

# Bosnia and Herzegovina

01 - 31 October 2018

Transit/Reception centres were opened in Ušivak, in Hadžići, and in Bira, in Bihać, significantly increasing capacity in BiH by 960 spaces in October.

Restrictions on the freedom of movement to and within USC were placed on refugees and migrants in October. The UN in BiH is advocating to revoke this.

October saw a record number of arrivals to BiH: 5,057 refugees and migrants were detected by the Ministry of Security, compared to 3,710 in September.

## KEY INDICATORS

**4,500 – 6,000**

Estimated number of refugees and migrants in BiH in October

**2,064**

Available winterized accommodation as of 31 October

**3,580**

Number of medical check-ups conducted in October

**231,660**

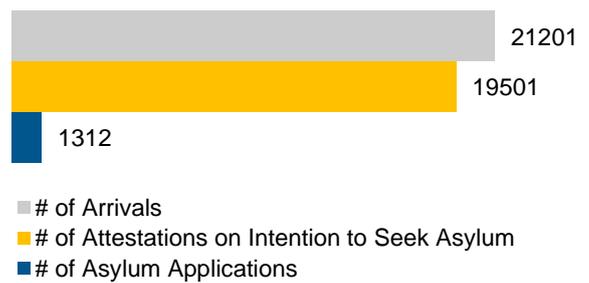
Number of meals provided in October in BiH

## ACCESS TO ASYLUM

**1,312 Asylum applications**

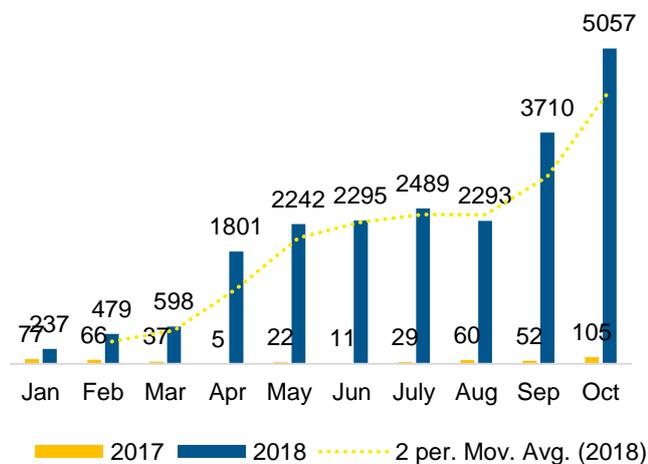
1 January – 31 October 2018.

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

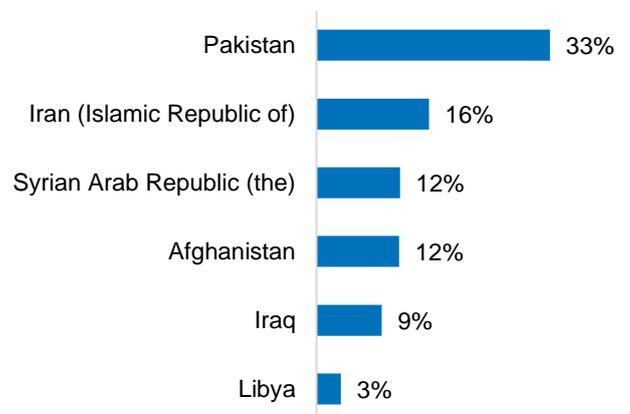
Number of detected refugee and migrant arrivals to BiH per month



\*The trend line shows a two period moving average.

## POPULATION OF CONCERN

Top refugee and migrant CoO\* to BiH in 2018 (1 January – 31 October)



\*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 21,201 refugees and migrants to the country between 1 January 2018 and 31 October 2018; this compares with 464 recorded arrivals between the same dates in 2017. A record high of 5,057 arrivals were detected in October 2018. This increase follows a large increase in September, after a relatively stable four-month period between April and August in which an average of 2,329 arrivals were detected each month, with a low of 2,293 and a high of 2,489. 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 6,000 refugees and migrants remain in BiH in need of humanitarian assistance at various locations, in particular in Una-Sana Canton (USC). The latter location is linked to attempts to enter Croatia and the European Union.

### Accommodation/Shelter:

Establishing sufficient, winterized, safe, and protection-sensitive accommodation has been and continues to be a key challenge and focus of the response. While occupancy rates fluctuate on a daily basis, as of 31 October 2,064 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 available spaces.

At the onset of increased arrivals, the Ministry of Security (MoS) managed Asylum Centre (AC) in Trnovo Municipality, in Sarajevo Canton, was the only available location offering accommodation to asylum seekers. The AC has a maximum capacity of 154 spaces and provides basic services, free legal aid, psychosocial support, and primary healthcare, with the support of UNHCR and its partners, to asylum seekers residing there. Following advocacy, the Ministry of Human Rights and Refugees (MHRR) managed Refugee Reception Centre (RRC) in Salakovac, near Mostar, through an agreement with the MoS, started offering accommodation to asylum seekers. The RRC has a maximum capacity of 220 spaces and provides 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.

In July, IOM – with the financial support from the European Commission - opened the Sedra Transit/Reception Centre (Sedra TRC) in Cazin Municipality in USC. The Centre has a maximum capacity of 430. The Sedra TRC is primarily for families with children who are prioritized for voluntary relocation from other sites in partnership with UNHCR. In the Sedra TRC, 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.

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 the capacity to accommodate 520 by the end of the month; the expected maximum capacity of this site is 800. In the Ušivak TRC, IOM is responsible for CCCM, and has staff, including a Camp Manager, security personnel and migrant assistants, present at the centre 24/7.

On 24 October, IOM supported the SFA with the opening of the Bira TRC in Bihać, USC. The site had the capacity to accommodate 440 by the end of the month; the expected maximum capacity of this site is 1,200. 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 TRC, 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. UNHCR and partners supported with the identification and profiling of people to be voluntarily relocated to the Bira TRC upon its opening. The Jesuit Refugee Service (JRS) also supported with the accommodation of new arrivals to the Bira TRC, including with the provision of information.

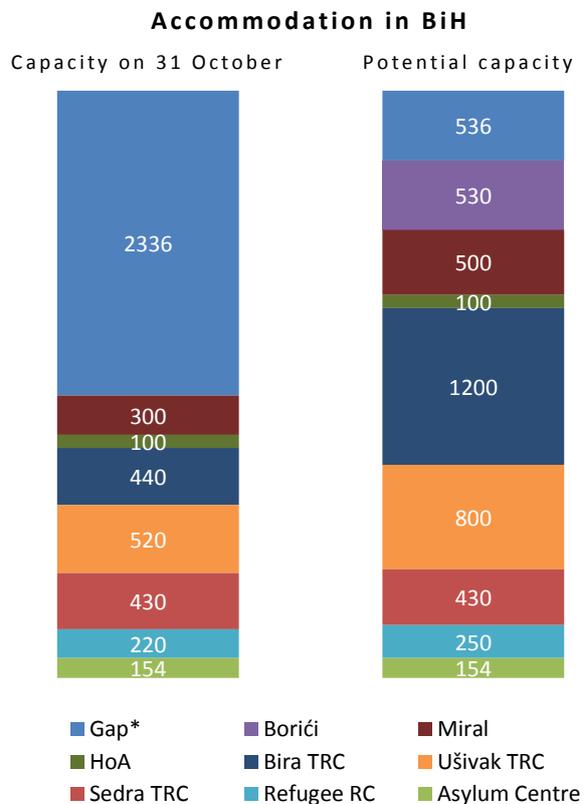


Bira TRC / IOM 2018

Additionally, through an agreement with the Prime Minister of USC and the owner of the Miral facility in Velika Kladuša (VK), emergency shelter is provided to approximately 300 people who were moved from the Maljevac border crossing point. IOM and the Red Cross are providing emergency assistance, including food, portable toilets, showers, and non-food items (mattresses and sleeping bags). While the facility has a potential capacity to host up to 500 people, whether this temporary arrangement could become an official TRC is subject to negotiations and a decision of relevant parties (facility owner, MoS, and the donor). IOM staff was present at the site 12 hours per day and while no security personnel is deployed the police is present at the 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.

Given capacity limits at the various sites and the lack of operational alternatives, previously established informal settlements of varying size at a range of locations in USC persist as a stop-gap measure. The two largest such settlements are the so-called Borići Dormitory in Bihać and on a plot of land in Trnovi in VK, both in USC.



\*Gap calculated using lower population estimate of 4,500.

Though the population is highly volatile and numbers fluctuate on a daily basis, a significant number of new arrivals were noted in October, and [over 1,000 refugees and migrants, are estimated to regularly reside on just these two sites in sub-standard living and sanitary conditions, exposed to a range of protection and security concerns.](#)

Of the larger informal sites in USC, [the Borići Dormitory - a location allocated by the Mayor of Bihać - has been identified as having potential as a site to be winterized](#) in order to address a portion of the remaining accommodation capacity gaps and related works have commenced, led by IOM. In October, a perimeter fence, windows, and ten open fire places and two sinks for cooking were installed and IOM commenced with reconstruction works of the third (and uppermost) floor. [Serious challenges exist to the realization of this and in the meantime, the site as is, poses a number of protection and health risks.](#) An IOM Camp Coordination and Camp Manager and Migrant Assistants are present at the Borići Dormitory seven days per week, 12 hours per day. IOM staff facilitates the daily running of activities at the site, including food distribution, cleaning and coordination with partners providing other services. IOM staff further provides referrals to UNHCR for information on asylum, legal aid, medical and other protection needs. IOM also provides for security personnel at the Borići Dormitory 24/7.



*Borići Dormitory / UNHCR 2018*

Additionally, an unidentified number of refugees and migrants, believed to be in the range of 1,000 to 2,500 and fluid in number, are privately accommodated or squatting in USC on a given day. A number of small squats also exist in Sarajevo and limited numbers of migrants and refugees in transit have been observed sleeping rough in other locations, such as Tuzla. [A chance of significant accommodation gaps over winter remains](#) especially if the number of refugees and migrants in BiH increases further and there are currently no real back-up options.

### **Protection:**

[In October, and of serious concern, government authorities took steps to limit the freedom of movement of asylum seekers and migrants in BiH.](#) This included both movement to USC and movement within USC. For example, arrivals to Bihać by train were sent back to Sarajevo, roadblocks at which buses were searched and from which refugees and migrants were sent back to Sarajevo were established, and restrictions were placed on the use of buses and taxis within USC. Restrictions placed on freedom of movement, among others, inhibit access to rights such as international protection, healthcare, and activities as basic as purchasing groceries. [The UN in BiH will lobby for these restrictions to be removed and the situation will have to be monitored.](#)

[The UN in BiH continues to express concern over 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](#). Relatedly, Minister Davor Božinović of the Republic of Croatia responded to a letter from the Commissioner for Human Rights of the Council of Europe on the subject<sup>1</sup>.

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 31 October 2018, from 21,201 arrivals, 19,501 had formally expressed intention to seek asylum, yet only 1,312 \(7 percent\) 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; the need to have a registered address or reside in a government managed centre to lodge an asylum claim, compounded by the lack of available spaces in the AC and RRC; and, a lack of interpretation. UNHCR and its partner Vasa Prava BiH (VP) work to promote access to the asylum procedure through free legal aid and advocacy. [In October, VP provided free legal aid services to 672 persons of concern across BiH and provided a further 350 with information on the asylum process](#). A total of 3,155 legal services were provided. VP provide these services at formal and informal sites as well as at hostels and other forms of private accommodation.



*Refugees and migrants waiting for medical screening at Bira TRC / UNHCR 2018*

A number of protection risks and concerns exist for refugees and migrants in BiH, many of which are exacerbated by the lack of appropriate accommodation. [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 activities in USC, primarily at the Borići Dormitory, the land plot in Trnovi, and the Sedra](#)

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<sup>1</sup> Letter : <https://rm.coe.int/letter-to-mr-andrej-plenkovic-prime-minister-of-croatia-concerning-the/16808d7db3>

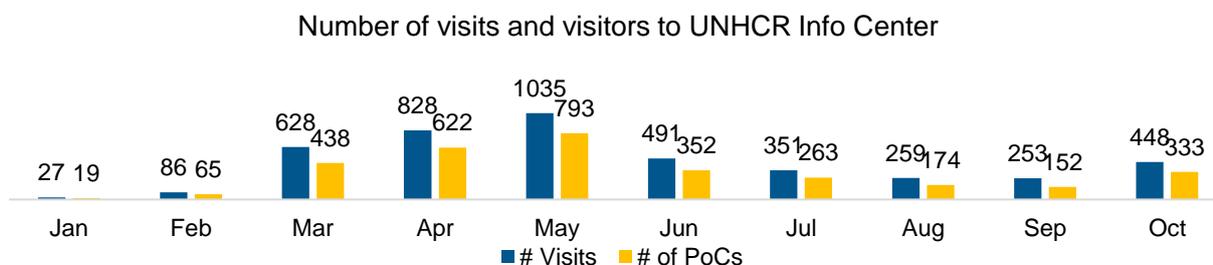
Response : <https://rm.coe.int/letter-croatia-interior-minister-2018-10-en-and-hr-versions/16808e3b09>

TRC, referring 223 people to protection services. At these locations in October, DRC referred 10 individuals to VP for counselling on the asylum procedure, seven to psychological assistance provided by psychologists engaged through local primary healthcare centres, three to the SFA, registered families sleeping rough in informal settlements, identified and referred 39 vulnerable family members to the Sedra TRC, 29 to protective shelter with Žene sa Une (ŽsU) and followed-up on those accommodated there, 135 to alternative accommodation in hostels in Bihać, and identified, profiled, and referred persons of concern to the Bira location.

In October, the Bosnia and Herzegovina Women’s Initiative (BHWI) provided 913 persons of concern with assistance in the RRC, in the AC, at the UNHCR Info Centre, in the Immigration Centre, in private accommodation, in House of All, in the Ušivak TRC, and in USC with assistance. Assistance included accommodation, ad-hoc food and NFIs, psychosocial support, transport, and referral to other protection services.

In October, 154 people were supported by IOM Mobile Teams who provided 1,413 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 321 referrals (to the SFA, UNHCR and partners, NGOs, and other service and information providers). Further, at the Sedra TRC, the Ušivak TRC, and the Bira TRC, in addition to services ensuring the daily operation of the centre, IOM staff in these locations 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. The number of visits to the Info Centre increased, following four months of decline, in October.



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 October, supported by UNHCR, DRC teams referred 31 particularly vulnerable individuals from 16 families to ŽsU for safe accommodation – over the month, a total of 40 individuals were accommodated in the safe house (all new arrivals are provided with welcome packages and refill packages are available thereafter). Further, in October, UNHCR, through its partner BHWI, and IOM began providing particularly vulnerable families with accommodation in hostels in USC and Sarajevo. A total of 2,974 overnight stays were covered in October.

Supported by UNICEF, and operated by ŽsU, Save the Children, and World Vision, Child Friendly Spaces (CFS), on the location of the Borići Dormitory, at the Sedra TRC, and in the RRC, provide

children with opportunities to develop, play, learn, and strengthen their resilience, as well as access psychosocial support. In October, a total of 187 children benefitted from CFS services in USC while an average of 55 - 75 children participated in CFS activities in the RRC. Since their establishment, a total of 741 children have benefitted from CFS services. These spaces, and coordination with partners, support identification, referral as needed, and follow-up of vulnerable cases.

UNICEF supported 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. During the relocation of refugees and migrants from the Borići Dormitory to the Bira TRC, UNICEF coordinated the activities of the CSW vis-à-vis the appointment of legal guardians for UASC. Further, UNICEF has reached an agreement with the CSW in Bihać to support the deployment of a mobile multidisciplinary team that would aim to cover all locations with UASC in USC and to provide necessary services. BHWI have also made two social workers available to CSW in USC to be appointed as legal guardians, conduct Best Interest Assessments, and provide psychosocial support.

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.

UNFPA appointed a Gender Based Violence in Emergencies (GBViE) specialist in Bihać on 8 October. UNFPA has since scaled up activities in this area. UNFPA held a two-day workshop on multi-sectoral coordination, prevention, and provision of services to survivors of GBViE in Bihać to generate discussion on GBViE in USC among relevant stakeholders, to look at the progress of the Cantonal institutions in terms of GBV protection and recent challenges in this regard, and to extract information relevant for the future development of multi-sectoral SOPs for prevention and provision of services to survivors of GBViE in USC. Relatedly, UNFPA have coordinated with the Cantonal Ministry of Health to appoint members of a working group that will support and provide inputs to the development of the aforementioned SOPs. Further, UNFPA organized a three-day “Men and Boys on the move” workshop in Bihać for frontline workers, CSOs, and UN agencies.

To engage and empower women residing at the Sedra TRC, DRC organized a third round of focus group discussions with women to facilitate regular beneficiary engagement in program planning (attended by 18 women), a workshop on SGBV awareness (attended by 15 women), and a workshop on Women’s Rights through Art (attended by 15 women). ŽsU have established two focus groups in the Sedra TRC, including 72 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.

UNHCR continues with border monitoring activities in BiH. In October, UNHCR conducted border monitoring activities in Canton 10, Bijeljina, Sapna, Tuzla, and Zvornik. It was found that the number of arrivals had increased in recent weeks, that people don’t tend to stay in these locations but move on quickly (in part due to a lack of available assistance in these locations), that people tend to arrive in poor condition. It was further noted that many UASC asylum seekers are not identified as such upon entry, which can cause issues later. UNHCR is trying to work with the SFA and CSW to better identify UASC and respond accordingly.

In October, in cooperation with Federal Civil Protection, [Save the Children produced and distributed a mine awareness leaflet](#), providing information in local language, English, Arabic, and Farsi.

### **Health:**

[The WHO began organizing BiH level health sector coordination meetings in October](#) and three were held in the month (4, 19, 30 October) and managed to mobilize the Ministry of Health of the Federation of BiH (FBiH) and supported their first mission to the field to visit key locations. The mission was attended by the Assistant Minister of Health of FBiH, the Head of the Epidemiology Department of the Institute of Public health of FBiH, and WHO staff.

[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 an overall deterioration in the health environment caused by a combination of the weather, increased numbers of refugees and migrants, and a lack of adequate accommodation.](#) A number of key issues remain, including the current funding limitations and longer-term healthcare funding solutions, the aforementioned lack of proper accommodation, 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 October 44 and 8 asylum seekers benefitted respectively from primary and lifesaving secondary health care in the AC and RRC.

[With the recent opening of the Ušivak TRC, access to primary healthcare at this site, supported by UNHCR and facilitated by BHWI, is provided through Poliklinika Sanasa.](#) In the meantime, negotiations are ongoing with the Public Institution of Health Care Centre of Sarajevo Canton. In October, Poliklinika Sanasa provided medical consultations and made referrals when needed. [A total of 424 refugees and migrants underwent medical check-ups at the Ušivak TRC in October.](#) Secondary healthcare, supported by UNHCR and facilitated by BHWI, is provided on a case by case basis in urgent and lifesaving cases – there were seven such cases in October. An IOM Mobile Team, which is present in the Ušivak TRC and covers the Sarajevo area, provides referral to UNHCR and Poliklinika Sanasa 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 October). 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 three days per week in VK which provides medical consultations and makes referrals when needed; in October [the MSF medical team conducted 821 consultations and referred 42 people to primary healthcare centres or the Cantonal](#)

hospital for further treatment, supported by UNHCR/DRC. 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 and the Borići Dormitory site, and provide consultations, make referrals, and provide medical escort; in October the DRC medical teams conducted 2,335 consultations, referred people to primary healthcare centres or hospitals in need of further treatment, and conducted medical escort in 92 cases. IOM staff in USC refer potential medical cases to DRC. Additionally, IOM continues to assist government authorities and UNHCR and its partners with transportation of refugees and migrants in need of medical care to health facilities, in particular, outside of DRC working hours. DRC continue to provide necessary medication for beneficiaries. In October, the City of Bihać Red Cross first aid teams worked to supplement the work of regular healthcare providers in Bihać and to relieve pressure – the work was conducted on the basis of written consent – and made a total of 200 interventions.

In terms of the provision of certain expert medical services in USC, a number of improvements were made in October: as of 1 October, two psychologists have been engaged through the primary healthcare centres in Bihać and Cazin to provide mental healthcare to those at the Borići Dormitory and the Sedra TRC; as of 15 October, UNFPA finances gynaecological services through healthcare centres in Bihać and Cazin; UNICEF received confirmation from the primary healthcare centre in Cazin that they have the capacity to provide paediatric services on site in the Sedra TRC - UNICEF expects to have these services established, through DRC, in November.

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. In October, DRC, MSF, and related local primary healthcare centres supported with screening people relocating to Bira and Miral. JRS cultural mediators provided support during medical screening. UNHCR through Poliklinika Sanasa supported medical check-ups for all persons accommodated at the Ušivak TRC.

The teams working in the CFS are working to educate children on basic hygiene skills and principals. Teams in the MBC provide information on health issues as well as encourage use of and emphasising the importance of MBC for changing diapers as well as promote the importance of breastfeeding to pregnant and lactating women. Those identified with health issues are referred to relevant services.

IFS-Emmaus facilitate primary healthcare access and for asylum seekers and migrants accommodated in the Centre in Duje.

### **NFI:**

The first NFI sector coordination meeting was held by IOM on 15 October and widely invited relevant actors and representatives of relevant institutions. The meeting will be held on a monthly basis.

Upon arrival to the Sedra TRC, refugees and migrants are provided with clean bedding, clothes and sanitary supplies as per need. IOM provided welcome-packages with NFIs to all new arriving refugees and migrants in the Sedra TRC, 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 October, IOM distributed 1,404 NFIs to 395 persons. JRS supported with sorting clothes donated to the Sedra TRC.

Upon arrival to the Ušivak TRC, refugees and migrants were provided with clean bedding, clothes (underwear, sweat suits and socks) and hygiene packages. IOM provided welcome-packages with

NFIs to all new arriving refugees and migrants in the Ušivak TRC, while refill and distribution of other NFIs will be done by Pomozi.ba. In total, in October, IOM distributed over 300 NFI starting packages to persons in Ušivak.

[At the Bira TRC, in October, IOM provided up to 400 NFI packages](#), including hygiene kits, towel and clothes (sweat suit, socks underwear) at time of registration.

At the Miral facility, in October, IOM provided around 300 sleeping bags, sponges, other non-food items, such as hygiene products.

[The City of Bihać Red Cross distributed 1,590 hygiene packages, clothes for 280 people, 144 pillows, 26 pairs of shoes, and 185 blankets at the Borići Dormitory site.](#) As part of winterization efforts, Save the Children purchased winter clothes (gloves, hats, scarves, winter clothes sets for babies and children up to 18) to be distributed to children and their families the Borići Dormitory and the Sedra TRC. Save the Children distributed clothes, hygiene items and over 3,500 diapers between the Sedra TRC and the Borići Dormitory.

The City of Mostar Red Cross distributed 250 hygiene packages, 30 cooking sets, 50 towels, 340 blankets, and 60 oil radiators at the RRC. UNICEF provided 100 school bags for children in USC and the RRC.

Caritas distributed a package of clothes for children, ten blankets, and 86 pairs of shoes at the RRC. Caritas distributed 191 pairs of shoes at the AC.

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

### **WASH:**

[WASH capacity at the Borići Dormitory is sufficient for 600 people.](#) Drinking water is supplied through the public drinking water system. IOM continue to support the cleaning and maintenance of WASH facilities at this location and septic tanks are emptied regularly. Winterization of the pipes is ongoing. A laundry system is in place, but electricity supply causes problems sometimes.

[At the Bira TRC, IOM installed a total of 36 toilets and 13 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. All are connected to the public sewage system, meaning there is no need for septic tanks and related maintenance. IOM has further provided cleaning and maintenance staff to ensure upkeep of WASH facilities. MSF also provided showers (hygienic and medical) in the Bira TRC, in coordination with other actors, on the first two days of opening.

[At the Sedra TRC, toilets and showers are available for a population of up to 430 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. [In October, two additional professional washing machines were installed for laundering bedsheets and blankets.](#) The Sedra TRC continues to face challenges with regard to the condition of the infrastructure of the building, primarily affecting the sanitary facilities. JRS supported with laundry services for those accommodated in the Sedra TRC.

[The Ušivak TRC has 20 showers and 55 toilets.](#) Drinking water is provided through the public water supply. In October, IOM also provided drinking water through seven water coolers which were placed

[in areas either without or with limited access to water taps](#). In the coming period an additional eight showers and eight toilets will be installed. 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. In total, IOM installed two showers and two toilets within the facility and 10 portable toilets and a container with three showers and three toilets in front of the facility. Drinking water is supplied through the public drinking water system

At the Trnovi land plot in VK, drinking water is provided through the public water system. MSF provide a shower trailer 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 Sarajevo, boilers have been installed for showers at the Otoka stadium and showers, managed by independent volunteers, are available three days per week.

### **Security/Safety:**

[Increased pressure due to increased numbers has meant the security situation deteriorated further in October](#), in particular at the Borići Dormitory site where the frequency and intensity of security incidents have increased.

Though peaceful in nature, it should be noted that [there has been an increase in protests organized by the local population regarding the refugee and migrant situation within USC](#). For example, on 20

and 21 October the local population in Bihać organized a peaceful protest in relation to the situation in the Municipality – the message predominantly called for refugees and migrants to be moved to sites outside of the city. At the same time, [increased frustration can be noted within the refugee and migrant population and large groups approached the border on two occasions in October](#).



*Refugee and migrant movement / UNHCR 2018*

[An operation to remove refugees and migrants camping at the Maljevac border crossing in VK and place them in another location in VK took place](#). Though the operation took place relatively peacefully, the operation could have been conducted in a better manner and in particular a dialogue should have been opened with the refugees and migrants. It's possible that UNHCR staff, on site by chance, and through protection by international presence, helped to calm the situation.

### **Education:**

[The Rapid Educational Needs Assessment report, conducted by Save the Children and UNICEF has been finalized](#). The report assesses the needs of refugee and migrant children as well as the capacities of educational institutions to integrate these children into the system. Key findings and

recommendations will be presented to the relevant ministries, institutions, and organizations on 2 November 2018.

[UNICEF has reached an agreement with the Cantonal Ministry of Education and the Brekovic elementary school regarding the inclusion of refugee and migrant children](#) from the TRC Sedra into non-formal education and language classes, pending the organization of medical check-ups for the children.

Children participated in educational activities such as creative workshops and basic and informal literacy courses in the Sedra TRC and at the Borići Dormitory site as part of CFS activities.

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 October.

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 41 children in October.

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 231,660 meals were provided to refugees and migrants in BiH in October.](#) The majority of these, over 175,660, 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 provided an additional 160 Kg of fresh food and 104 tea and coffee packages.

[The City of Mostar Red Cross prepares and distributes three meals per day to refugees and migrants at the RRC.](#) In October, a total of 22,209 meals were distributed (supplemented with milk, sweet roll, and children's food).

[In USC, in October, IOM supported the City of Bihać Red Cross, which prepared and distributed a total of 98,623 meals to refugees and migrants at the Borići Dormitory and, since its opening, 3,398 meals to refugees and migrants at the new Bira TRC. IOM also supported the Cantonal Red Cross, which prepared and distributed 29,451 meals to refugees and migrants at the Sedra TRC, 28,081 meals to those at the Trnovi Field location, and 946 meals at the Miral Facility \(where food distribution in this manner commenced on 31 October\).](#) 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, 24 packages with baby food and infant formula were provided to six 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 Field location, IFS-Emmaus provided one hot meal per day. Over 15,250 meals were provided in October,](#) supplemented by

additional food outside of meal times. Meal costs were covered by the Open Society Fund BiH and Muslimhelfen.

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 October, a total of 5,657 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.

Refugees and migrants accommodated by HoA are provided with food such that they could prepare three meals for themselves per day. In October, 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 200 people. In October, 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 October, over 3,700 meals were provided. IFS-Emmaus provided hot meals to those accommodated at the Duje Reception Centre; in October, over 250 hot meals and 160 dry meals were provided.

Supported by UNICEF, and operated by ŽsU, Save the Children, and World Vision, Mother Baby Corners (MBS) on the location of the Borići Dormitory, the Sedra TRC, and in the RRC provide services to parents including Infant and Young Child Feeding (IYCF) counselling, information and awareness on breastfeeding and hygiene, rest time for mothers, as well as support the provision of food and hygiene products. In October, an average of 45 mothers participated in MBC activities on a daily basis. Coordination with partners also allows these spaces to provide referrals to other services.

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

In October, IOM provided Assisted Voluntary Return and Reintegration (AVRR) counselling to 57 people and assisted 86 people 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 cash transfers for facilitating their reintegration. For medical and vulnerable cases, medical costs as well as in-kind reintegration assistance is provided.

JRS continued to provide social activities in the Sedra TRC. In October they organized a weekly film for children, a weekly film for adults, a beauty salon, a football tournament, prepared a show with clowns and a play for children, and organized afternoon activities for children such as colouring and drawing.

## Priorities and key gaps

### Accommodation/Shelter:

- Urgently scale-up existing or seek and operationalize accommodation solutions and prepare existing or planned centres for the fast approaching cold season, in USC and elsewhere.
- Streamline referral and transfer procedures for accommodation of refugees and migrants in all locations, including after working hours.

### Protection:

- 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, and strengthening the asylum registration and refugee status determination capacities of the Sector for Asylum.
- Advocate with the SA for the swift issuance of asylum seeker cards following registration to ensure access to rights.
- The restoration and maintenance of freedom of movement in USC and BiH.
- Improve systemic identification, referral, and support services for UASC in collaboration with CSW, including case management.
- 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.
- Scale-up and ensure the provision of psychosocial support at all locations.
- Increase the availability of cultural mediators and interpreters at key locations.
- Better monitoring of families who have reported domestic violence.

### 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 in Sarajevo who are residing outside of the Ušivak TRC.

### 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.
- Needs 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:

- WASH trainings for refugees and migrants as well as camp management staff (UNICEF are in the process of hiring a WASH consultant who will conduct WASH trainings in USC and at the Ušivak TRC).
- There is a general lack of hygiene facilities (shower, laundry, cleaning) in Trnovi and the Borići Dormitory.
- Toilets and showers should be made available for all categories, including UASC, families, and single men in order to reduce SGBV risks.

- A lack of hot water in the Sedra TRC and Borići Dormitory reduces the propensity of residents to shower and could lead to poorer hygiene conditions and increased health risks.
- No WASH facilities are available to those residing in most squats in Sarajevo.
- Needs in other parts of the country, for example in Tuzla, have been identified, in particular for persons transiting to sites where support is available.

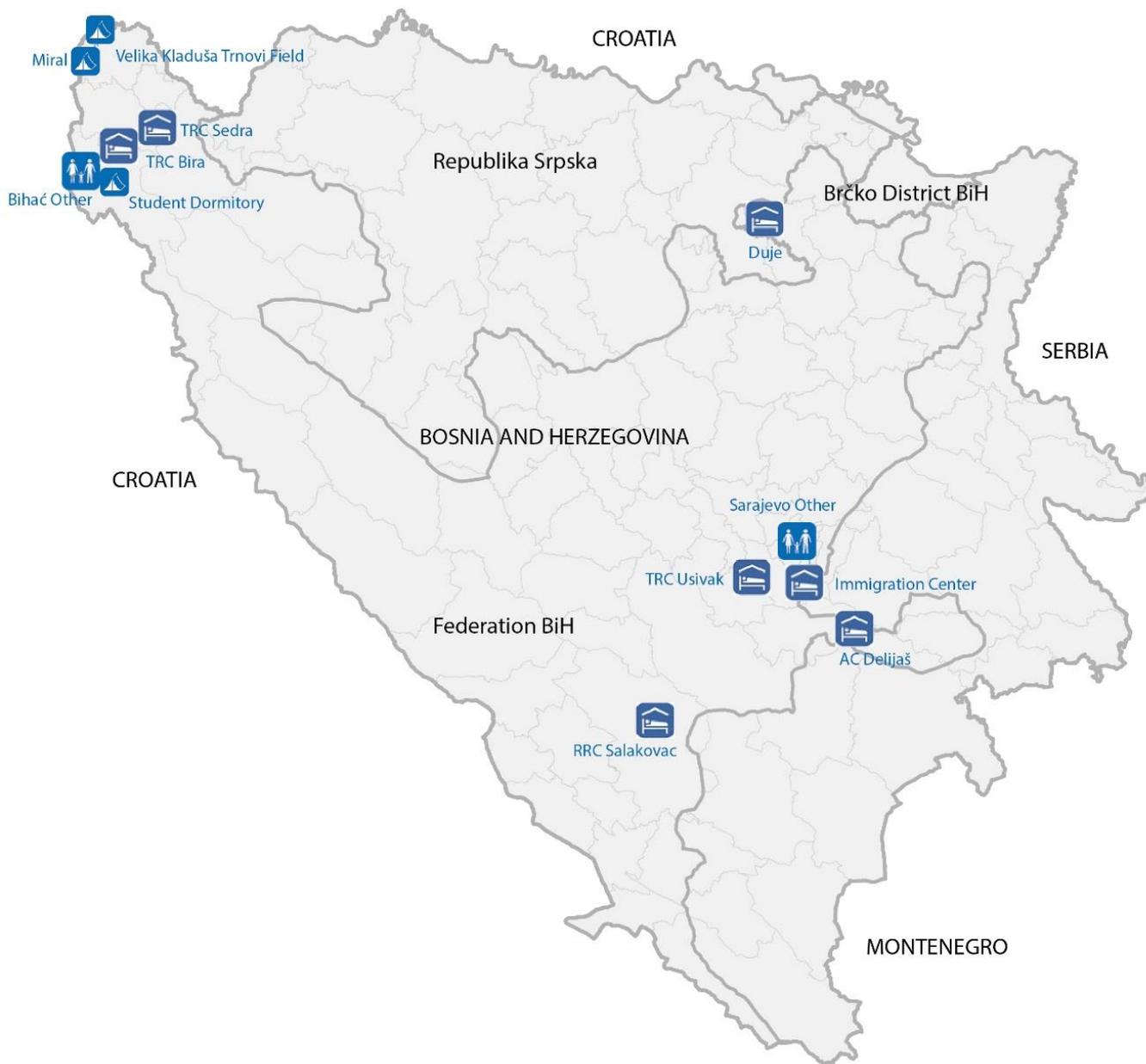
#### **Education:**

- Accelerate efforts for the enrolment of school-age refugee and migrant children into the public education system regardless of their status or documentation.
- Bosnia/Serbian/Croatian classes for all.

#### **Food:**

- There is a need to resolve the longer-term source of financing of food for those at the RRC, since the Mostar Red Cross has largely been using its own funds.
- Volunteers working in Sarajevo are only able to offer two meals offered per day because of funding constraints.
- With the coming winter season, there is increased need for 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 que outside.
- Needs in other parts of the country have been identified, for example in Tuzla, in particular for persons transiting to sites where support is available.
- There is a need for suppliers of substitute food for children up to two years of age to register this product with the relevant authorities so that it can be purchased on the market. There is a need to provide this product to caretakers with children under two years who are not breastfeeding as well as to provide clear rules on its provision.

## 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>											
Size	292	1,000	340	392	300	330	400	210	260	85	2	100
Of which, UASC	-	20	61	8	-	-	-	-	-	-	-	-
Of which, families	112	-	19	90	-	-	7	-	72	13	-	-
Of which, children	-	-	70	192	40	-	19	-	113	11	-	-
Of which, women and girls	-	-	20	181	55	-	13	-	134	19	-	-
Sector	Organization											
Shelter 	UNHCR/ BHWI, IOM	IOM	SFA, IOM	IOM	-	-	SFA, IOM	HoA, UNHCR/ BHWI	MHRR/ MoS/ UNHCR	MoS/AS/ UNHCR	Emmaus/ MoS/ UNHCR	MoS/SFA
Protection 	UNHCR/ DRC/VP/ BHWI, IOM	UNHCR/ DRC/ BHWI, UNICEF/ ZsU/StC, CSW	UNCR/ DRC/VP/ BHWI, UNICEF	UNHCR/DRC /VP/BHWI, JRS, UNICEF/ZsU /StC, CSW	-	UNHCR/ DRC/VP, CSW	UNHCR/VP/ BHWI	UNHCR/ BHWI/VP, CSW	UNHCR/ BHWI/VP, UNCEFWV , CSW	MoS/AS, UNHCR/ BHWI/VP, CSW	Emmaus, UNHCR/ BHWI/VP, CSW	UNHCR/ BHWI/VP, CSW
Health 	UNHCR/ DRC, UNFPA, DZ, CH	UNHCR/ DRC, UNFPA, DZ, CH	UNHCR/ DRC, MSF, UNFPA, DZ, CH	UNHCR/ DRC, 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	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/ Caritas	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	Police, IOM	IOM	N/A	MHRR/ UNHCR	MoS/AS/ UNHCR	Emmaus/ MoS	MoS/SFA
<b>Transport/ Logistics</b> 	IOM	IOM	IOM	IOM	IOM	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/ ZsU/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 / **ZsU**, 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>
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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.*