Prva osnovna škola Ilidža and Osnovna škola "9. maj" Pazarić where refugee and migrant children will be enrolled.

[The Cantonal Ministry of Education - Sarajevo Canton has designated two primary schools](#) where refugee and migrant children from the Ušivak TRC and HoA will be included. Schools specified their needs and UNICEF is supporting the procurement of required equipment and supplies.

[The Cantonal Ministry of Education in Herzegovina Neretva Canton designated the primary school Bijelo Polje which will enroll refugee children from the RRC.](#) UNICEF engaged in an expanded partnership with World Vision and as of December will organize medical check-ups, transportation, snacks, translation services and procurement of school supplies, pending the official request from the Cantonal Ministry of Education. Meanwhile, World Vision within the CFS activities organized a 'Going



to school' workshop for 61 children (36 girls and 25 boys), in preparation of their enrolment in school in December.

Save the Children and ŽsU – with support of UNICEF – provided educational activities three times a week within the CFS in the TRC Sedra.

[BHWI, supported by UNHCR, provided educational activities for children in the AC](#), including a pre-school program and Bosnian/Serbian/Croatian language classes. Four children benefitted in November.

[BHWI, supported by UNHCR, run "Our School" in the RRC](#), to prepare children to enter the school system, which follows a primary school programme and local language learning. This programme was attended by 47 children in November.

[Children accommodated at the Duje Reception Centre participate in creative workshops](#) as well as literacy courses held in the IFS-Emmaus Centre for Children and Youth at Duje by professional staff.

[HoA provide a class schedule for different age groups and levels of children on site with daily sessions](#). These sessions are attended by between 20 and 30 children between the ages of 4 and 18. HoA also provide English language classes for adults.

### **Food:**

[Over 262,500 meals were provided to refugees and migrants in BiH in November](#). The majority of these, over 207,600, were provided in USC.

[Asylum seekers accommodated in the AC are provided with a monthly food package by the MoS](#) in accordance with recommendations made by a nutritionist at the Sarajevo Federal Institute for Public Health. Further to this food package, additional food and supplements are provided for pregnant women, chronically ill individuals, and children up to the age of 10. A fresh food allowance to the amount of BAM 30 per month is also given to every asylum seeker at the Centre. Further, Caritas and CRS provided an additional 400 Kg of fresh food, tea, and coffee.

[The Red Cross Mostar Branch prepares and distributes three meals per day to refugees and migrants at the RRC](#). In November, a total of 23,400 meals were distributed. Caritas supported with baby food.

[In USC, a total of almost 180,000 meals were distributed in November. IOM supported the City of Bihać Red Cross](#), which prepared and distributed 48,744 meals to refugees and migrants at Bira TRC and 66,047 at the Borići Dormitory site; a further 78,954 snacks were also provided. IOM also supported the Cantonal Red Cross, which prepared and distributed 30,769 meals to refugees and migrants at the Sedra TRC, 33,698 at the Miral facility, and 17,168 at the Trnovi land plot. [At each of these locations, three meals were provided per day, including breakfast, lunch, and dinner. Meals are prepared and distributed in-line with SPHERE standards](#) following seven standardized menus that guarantee sufficient nutritional value, variety and a daily intake of 2,100 Kcal. Further, 26 packages with baby food and infant formula were provided to seven caregivers of children below the age of 24 months in the Sedra TRC.

[In addition to food provision through the Cantonal Red Cross at the Trnovi land plot, IFS-Emmaus provided one hot meal per day between 1 and 25 November](#). Meal distribution was complemented by the provision of hot tea, twice daily. Over 8,750 hot meals were provided in November, supplemented by additional food outside of meal times. IFS-Emmaus received a number of food

donations from local citizens, the Second Elementary School Gračanica, and Cultrual Arts Association Ašik Kaldrma.

Three meals per day for those accommodated in the Ušivak TRC are prepared and distributed by Aid Brigade/Collective Aid and with the support of Pomozi.ba. In November, a total of 12,620 meals were prepared and distributed. Meals are prepared and distributed in-line with international standards that guarantee sufficient nutritional value, variety and a daily intake of 2,100 Kcal. IOM provided new kitchen equipment and a container for storage and food preparation to support the work of Pomozi.ba and Aid Brigade/Collective Aid.

Refugees and migrants accommodated by HoA are provided with food such that they could prepare three meals for themselves per day. In November, an estimated 6,300 meals were provided.

Food for refugees and migrants in Sarajevo, not residing in the Ušivak TRC or House of All, are provided by Aid Brigade/Collective Aid. In October, food distribution was moved from the train station to near to Istiqlal Džamija, a mosque in Otoka, and two meals were provided per day to an average of between 150 and 200 people – people accommodated both in Ušivak and those in other locations in Sarajevo, such as squats, come to this location for food. In November, an estimated 12,000 meals were provided.

Asylum seekers accommodated in the ŽsU protective shelter are provided with food such that they could prepare meals for themselves in-line with the own practices and schedules. In November, over 2,500 meals were provided. IFS-Emmaus provided hot meals to those accommodated at the Duje Reception Centre; in November, over 450 hot meals and 300 dry meals were provided.

Supported by UNICEF, and operated by ŽsU and Save the Children, Mother Baby Corners (MBC) in Bihać and in the Sedra TRC provide services to parents including Infant and Young Child Feeding (IYCF) counselling, information and awareness on breastfeeding and hygiene, as well as support the provision of food and hygiene products. MBC provide opportunities to identify and refer those in need of specialised services for caregivers, mothers, pregnant women, and babies. In November, an average of 34 mothers and two fathers participated in MBC provided activities on a daily basis, with a total of 142 mothers and two fathers reached since the establishment in June/July. In November the following services were provided: 944 basic MBC kit distributed; 5,000 of MBC Kit 1 distributed; 150 of MBC Kit 2 distributed; 61 of MBC Kit 3; and 10 of MBC Kit 3 for mothers/pregnant women.

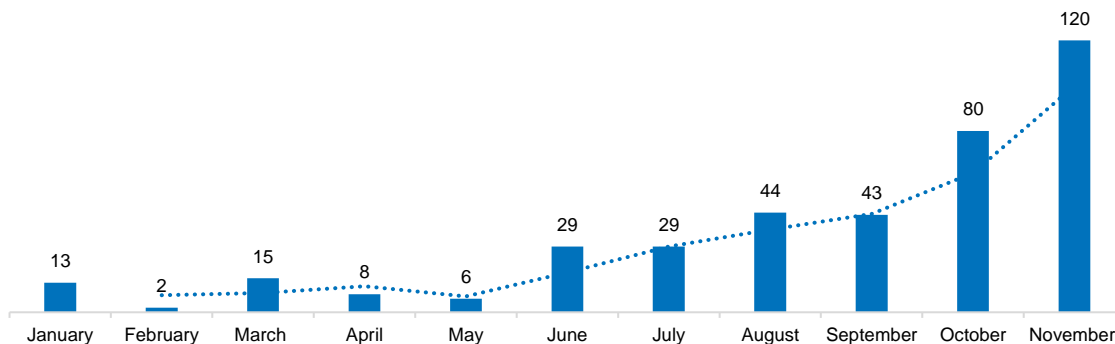
Given its proportionately large population of children, Save the Children – with the support of UNICEF - organized two related trainings in the Sedra TRC in November: on 12-13 November an Infant and Young Children Feeding training for staff engaged in the provision of services and assistance was organized; on 19 November an Infant and Young Child Feeding training for all organizations working with mothers and small children was organized.

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

IOM continued to see an increase in the number of migrants interested to return to their countries of origin through IOM's Assisted Voluntary Return and Reintegration (AVRR) programmes. Responding to this growing demand, IOM scaled-up its AVRR capacities appointing two AVRR focal points in Sarajevo Canton and an additional three in USC. In November, IOM provided AVRR counselling and assisted 120 persons to return to their countries of origin. 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.

**Number of Assisted Voluntary Returns, January - November 2018**



## Priorities and key gaps

### Accommodation/Shelter:

- Urgently scale-up existing or seek and operationalize accommodation solutions and prepare existing or planned centres for the cold season, in USC and elsewhere. For example, better heating is needed for the tents on the Ušivak site.
- Streamline referral and transfer procedures for accommodation of refugees and migrants in all locations, in particular for the AC, including after working hours.
- Erect partitioning and create private spaces in larger centres to increase the quality of living conditions and decrease tensions leading to violent clashes.
- Establish emergency shelter options for individuals arriving at night who cannot be referred to accommodation because of working hours.

### Protection:

- Advocate for restoration of freedom of movement both within as well as to and from USC; the current restrictions significantly limit and reduce refugee and migrant access to shelter/accommodation, healthcare, and asylum, and also cause family separation.
- Improve access to fair and efficient asylum procedures by, among other actions, advocating for the SFA to systematically renew expired attestations of intention to seek asylum or to prolong their duration, strengthening the asylum registration and refugee status determination capacities of the Sector for Asylum, advocating to freeze or remove the BAM 10.00 administrative fee for Certificates of Residence, advocating with the Sector for Asylum for the swift issuance of asylum seeker cards following registration to ensure access to rights.
- Open appropriate services for the most vulnerable groups (such as children, UASC, mothers with babies) at the recently opened accommodation facilities and ensure minimum standards for protection and care in all accommodation sites for UASC, including, for example, the deployment of 24/7 protection staff and separate toilets.
- Improve systemic and early identification, referral, and support services, including the provision of safe zones, for UASC, including case management procedures and practices.
- Increase the number of cultural mediators/interpreters/translators and information points at all accommodation sites and ensure that refugees and migrants are aware of services as well as ongoing processes and measures that affect them.
- Ensure installation of improved lighting at the Borići Dormitory site to reduce protection risks, including SGBV.
- Better monitor and respond to incidences of domestic violence in accommodation sites, but in particular in the Sedra TRC, including improved coordination and information sharing among relevant organizations and professionals.
- Scale-up and ensure the provision of psychosocial support at all locations.

### Health:

- Ensure solutions are in place for the provision of health care to all refugees and migrants throughout BiH, irrespective of legal status.
- Find a solution for the provision of healthcare for refugees and migrants who will not or cannot access services provided at accommodation centres, such as for refugees and migrants in Sarajevo who are residing outside of the Ušivak TRC.

- Increase the presence/working hours of medical teams in both the Bira TRC and Ušivak TRC to meet the increased demand of these populations.
- Reduce pressure on the medical team at the Bira TRC by improving the hygienic conditions, improving heating facilities, and both improving existing WASH facilities as well as adding additional WASH facilities. The same is true vis-à-vis ventilation at the Miral facility in relation to the propagation of respiratory infections/diseases.
- Increase the capacity for medical referrals with additional medically appropriate vehicles in USC.
- Additional first aid supplies, such as gauze and bandages, for the Red Cross in Bihać.

#### **NFI:**

- Ensure sufficient stockpiles/supplies of NFIs such as blankets and warm clothing and footwear, including for children, in advance of the winter season and especially for new arrivals.
- Further improve the quality and quantity of available NFIs with respect to persons infected with skin diseases in order to improve the post-treatment process.
- Needs exist in other parts of the country, for example in Tuzla, have been identified, in particular for persons transiting to other sites where support is available.

#### **WASH:**

- Increase WASH capacity inside the Bira TRC and the Miral facility, with toilets and showers made available for all categories (including UASC, families, and single men) in order to reduce SGBV risks, sufficient hot water to ensure showers are used, and increased laundering capacity for linen and clothing to reduce the spread of skin diseases.
- Ensure sufficient hot water in the Sedra TRC as the current lack reduces the propensity of residents to shower and could lead to poorer hygiene conditions and increased health risks.
- Limited WASH facilities are available to those residing in most squats in Sarajevo.
- Needs exist in other parts of the country, for example in Tuzla, have been identified, in particular for persons transiting to sites where support is available.

#### **Education:**

- Enrol preschool, primary, and secondary school-age children into the public education system (or provision of appropriate alternatives).
- Find/establish space for the organization of half-day pre-school programmes for children age 3-6 and organize comprehensively organized and structured activities for adolescent refugees and migrants still remain as gap countrywide.
- Extend the provision of Bosnian/Serbian/Croatian classes.

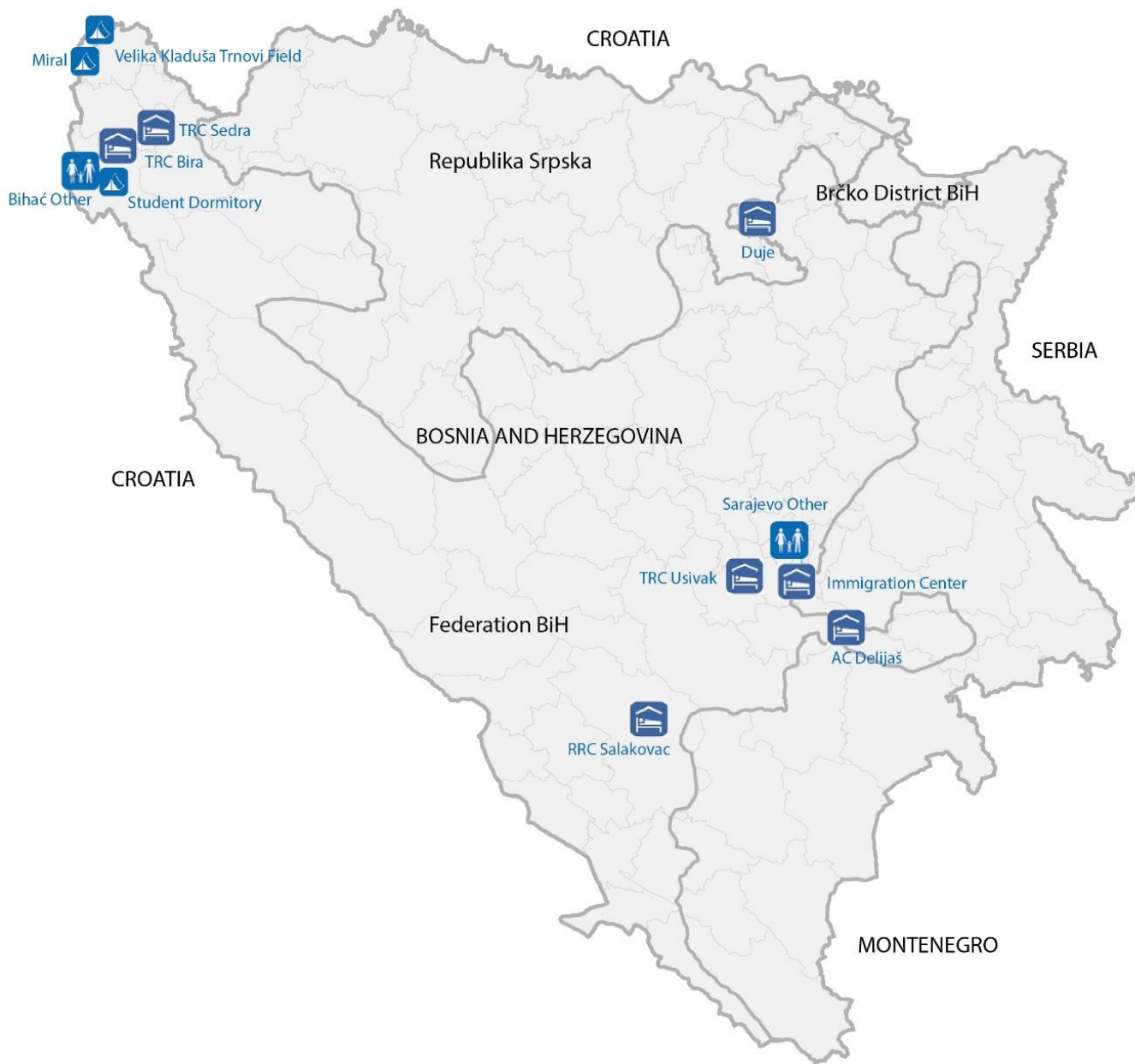
#### **Food:**




- Resolve the longer-term source of financing of food for those at the RRC, since the Red Cross Mostar Branch has largely been using its own funds. The Red Cross Mostar Branch already lacks sufficient funding, depending on occupancy. It has been difficult for the Red Cross Mostar Branch to secure funding as potential donors tend to hold the opinion that this should be the responsibility of the government.
- Volunteers working in Sarajevo are only able to offer two meals per day (lunch and dinner) because of funding constraints.










- A dining hall in Sarajevo is needed to serve meals in a warm and dry space; meals are currently still served outside.
- Further expand the dining area capacities in the Bira TRC to meet the needs of the increased population; long waiting lines and waiting times present protection and security concerns as frequent fights occur as a result.
- With the coming winter season, there is need for discussion of possibility of food packages that can be delivered to micro-locations, squats, private accommodation, and hostels in Sarajevo so people do not need to walk to distribution points and queue outside.
- Needs exist in other parts of the country have been identified, for example in Tuzla, in particular for persons transiting to sites where support is available.
- Negotiate with suppliers of substitute food for children up to 2 years to register this product with relevant authorities (so far the substitute food for children up to 2 years is not registered in BiH so there is not possibility to purchase it on the market).

## Map of Key Sites and Locations



3W												
Location												
	Bihać, other	Bihać, Student Dormitory	Bihać, Bira TRC	Cazin, Sedra TRC	Velika Kladuša, Miral	Velika Kladuša, Trnovi Field	Ušivak, Hadžići TRC	Sarajevo, other	Refugee Reception Center, Salakovac	Asylum Centre, Delijaš	Reception Centre Duje	Immigration Centre, Lukavica
<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)</i>											
<b>Size</b>	176	500	1,264	411	548	30	454	180	246	39	2	73
<b>Of which, UASC</b>	-	20	170	13	-	-	12	-	-	-	1	-
<b>Of which, children</b>	-	-	-	194	-	-	50	-	112	5	-	-
<b>Of which, women and girls</b>	-	-	-	179	-	-	31	-	129	12	1	-
<b>Family Units</b>	40	-	27	107	-	-	23	-	67	9	-	-
Sector	Organization											
<b>Shelter</b> 	UNHCR/ BHWI, IOM	IOM	SFA, IOM	IOM	SFA, IOM	-	SFA, IOM	HoA, UNHCR/ BHWI	MHRR/ MoS/ UNHCR	MoS/AS/ UNHCR	Emmaus/ MoS/ UNHCR	MoS/SFA
<b>Protection</b> 	UNHCR/ DRC/VP/ BHWI, IOM	UNHCR/ DRC/ BHWI, UNICEF/ ŽsU/StC, CSW	UNCR/ DRC/VP/ BHWI, UNICEF	UNHCR/DRC /VP/BHWI, JRS, UNICEF/ŽsU /StC, CSW, UNFPA	UNCR/ DRC/VP/ BHWI, UNICEF	UNHCR/ DRC/VP, CSW	UNHCR/VP/ BHWI	UNHCR/ BHWI/VP, CSW	UNHCR/ BHWI/VP, UNCEF/WV, CSW	MoS/AS, UNHCR/ BHWI/VP, CSW	Emmaus, UNHCR/ BHWI/VP, CSW	UNHCR/ BHWI/VP, CSW
<b>Health</b> 	UNHCR/ DRC, UNFPA, DZ, CH	UNHCR/ DRC, UNFPA, DZ, CH	UNHCR/ DRC, MSF, UNFPA, DZ, CH	UNHCR/ DRC, UNFPA, DZ, CH	UNHCR/ DRC, MSF, UNFPA, DZ, CH	UNHCR/ DRC, MSF, DZ, CH	UNHCR	UNHCR/ BHWI, MedVint	MoS/AS, UNHCR/ BHWI, DZ	MoS/AS/ UNHCR, DZ	Emmaus	SFA, DZ

<b>Non-food items</b>		IOM	CoBRC, IOM	CoBRC, IOM	IOM	CoBRC, IOM	IOM, Emmaus, UNFPA	IOM, Pomozi, UNHCR, RC	CRS/ Caritas, UNHCR/ BHWI, CA/AB	RC, UNHCR/ BHWI, UNICEF/ WV, CRS/ Caritas	MOS/AS/ UNHCR/ BHWI, CRS/ Caritas	Emmaus	MoS/SFA
<b>WASH</b>		IOM	IOM	IOM	IOM	IOM	MSF, Municipality, Independent volunteers	IOM	Pomozi	MHRR/MoS, UNHCR/ BHWI, UNICEF/ WV	MoS/AS/ UNHCR	Emmaus/ MoS	MoS/SFA
<b>Security/Safety</b>		N/A	Police, IOM	Police, IOM	IOM	Police, IOM	Police, IOM	IOM	N/A	MHRR/ UNHCR	MoS/AS/ UNHCR	Emmaus/ MoS	MoS/SFA
<b>Transport/ Logistics</b>		IOM, JRS/CRS	IOM, JRS/CRS	IOM, JRS/CRS	IOM, JRS/CRS	IOM, JRS/CRS	IOM	IOM	UNHCR/ BHWI, IOM	UNHCR/ BHWI, IOM	MoS/AS/ 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	-	UNHCR/ VP, IOM	UNHCR/VP	MoS, UNHCR/VP	MHRR/ MoS/SFA/ AS, UNHCR/VP	MoS/AS/ UNHCR/VP	Emmaus, UNHCR/VP	MoS/SFA, UNHCR/VP
<b>Education</b>		-	-	-	UNICEF/StC	-	-	-	UNHCR/ BHWI, HoA	UNHCR/ BHWI, UNICEF/ WV	MoS/AS/ UNHCR/ BHWI	Emmaus	-
<b>Food and nutrition</b>		IOM/ CoBRC	IOM/ CoBRC, UNICEF/ ŽsU/StC	IOM/ CoBRC	IOM/CRC, UNICEF/StC	IOM/CRC	IOM/CRC, Emmaus	Pomozi/ CA/AB	CRS/ Caritas, Pomozi, CA/AB	RC/IOM, UNICEF/ WV, UNHCR/ BHWI	MoS/SA/ UNHCR, CRS/ Caritas	Emmaus	MoS/SFA

**Acronyms:** **AB**, Aid Brigade / **AS**, Asylum Sector / **BHWI**, Bosnia and Herzegovina Women's Initiative / **CA**, Collective Aid / **CH**, Cantonal Hospital / **CoBRC**, City of Bihac Red Cross / **CRC**, Cantonal Red Cross / **CRS**, Catholic Relief Services / **CSW**, Center for Social Welfare (Municipal) / **CT**, The Czech Team / **DZ**, Public Health Centre (Municipal) / **DRC**, Danish Refugee Council / **HoA**, House of All / **ICRC**, International Committee of the Red Cross / **Emmaus**, International Forum of Solidarity-Emmaus / **IOM**, International Organization for Migration / **JRS**, Jesuit Refugee Services / **MedVint**, Medical Volunteers International / **MHRR**, Ministry of Human Rights and Refugees / **MoS**, Ministry of Security / **RC**, Red Cross / **RCSBiH**, Red Cross Society of Bosnia and Herzegovina / **SFA**, Service for Foreigners' Affairs / **SoSCV**, 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 / **WV**, World Vision / **ŽsU**, Žene sa Une.

## Working in partnership

- Monthly coordination meetings take place in Sarajevo, widely inviting stakeholders concretely engaged in the ongoing response.
- Bi-weekly coordination meetings take place in USC, widely inviting stakeholders concretely engaged in the ongoing response.
- Sector specific meetings are organized as required in Sarajevo and USC. These include for health, protection, education, and NFI.

Sector	Organizer	Contact
Sarajevo monthly	UNHCR/IOM	<a href="mailto:doane@unhcr.org">doane@unhcr.org</a>
USC bi-weekly	UNHCR	<a href="mailto:husagic@unhcr.org">husagic@unhcr.org</a>
Protection	UNHCR	<a href="mailto:kokotovi@unhcr.org">kokotovi@unhcr.org</a>
Child protection	UNICEF	<a href="mailto:aluedeke@unicef.org">aluedeke@unicef.org</a>
Health	WHO	<a href="mailto:palom@who.int">palom@who.int</a>
NFI	IOM	<a href="mailto:isadikovic@iom.int">isadikovic@iom.int</a>
Education	UNICEF	<a href="mailto:skabil@unicef.org">skabil@unicef.org</a>

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### LINKS

UNHCR Data Portal: <https://data2.unhcr.org/en/situations/mediterranean>

IOM Data Portal: <http://migration.iom.int/europe/>

Media guidelines: <https://bih.iom.int/pbn/reporting-migration-and-refugees-brochure>

Asylum Information Brochure: [https://issuu.com/unhcrsee/docs/information\\_for\\_as\\_in\\_bih](https://issuu.com/unhcrsee/docs/information_for_as_in_bih)

*UNHCR prepares these monthly updates on behalf of the UNCT in BiH. They are published on the United Nations in Bosnia and Herzegovina website<sup>1</sup>. Information on the actions of institutions/organizations/individuals are collected on voluntary basis. The refugee and migration statistics presented in this document are provided by the authorities of BiH and partner agencies. UN in BiH is not responsible for the accuracy of information provided by non-UN sources.*