

Bosnia and Herzegovina

01 - 31 December 2018

Renovation works in Borići were completed, opening 200 additional spaces. Transfer of families to the new location is planned to commence in early January.

Two Women and Girl centres, opened by UNFPA in December, are now functional and offer services in the Sedra TRC and the Bira TRC.

Significant progress was made with the organized integration of refugee and migrant children in local schools with the first formal enrolments in December.

KEY INDICATORS

4,500 – 5000

Estimated number of refugees and migrants at the end of December

4,529

Available winterized accommodation as of 31 December

Over 4,000

Medical check-ups conducted in December

263,000

Number of meals provided in December in BiH

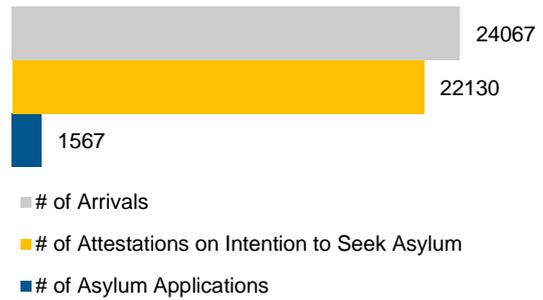
411 Number of assisted voluntary returns in 2018

ACCESS TO ASYLUM

1,567 Asylum applications

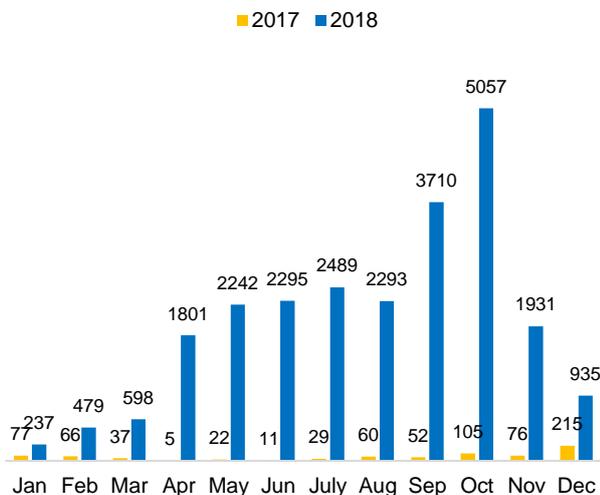
1 January – 31 December 2018.

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

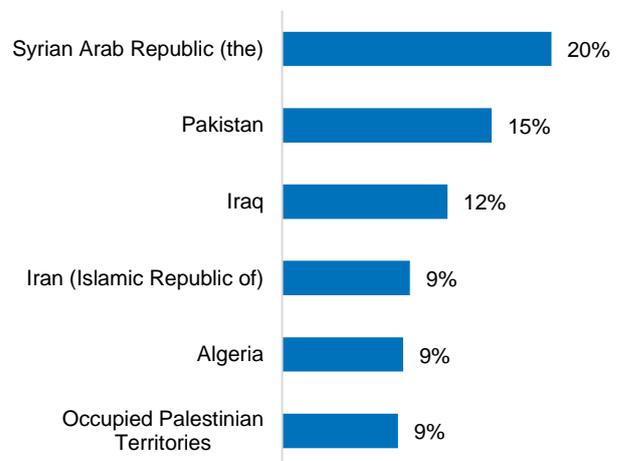
Number of detected refugee and migrant arrivals to BiH per month



*Weekly arrival figures are calculated based on the date of the beginning of the reporting week. For example, figure from the week beginning on 31 Dec was aggregated to 2018.

POPULATION OF CONCERN

Top refugee and migrant CoO* arrivals to BiH in December 2018



*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 24,067 refugees and migrants to the country between 1 January 2018 and 31 December 2018; this compares with 755 recorded arrivals 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 and 935 in December. The majority arrive overland in an irregular manner (i.e. at non-official border crossings). Increasing numbers now arrive from Greece via Albania and 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.

In December 2018, the largest declared country of origin among new arrivals was Syria (20 per cent), followed by Pakistan (15 per cent), Iraq (12 per cent), Iran (9 per cent), Algeria (9 per cent), and the Occupied Palestinian Territories (9 per cent).

Accommodation/Shelter:

Establishing sufficient, winterized, safe, and protection-sensitive accommodation continued to be a key focus of the response. In December, IOM increased accommodation capacity by 385 spaces as well as CCCM capacity through the recruitment of an additional 17 migrant assistants. While occupancy rates fluctuate on a daily basis, as of 31 December 4,529 spaces were available across seven 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 and December with large and urgent voluntary transfers of refugees and migrants from informal sites in USC to more appropriate accommodation. There remains a need for additional shelter in USC with the Bira TRC and Miral facility at full capacity.

In the first week of December, the remaining PoC still residing on the Borići site were voluntarily relocated in collaboration with UNHCR and partners to the Bira TRC to allow the completion of Borići site renovation works. Renovation of the site was completed by the end of December and the first 200 beds were installed. The facility is expected to host up to 400 people, with up to an additional 130 to be accommodated in containers to be installed near the building. IOM installed three power generators to ensure sufficient electricity supply while working to solve a property rights issue for the connection of the building to the grid. IOM and UN partners,



Borići before and after/IOM 2018

in coordination with the local primary health care centre, planned voluntary relocations to the site from 3 January 2019 with priority for those currently accommodated in hostels.

By the end of December, the Bira TRC, in USC, hosted 2,098 refugees and migrants; 1,649 persons were registered at the TRC in December, bringing the total number of PoC registered since the opening of the centre to 3,047. Throughout the month, IOM continued to improve the standards of the TRC by gradually replacing temporary solutions with more sustainable structures: 58 accommodation containers (each with six beds) were installed, replacing tents and ensuring more privacy; the centre is now divided into three separate parts - one for unaccompanied and separated children (UASC), one for families, and one for single men, and now has a total of 218 accommodation containers and 16 tents¹. New containers are being connected to the electricity infrastructure. Containers are heated through convectors and the rub halls through fan heaters. The TRC is managed by IOM, which oversees the daily running of the camp in coordination with partners providing other services. IOM staff and security personnel are present 24/7. As of 1 November, free internet connectivity with Wi-Fi access is provided at the Bira TRC by Télécoms Sans Frontières.

The Miral facility in Velika Kladuša (VK), had a maximum accommodation capacity of 607 at the end of December and hosted 564 asylum seekers and migrants. Miral is managed by IOM, which oversees the daily running of the camp in coordination with partners providing other services. IOM staff and security personnel are present 24/7 in the camp. In December, significant efforts were directed at progressively upgrading temporary solutions and improving standards of the facility: IOM installed 42 accommodation containers (each with six beds) replacing those in tents; two new tents were delivered by the Red Cross and were equipped with lights and heating to be temporarily used as dining areas; in the remaining and new tents, IOM improved lighting and heating. On 26 December, disinfection and pest control was performed in the facility.

The Sedra TRC, in Cazin Municipality, had a maximum accommodation capacity of 420 at the end of December and hosted 399 asylum seekers. The Sedra TRC provides accommodation for families with children who are prioritized for voluntary relocation from other sites in partnership with UNHCR. The Sedra TRC is managed by IOM, which oversees the daily running of the centre in coordination with partners providing other services. IOM staff and security personnel are present 24/7. Cleaning of the premises is ensured by 10 cleaners and through cleaning actions involving PoC organized on Saturdays. On 22 December, disinfection and pest control was performed in the building. The poor conditions of the building's structure and water, electricity and heating infrastructure continue to pose challenges to heating, hot water, and light in all rooms at all times of day. IOM engaged a local electricity company to perform basic ad-hoc works to solve the issues affecting toilets in block C of the hotel building and some 10 hotel rooms. With regard the heating system problems, which also affect the provision of hot water in the bathrooms of 46 rooms, IOM in coordination with the EU are exploring options to procure an additional stove to be installed in the basement of the building. This would complement the previously procured 500-kW pellet stove that is now working in parallel with the original coal stove.

¹ The UASC part with 47 accommodation containers accommodated 182 UASCs and the part for families with 53 accommodation containers accommodated a total of 82 families / 359 PoC at the end of the reporting period.

The Ušivak TRC, in Sarajevo Canton, had a maximum accommodation capacity of 800 at the end of December and hosted 563 asylum seekers and migrants with separate areas for single males and for families with children and UASC. 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.

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 December just 47 asylum seekers were accommodated at this site.](#) Referrals are limited by strict conditions put in place by the MoS, Sector for Asylum. On occasion, asylum seekers refuse to be accommodated there, among other factors, because the remote location of the AC and lack of transportation options.

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, 236 asylum seekers were accommodated at this site.](#)

[An additional location in Sarajevo, called House of All \(HoA\), managed by independent volunteers, offers accommodation up to 100 people in Sarajevo, largely to families, and provides a number of services to residents. Towards the end of December 65 people were accommodated there.](#)



Images from a refugee and migrant Sarajevo squat /MSF 2018

[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. [The sanitary and living conditions in these squats are sub-standard](#) and MSF reported that a number of the residents choose, among other reasons, to reside in these squats due to fears of inter-communal violence in the centres.

Protection:

Measures put in place by government authorities in USC in October to limit the freedom of movement of asylum seekers and migrants in USC were still in effect throughout November and December. 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 access to the asylum



Migrants and refugees on the USC border /UNHCR 2018

procedure, healthcare, and activities as basic as purchasing groceries. The UN in BiH advocates for these restrictions to be removed and the situation is continually monitored. Relatedly, reports first received in November of refugees and migrants being halted at Velečevo/Ključ on the USC border continued in December. On occasion, some people are forcibly moved from USC to Velečevo/Ključ, where they are left with limited assistance and exposed to significant protection risks.

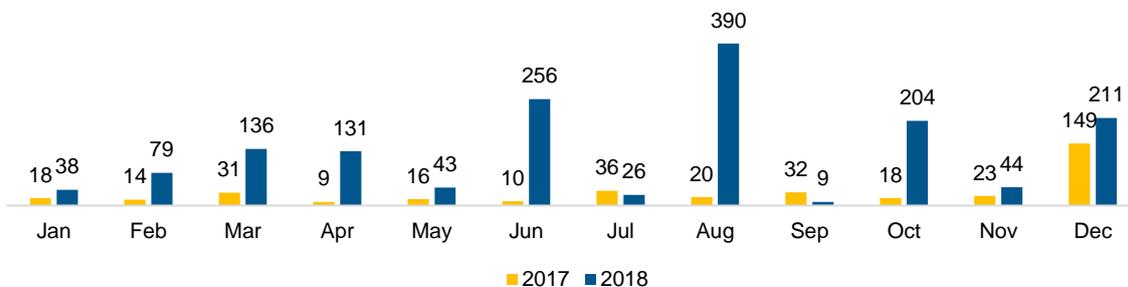
UNHCR, partners, and other actors in the field continue to receive reports and first-hand accounts regarding refugees and migrants who allege to have experienced violent push-backs by Croatian police. Human Rights Watch published a report on 11 December 2018 on this issue². Vaša Prava (VP) and DRC Protection teams, in collaboration with UNHCR, proceeded with the identification and recording of alleged cases of violent push-backs. UNHCR protection teams from BiH and Montenegro conducted joint border protection monitoring visits to eight bordering municipalities in BiH and Montenegro in December and held meetings with key municipal institutions and organizations.

In BiH, the asylum process is the responsibility of the Service for Foreigners' Affairs (SFA) and Sector for Asylum (SA) of the MoS. The MHRR is responsible once a person has been granted refugee status or subsidiary protection. In 2018, from 24,067 arrivals, 22,130 formally expressed intention to seek asylum with the SFA (who issued attestations in Ušivak, Sedra and Miral in December in addition to at their field offices). Of these 22,130, 1,567 chose and were able to formally lodge an asylum claim with the Sector for Asylum in 2018. In 2018, including claims lodged in previous years, the Sector for Asylum granted international protection/subsidiary protection status to 16 people and at the end of the year, 1,009 asylum seekers were waiting for an asylum interview and/or decision and a further 891 for their claim to be registered. 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 – except in the AC and the RRC, the latter as of the last week of December as the result of UNHCR and VP advocacy - to lodge an asylum claim; the need to pay a BAM 10.00 administrative fee for Certificates of

² Link to Human Rights Watch report : <https://bit.ly/2QOJYeT>

Residence; a lack of interpretation; restrictions on freedom of movement in USC. Furthermore, and with specific reference to UASC, the SFA often does not consistently inform Centres for Social Work (CSW) about identified UASC without delay and some CSWs have a reluctance to appoint legal guardians – a necessary first step - before receiving notice from the authorities.

Asylum Applications in BiH



This limited access as well as slowness issuing asylum seeker cards once claims have been lodged 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 December, VP provided free legal aid services to 695 persons of concern across BiH and provided a further 415 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.](#)

[As a result of UNHCR and VP advocacy, on 24, 25, and 26 December, the MoS, Sector for Asylum, registered all 209 non-registered asylum seekers at the RRC without requiring a registered address and Certificate of residence.](#) Further, UNHCR and VP advocated for the facilitated immediate birth registration of children born in BiH by parents who have not been formally registered as asylum seekers. Furthermore, UNHCR continued to advocate for the removal of certain impossible conditions for the naturalization of recognized refugees in BiH, for access to government provided free legal aid in law and practice to all persons who have expressed intention to seek asylum prior to being granted asylum seeker status, as well as for the inclusion of persons granted refugees status and subsidiary protection in the working version of the legislation on social housing in Sarajevo Canton.

[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 in adequate 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 and VP, supported by UNHCR, and UNHCR staff conducted regular profiling and protection actives in USC, providing information, identifying vulnerable individuals, making referrals to services, and providing psychosocial support. DRC and UNHCR Protection Teams also supported with the urgent relocation of refugees and migrants into](#)

appropriate accommodation in USC, supporting informed decision making (through an information campaign) and the large-scale voluntary transfer of refugees and migrants to appropriate shelter facilities – by 3 December all PoC on the Borići site had been voluntarily relocated to more appropriate shelter facilities allowing its closure for final refurbishments and winterization. This included profiling and referring migrants and refugees to the buses together with UNHCR and other partners, coordinating activities related to reception, 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.

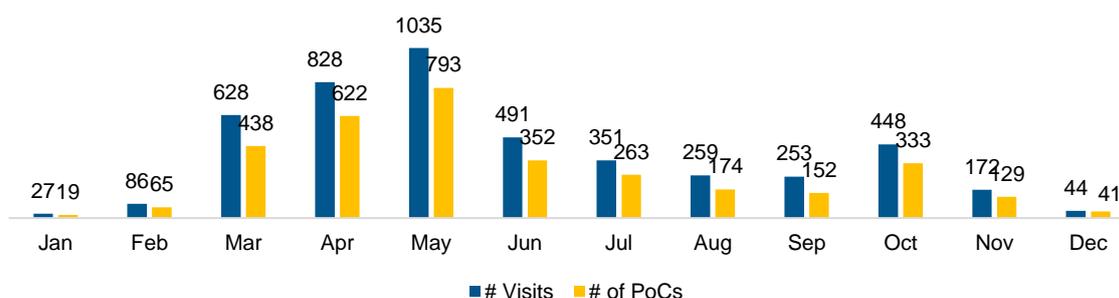
The Bosnia and Herzegovina Women’s Initiative (BHWI), are present in the AC, the RRC, the Ušivak TRC, in UNHCR’s Information Centre in Sarajevo, in USC, and visit private accommodation in a number of locations and provide psychosocial support and other ad hoc assistance. In December, BHWI provided 942 persons of concern with assistance. Assistance included accommodation, ad-hoc food and NFIs, psychosocial support, transport, and referral to other protection services and health services.

A UNHCR protection team conducts weekly protection monitoring visits to the AC, the RRC, and the Ušivak TRC to identify vulnerable cases and refer to appropriate services and service providers. A total of 24 field visits were made to these sites in December.

IOM staff present in Ušivak, Sedra, Bira and Miral, with the support of and in collaboration with a number of UN and NGO actors, ensures that, whenever possible, individuals with protection needs receive food and NFIs tailored to their necessities. IOM staff present at the TRCs further refers PoC with identified protection needs to the SFA, UNHCR and partners, NGOs, and other service and information providers. Additionally, IOM has on-call mobile teams available 24/7 for assistance and transportation of PoC in between TRCs, to medical facilities, and to other service providers. Additionally, interpretation services are available in all camps. In December, IOM provided over 4,000 services (information, interpretation, safe transportation, ad-hoc food, water and NFI provision outside IOM-run centres, psychosocial support and counselling for those who are interested in Assisted Voluntary Return and Reintegration (AVRR)) and made over 2,600 referrals (to the SFA, UNHCR and partners, NGOs, and other service and information providers).

UNHCR maintains an information centre in Sarajevo which makes referrals to relevant and available services, including accommodation in the AC, RRC, and Ušivak TRC, 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 41 persons of concern in December.

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



As regards child protection, [Save the Children, with UNICEF support, established a child protection team in the Bira TRC in December](#). The team's 16 child protection officers work in three shifts and provide 24/7 on-site support for refugee and migrant children with a focus on UASC and make referrals to external support services when required and monitor the provision of services to UASC in close partnership with the Bihać CSW. [Relatedly, Save the Children, with UNICEF support, organized a three-day Child Protection and Child Safeguarding training for frontline workers in the Bira TRC](#). Recruitment has been completed by SoS Children's Villages and World Vision for a 24/7 child protection team that will commence activities at the Ušivak TRC from January 2019.

UNICEF supports the 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 and Sarajevo to be appointed as legal guardians, conduct Best Interest Assessments, and provide psychosocial support. [Social workers at the Bihać CSW and Cazin CSW provided legal guardianship for 61 UASC and conducted 28 best interest assessments in the Bira TRC and the Sedra TRC](#). UNICEF, together with UNHCR, IOM, the Bihać CSW, DRC, Save the Children, BHWI, VP, and ŽsU, held a child protection meeting with a focus on UASC referrals to identify and fill protection gaps in the Bira TRC. [In coordination, UNICEF, UNHCR, and the SFA established an ad hoc referral system for urgent cases outside of working hours](#). The Bihać CSW inter-disciplinary team also undertook a range of ad hoc protection support for UASC including presence at a hearing at the Prosecutor's Office, support with police procedures for reporting assault, and the ordering of an autopsy to establish the cause of death of an UASC, and the escort of UASC from Ključ and subsequent 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 CSW in VK remain reluctant to appoint legal guardians.

[Supported by UNICEF, and operated by ŽsU, Save the Children, and World Vision, Child Friendly Spaces \(CFS\) operate at the Bira TRC \(10:00 – 15:00 daily\), the Sedra TRC \(10:00 – 15:00 daily\), and at the RRC \(09:00 – 15:00 Monday to Friday\)](#). A second CFS was opened in the Sedra TRC in December to address high demand for the service as well as to offer separate activities for children up to 12 years of age and children between 13 and 17. In December, a total of 58 children benefitted from CFS services in the Bira TRC, 183 at the two Sedra TRC spaces, and an average of 80 per day in the RRC. These spaces provide children with opportunities to develop, play, learn, and strengthen their resilience, as well as access psychosocial support. CFS also offer a space for the identification, referral, and follow-up, and/or direct support of at-risk children. With support from UNICEF, recruitment and procurement was largely completed in December by SoS Children's Villages and World Vision for the establishment of a mobile CFS/MBC in VK and a CFS in the Ušivak TRC. [Save the Children and UNICEF ceased operation of the mobile CFS at the Borići site in December due to the ongoing construction works; upon completion of winterization work by IOM and the voluntary relocation of families to this site, the CFS will recommence activities](#).

[A limited number of spaces in specialized accommodation facilities are available for people identified as particularly vulnerable, including UASC and victims of SGBV, through the IFS-EMMAUS Centre](#)

[for Children and Youth at Duje and with Žene sa Une \(ŽsU\)](#). In December, supported by UNHCR, DRC teams identified and referred 10 particularly vulnerable individuals to ŽsU for safe accommodation. Over the month, a total of 36 individuals were accommodated in the safe house for a total of 782 overnights (all new arrivals are provided with welcome packages and refill packages – 80 in December - are available thereafter). In December, two persons of concern were accommodated in the Duje Centre. Further, in December, and awaiting the finalization and opening of the Borići site, UNHCR, through its partner BHWI, and IOM continued providing particularly vulnerable families with accommodation in hostels in USC. A total of 4,345 overnight stays were covered by BHWI in December for 174 individuals.

In an effort to enhance the protection environment in centres IOM, in collaboration with other actors, took steps to address a number of protection concerns in the newly established TRCs. These include: separating accommodation and providing separate WASH facilities for UASC and families from the general population to the extent possible (as mentioned above, individuals identified as particularly vulnerable are placed in a safe house with ŽsU or in the Duje Centre in coordination with UNHCR).

The OSCE Mission to BiH trained 34 social care providers working in CSWs in USC and Canton 10 on how to address refugee and migrant population needs. Participants learned to better identify and address signs of violence, abuse, trafficking and exploitation, with a focus on children on the move.

UNFPA supported development [multi-sectoral Guidelines for Prevention and Protection from GBV in crises and emergencies and disasters in USC](#). The document is in its final stage and the third draft will be submitted to the Ministry of Health in January for further action by the Government of USC.

In December, UNFPA opened [two centres for women and girls in the Bira TRC and the Sedra TRC which are fully equipped and functional](#). Both centres have already started with activities including: group and individual psychosocial support services held by psychologists; English – Arabic and English – Farsi language courses in cooperation with DRC; life skills and social gathering activities in cooperation with DRC. UNFPA, in coordination with IOM, is preparing for the establishment of a third centre in Borići as of 21 January 2019.

BHWI and UNHCR organised an interactive workshop to mark the 16 Days of Activism campaign which focused on the position of women in Iran from a feminist perspective through an exhibition, an introductory session, and a subsequent discussion.

DRC and ŽsU, with UNFPA support organized [thematic workshops with the female beneficiaries from the Bira TRC and the Sedra TRC for awareness raising on their rights](#), applicable procedures and policies with regards to their protection, and available assistance, mainly in light of the to be adopted SOP on GBV. Ninety-five women and girls accommodated in the Bira TRC and the Sedra TRC attended. Additionally, information sessions were held with approximately 50 single men in the Bira TRC on the prevention of GBV and trafficking, and health, hygiene and self-care. Further, UNFPA, in cooperation with DRC, organized two Boys on the Move workshops for 70 single men accommodated in the Bira TRC, covering, inter alia, health, hygiene and self-care.

[Two workshop groups established by ŽsU in the Sedra TRC continue to operate, including 85 women in December](#). These groups offer psychosocial support and social integration activities and work to reduce the symptoms of depression and anxiety. Moreover, they work to identify problems or issues

experienced by the women in a participatory manner and act as an entry and referral point to other specific programs and individual work.

Health:

The WHO continued its practice of organizing health sector coordination meetings in December with a coordination meeting on 19 December. The WHO also deployed a staff member in Bihać with a focus on supporting the Ministry of Health, Labour, and Social Policy in USC to coordinate interventions related to refugee and migrant health.

[Access to healthcare and extent of access to health care for asylum seekers, refugees, and migrants continues to vary 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. In December, UNHCR addressed the Coordination Body for Migration Issues in BiH, Federal Operational Headquarters for Migration, MoS, and FBiH Ministry of Health with information on the legal and practical gaps which prevent asylum seekers and persons who have expressed intention to seek asylum to access health care in BiH. At the same session, the FBiH MoH confirmed that Cantonal health care institutions, with the exception of Sarajevo Canton, are calculating prices for health care services as per the tariff for citizens.

[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 Trnovo and Mostar.](#) Secondary healthcare, supported by UNHCR and facilitated by BHWI, is provided on a case by case basis in urgent and lifesaving cases. In December, 54 asylum seekers benefitted from primary or secondary health care in the AC and RRC.

[With the opening of the Ušivak TRC, access to primary healthcare at this site, supported by UNHCR \(until the end of 2018, at which point DRC will be responsible for health care provision at this site\), has been provided through Poliklinika Sa Na Sa between the hours of 10:00 and 14:00 Monday to Friday.](#) In December, Poliklinika Sa Na Sa provided medical consultations and made referrals as needed; over 800 refugees and migrants underwent medical check-ups over the month. Secondary healthcare, supported by UNHCR and facilitated by BHWI (until the end of 2018, at which point DRC will be responsible for health care provision at this site), was provided on a case by case basis in urgent and lifesaving cases – there were 18 such cases in December. In December, IOM completed works on the administrative/medical facility, allowing the relocation of medical screening from containers to the newly refurbished building.

More widely in Sarajevo, due to the lack of a more systematic solution, a limited amount of primary and secondary healthcare services was facilitated by BHWI on a case by case basis in December, supported by UNHCR (one case of primary health care support in December). Further, doctors and nurses from an NGO visit HoA on a weekly basis and HoA support primary healthcare for people they accommodate through Eurofarm Poliklinika, Ilidža.

[In USC, access to primary healthcare is supported by DRC in partnership with UNHCR \(until the end of December 2018, at which point DRC will be directly funded by ECHO\), MSF, the Red Cross, and local primary healthcare centres.](#) Secondary healthcare, supported by UNHCR (until the end of December 2018, at which point DRC will be directly funded by ECHO), is provided on a case by case basis in urgent and lifesaving cases through DRC.

More specifically, the DRC, through local primary healthcare centres in Bihać, Bosanska Krupa (new as of December and with the support of the Ministry of Health, Labour, and Social Policy of USC to ensure increased coverage), 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 (10:00 – 13:00, five days per week), the Bira TRC (15:00 – 19:00, six days per week), and provide consultations, and make referrals; in December the DRC medical teams conducted 2,703 consultations, referred people to primary healthcare centres or hospitals in need of further treatment. JRS in partnership with Catholic Relief Services, with UNHCR support, provide medical escort and translation services in relation to registration and medical care provision in USC; over 650 users benefitted from medical escort and 215 from translation in December. DRC continue to provide necessary medication for beneficiaries. Further, IOM mobile teams transported over 442 PoC to medical facilities in December.

MSF maintain a mobile medical team four days per week in the Miral facility in VK through the local primary health care centre which provides check-ups, primary health care, and makes referrals when needed. During the reporting period, IOM delivered and installed one container to be used for staff performing medical screenings in the Miral facility.

DRC and MSF highlighted the pressure and strain the medical teams have been 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 and December in particular; strain was reduced towards the end of December with expanded medical teams and working hours through the support of the Ministry of Health, Labour, and Social Policy of USC and the addition of a medical team from Bosanska Krupa Municipality local primary health centre. 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.

In terms of the provision of certain specialist medical services in USC: [mental health care services, provided by DRC psychologists engaged through the Mental Health Centres in the Bihać and Cazin, continued in the Sedra TRC and Bira TRC](#) with presence four hours per day in each; [UNFPA continued to support gynaecological services](#) through healthcare centres in Bihać and Cazin for those in the Bira TRC and Sedra TRC – by mid-December 25 gynaecological services had been provided; UNFPA also supported medical counselling from the Bihać Health Centre in the Bira TRC for 15 women and girls – its recommended that this activity be more frequent to ensure regular medical examinations and check-ups among women and girls.

With specific reference to children, through the Cantonal Ministry of Health, Labour and Social Welfare, [UNICEF supported the public health centres in Cazin and Bihać to conduct laboratory tests and medical check-ups for 200 children in USC](#). The Cazin primary health centre, with support of UNICEF, conducted laboratory tests and medical check-ups for 72 children, as required for their school enrolment. Further, [UNICEF and DRC signed a partnership agreement for the provision of paediatric care](#), basic dental care and counselling on breastfeeding and IYCF. Procurement of paediatric infirmary equipment is ongoing.

[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 Bihać and Cazin primary health care centre, participated in the screening

of refugees and migrants voluntarily relocated to the Bira TRC and Sedra TRC throughout December. Following the urgent voluntary relocation of PoC from the Trnovi land plot in November, [medical screenings were organized for the entire Miral TRC population by DRC with UNHCR and conducted by the VK PHC on 26 December: 543 beneficiaries were examined](#) and 69 were provided with treatment and NFIs and placed in quarantine as necessary. UNHCR, through Poliklinika Sa Na Sa, supported medical screening for all persons accommodated at the Ušivak TRC.

IFS-Emmaus facilitate primary healthcare access and for asylum seekers and migrants accommodated in the Centre in Duje. In December, one general medical examination was provided.

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. After undergoing the medical treatment, PoC found infected with scabies or other infectious diseases are given new clothes, blankets, and packages with hygienic items.

[Caritas, with support from UNHCR, and in collaboration with MHRR and the RRC, procured and delivered a range of NFIs to address deficiencies at the centre](#). These included small heaters, items for repairs to WASH facilities, bed linen, towels, pillows, winter jackets, winter shoes, and underwear and socks, including a reserve stockpile for new arrivals.

[The Bihać Red Cross distributed over 1,135 food packages, 589 hygiene parcels, 1,841 pairs of socks, 722 pieces of underwear, 355 winter jackets, 500 sleeping bags, 300 sleeping mats, 1,631 towels, 182 pairs of shoes, and 1,096 blankets in Bihać](#). The USC Red Cross distributed 700 hygiene parcels in the Miral facility.

On the basis of needs expressed by users of the Centres for Women and Girls, [UNFPA delivered 300 dignity kits for all refugee and migrant women present in USC](#) (both in centres and also in private accommodation) and in cooperation with DRC disseminated 70 packages of NFI's custom-made to meet the needs of men and boys in the Bira TRC.

[Aid Brigade distributed 600 wind and waterproof winter jackets and sleeping bags at the Ušivak TRC in collaboration with the Sheltersuit Foundation and Pomozi.ba](#).

[All asylum seekers and migrants accommodated at the Duje Reception Centre are provided with necessary NFIs and clean bedding](#).

[While NFI distribution by all actors at the land plot in Trnovi ceased in November, IFS-Emmaus continued to provide NFIs in VK in Trnovi: over 100 sets of winter clothes and footwear, 50 blankets were distributed, and over 100 hygiene packages were distributed to PoC](#).

[HoA provide up to 100 residents with hygiene and sanitary items, pillows, sleeping mats, towels, blankets, and shoes and clothing as necessary](#).

[The Bihać CSW, supported by UNICEF, distributed 100 pairs of winter shoes and clothes to UASC in the Bira TRC in December](#).

WASH:

Following a WASH assessment conducted in November, [UNICEF supported trainings in December on the promotion of hygiene for refugees and migrants as well as staff working in various sites](#) where PoC are accommodated - training was provided by a consultant to a total of 90 refugees and migrants and 42 camp staff in four locations in USC Canton and Sarajevo Canton. The consultant also developed a children's game on handwashing to be played with children in CFS.

[UNFPA delivered 300 dignity kits for all refugee and migrant women present in USC](#) (both in the centres but also in private accommodation) and, in cooperation with DRC, distributed 70 NFI packages tailored to the needs of men and boys in the Bira TRC.

[The Bira TRC now has 92 toilets and 44 showers, compared to 58 and 37 in November. The WASH facilities for families and UASC are separated from the general population.](#) This was achieved through the installation of an additional two WASH containers, with one placed in the designated family area and one in the designated UASC area. IOM provides cleaning and maintenance staff to ensure upkeep of WASH facilities. Caritas commenced laundry services with the installation of four washing machines and four dryers, in collaboration with IOM, in the Bira TRC at the beginning of December: in December, around 950 individuals benefitted.

[In the Miral facility, 37 toilets and 22 showers are available. WASH facilities for families and UASC are separated from the general population.](#) The installation of additional toilets and showers as well as repairs to a number that are out-of-order is planned for January. Drinking water is supplied through the public drinking water system. [On 26 December, IOM organized for the disinfection of the entire site.](#)

[The Sedra TRC has 51 toilets \(41 in private bathrooms, eight in shared bathrooms, two used by staff\) and 52 showers \(41 in private bathrooms, 11 in shared bathrooms\). The shared bathrooms are separated for men and women; rooms have private toilets used by family units residing there; one toilet for PWD is available on the ground floor.](#) Drinking water is distributed through water dispensers, while tap water is used for showers and the laundry. IOM supports cleaning staff to ensure that toilets, showers, and common areas are kept clean. A laundry system for washing PoC personal garments and bed linens is in place with a set schedule. Two industrial machines and four smaller machines are used for washing and drying the laundry. IOM staff is overseeing the operations of the laundry system while volunteers of the PoC staying in the centre contribute according to a rolling schedule. [The Sedra TRC continues to face challenges with regard to the condition of the infrastructure of the building, primarily affecting the sanitary facilities.](#) The provision of hot water in rooms' bathrooms is made difficult by problems at the heating and electrical system. IOM engaged a local electricity company to perform basic ad-hoc works to solve the electricity issue affecting a number of the bathrooms. The purchase of an additional heating stove is also being contemplated, to lower the overall pressure on the building's electrical system. Works to improve the drainage system and renovate toilets at the second and third floor are planned for January. In the meantime, extra NFIs were distributed to PoC staying in affected rooms.

[The Ušivak TRC has 28 toilets and 28 showers. WASH facilities for families and UASC are separated from the general population.](#) Drinking water is provided through the public water supply. A laundry system is in place for both bed linen, washed by IOM staff, and for private use of PoC. 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.

The Borići site has 21 toilets and 13 showers (two sanitary containers connected to septic tanks). IOM worked with authorities to find a solution regarding a property rights issue, which is holding up works to connect the buildings' WASH facilities to the public sewage system. Works to connect the building to the public sewage system will be completed in the coming weeks

Caritas donated three washing machines for individual use to the AC in Delijaš in December.

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

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

MSF support showers run by volunteers at the Otoka stadium in Sarajevo. These showers are available to refugees and migrants in Sarajevo in squats, but are also reportedly 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.

Education and leisure:

The Cantonal Ministry of Education, with UNICEF support, designated four elementary schools in USC (two in the City of Bihać and two in Cazin municipality) to enrol refugee and migrant children from the Sedra TRC and the Bira TRC. Relatedly, UNICEF organized an information session for parents of school-age children on their children's enrolment into schools in Brekovica (Bihać) and Ostozac (Cazin) and coordinated the medical check-ups required for their enrolment with the public health centre in



Refugee and migrant children in school /UNICEF 2018

Cazin. Children have been undergoing medical check-ups for school enrolment which is planned for the second semester of the 2018/2019 academic year. In the meantime, education activities and creative workshops are provided three times a week through the aforementioned CFS by Save the Children and ŽsU, with the support of UNICEF.

UNICEF, with Save the Children and World Vision, organized meetings with the primary school "9.maj Pazarić" and agreed on logistics (transportation, snacks, translation services, procurement of school supplies, etc.) to support school enrolment of refugee and migrant children at the Ušivak TRC, planned for the second semester of the 2018/2019 academic year. In the meantime, the education/activity centre in the Ušivak TRC, with support from Aid Brigade, provided English, local language, German, and French classes six days per week as well as offered classes for children one

hour per day five days per week. The centre also offers games, drawing supplies, and sports activities (with separate activities for adults and children).

[UNICEF with Save the Children and World Vision supported the enrolment of 15 children accommodated in the House of All into the primary school "Prva osnovna škola Ilidža".](#) They are integrated in existing classes and will follow the regular curriculum. This is the first primary school in Bosnia and Herzegovina to have started with the organized integration of refugee and migrant children into school life. Over the winter break, HoA will support with local and English lessons as well as helping the children to adjust to their new schedule.

Save the Children provided equipment for the two primary schools "Prva osnovna škola Ilidža" and "Osnovna škola 9. maj Pazarić, where refugee and migrant children will be enrolled in education.

[UNICEF, in partnership with World Vision, organized medical check-ups for 60 primary school children at the RRC to be enrolled in the primary school "Bijelo Polje".](#) Transportation, snacks, translation services and procurement of school supplies will be provided upon the official request from the Cantonal Ministry of Education

[BHWI, supported by UNHCR, provided educational activities for children in the AC,](#) including a pre-school program and local language classes. Six children benefitted in December.

[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 58 children in December.

When children are accommodated at the Duje Reception Centre they can participate in creative workshops as well as literacy courses held in the IFS-Emmaus Centre for Children and Youth at Duje by professional staff.

Food:

[Over 263,000 meals were provided to refugees and migrants in BiH in December. The majority of these, over 218,000, 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 250 Kg of fresh food (fruit and vegetables), tea, and coffee.

[The Red Cross Mostar Branch prepares and distributes three meals per day to refugees and migrants at the RRC.](#) In December, a total of 25,575 meals were distributed. Caritas supported with baby food.

[In IOM-managed TRCs in USC, IOM/Red Cross continued to distribute three meals and two fruit-snacks per day according to seven standardized menus ensuring a daily calorie intake of 2,100 Kcal.](#) In December, IOM provided meals to an average of 1,571 PoC per day in Bira, 324 PoC in Sedra, and 491 PoC in Miral – over 218,000 meals were distributed. During December, IOM also supported the provision of meals to PoC accommodated in Irish and Rio Mare hostels in USC. On New Year Eve, a special dinner was served, provided by donors through the Red Cross. [In Bira, a second separate serving line for UASC and families was added to reduce protection risks and reduce the](#)

[waiting time. As a result, the waiting time was halved.](#) In Sedra, based upon feedback, the Red Cross now also prepares meals for individuals with specific dietary requirements such as vegan or gluten free meals. Further, 34 children between zero and three years of age were provided with additional milk upon request of caretakers and 15 babies were provided with infant formula in December.

[While food distribution by all actors at the land plot in Trnovi ceased in November, IFS-Emmaus continued to provide food in VK at a different location in Trnovi:](#) one hot meal and tea was provided per day throughout December – over 1,000 meals were provided.

[Three meals per day for those accommodated in the Ušivak TRC are prepared and distributed with the support of Pomozi.ba.](#) In December, an average of 411 PoC received meals on a daily basis with a total of 38,174 meals 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 December, 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.](#) Throughout December, two meals were provided per day to an average 100 people; approximately 6,000 meals were provided over the month. Fruit is also distributed with lunch.

[Asylum seekers accommodated in the ŽsU protective shelter are provided with groceries such that they could prepare meals for themselves in-line with their own practices and schedules.](#) In December, over 3,500 meals were provided. [IFS-Emmaus provided hot meals to those accommodated at the Duje Reception Centre;](#) in December, over 186 hot meals and 124 dry meals were provided.

[Supported by UNICEF, and operated by ŽsU, Save the Children, and World Vision, Mother Baby Corners \(MBC\) in the Bira TRC \(10:00 – 15:00 daily\), the Sedra TRC \(10:00 – 15:00 daily\), and the RRC \(09:00 – 15:00 Monday to Friday\) provide parents with IYCF counselling, information/awareness raising on breastfeeding and hygiene, psychosocial counselling, and supports the provision of food and hygiene products.](#) In December, 26 adults (23 mothers, 1 father and 2 pregnant women) as well as 26 babies (13 boys and 13 girls) benefitted from MBC activities in the Bira TRC, 69 adults (57 mothers, 3 fathers and 7 pregnant women) as well as 69 babies (36 boys and 33 girls) benefitted from MBC activities in the Sedra TRC, and an average of 10 mothers participated in MBC activities in the RRC. Over 4,700 food and NFI items were provided through MBCs in December. With support from UNICEF, recruitment and training was completed in December by SoS Children's Villages and World Vision for the establishment of a mobile MBC in the Ušivak TRC in January. Save the Children and UNICEF ceased operation of the mobile MBC at the Borići site in December due to the ongoing construction works; upon completion of winterization work by IOM and the voluntary relocation of families to this site, the MBC will recommence activities.

[Save the Children provided food for children, which includes solid baby food, baby juices and protein chocolate bars at both the Bira TRC and Sedra TRC, in coordination with IOM.](#) When needed, they referred mothers with health issues related to baby or mother nutrition to relevant organizations. Further, because of complaints of pregnant/lactating women or those having issues with breastfeeding due to lack of food specialized for them, Save the Children started to provide 100 per

cent fruit juice and biscuits to them at these sites. In addition, Save the Children also provided healthy snacks and/or fruits for children attending the CFS in the Bira TRC and Sedra TRC.

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

IOM continued to see a high number of migrants interested to return to their countries of origin through IOM's Assisted Voluntary Return and Reintegration (AVRR) programmes. In December, IOM provided AVRR counselling and assisted 10 people to return to their countries of origin. However, currently IOM has insufficient resources to respond to all requests for AVRR. Therefore, vulnerable cases are being prioritized. In 2018, IOM assisted a total of 454 people, of which 411 returned to their country 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.

Supported by the UK Government, IOM installed public lighting outside the Bira TRC, benefitting both the refugee/migrant and local populations through contributing to the overall security situation.

IOM cooperated with a local art school for the painting and preparation of child and common spaces in the newly refurbished Borići TRC.

Local NGO, ABC, together with UNHCR and Save the Children organized a trip for refugee and migrant children in USC to Cinestar in Bihać, during which New Year packages were presented to the children³. Gifts were also presented to children aged 0 to 14 by two local primary schools in USC.

New Year was celebrated in Sedra with a party supported by IOM and organized by Zene sa Une with the collaboration of students of the local music school. For New Year, BiH citizens and private companies donated a great number of presents that were distributed to refugee and migrant children in TRCs and Salakovac RCC.

Safety and security

Occasional fights among the PoC in USC continue to happen, but have so far been successfully handled by IOM staff, security personnel and the police.

During December, IOM, acting on recommendations to strengthen the gender-sensitivity of shelters, continued to identify female security guards to be present in the camps. During December, one female security guard was recruited, to be placed in Borići in January.

During December, following the practice in Ušivak, IOM established a migrant representative counsel also in Bira TRC, including of around 12 persons representing the main migrant groups/nationalities. The purpose of these counsels is to provide a mechanism for feedback/complaints, as well as to prevent or address conflicts, often arising between different migrant groups. Borići and Miral will introduce similar bodies in the coming period.

³ Link to event video : <https://bit.ly/2Rm9md8>

With support of the Norwegian Government, IOM launched an initiative to continue strengthening government capacities in Bosnia and Herzegovina, Albania and Montenegro to counter smuggling of migrants.

Public Information

On 16 December BHRTV, in cooperation with UNHCR, broadcast an iteration of *In Media Res* dedicated to asylum seekers within the context of the current refugee and migrant situation in BiH⁴.

Organized by IOM and the EU, the photo exhibition PEOPLE was open between the 10 and 18 December showing portraits of migrants staying in USC.

18 December - International Migrants Day - was celebrated in Sedra with art workshops and distribution of presents for children organized together with the elementary schools "Harmani 1" from Bihać and "Cazin 1" from Cazin. 12 parents and 12 children attended end-of-the-year concerts organized by local schools.

⁴ Link to *In Media Res*: <https://bit.ly/2FrOvh9>

Priorities and key gaps

Accommodation/Shelter:

- Urgently scale-up existing or seek and operationalize new accommodation solutions and continue to improve the protection, living, and sanitary conditions in all centres.
- Concerns continue to be raised about conditions in the Sedra TRC with insufficient heating in rooms, a lack of hot water, and frequent leaks and bad odours.
- Streamline referral and transfer procedures for accommodation of refugees and migrants in all locations, including after 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.
- Increase the number of cultural mediators/interpreters/translators to support actors in their work and facilitate access of refugees and migrants to information and services; increase 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. Include more women mediators/interpreters/translators in order to provide refugee/migrant women's and girl's needs.
- Continue to systematically improve and monitor the protection environment and the availability of appropriate services for the most vulnerable (such as children, UASC, mothers with babies, single women, victims of gender based violence) at accommodation facilities. For example, concerns were raised in December over the protection environment of families, single women, and UASC in the Ušivak TRC. Further, despite the designation of separate toilets for UASC at the Bira TRC other PoC reportedly also use them. In response, IOM established security at the entrance of the UASC and families areas.
- The lack of cooperation of the VK CSW and the subsequent lack of appointment of guardians creates considerable challenges in handling and protecting UASC currently hosted in Miral.
- Better monitor and respond to incidences of gender based violence including domestic violence in accommodation sites, in particular in the Sedra TRC and where children are affected, including improved coordination and information sharing among relevant organizations and professionals.
- Scale-up and ensure the provision of psychosocial support at all locations.
- Organize a Child Protection and Child Safeguarding training for all professionals engaged at the Borići site upon completion of ongoing winterization works as well as the development of local child protection referral mechanisms.
- Open a CFS at the Borići site upon completion of ongoing winterization works.

Health:

- Ensure solutions are in place for the provision of health care to all refugees and migrants throughout BiH, irrespective of legal status.
- Improve access to sexual and reproductive health services for women and girls.
- 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, with UASC among them, in Sarajevo who are residing outside of the Ušivak TRC.
- Advocate for reduced fees for medical services for refugees and migrants in Sarajevo Canton (i.e. same as for nationals).
- Improve coordination between actors relevant for the provision of health care at the site level and continue looking for solutions to ensure medical staff's presence and medical escort for longer hours.
- Provide continual sexual and reproductive health services and education.
- Increase the number of cultural mediators/interpreters/translators to support actors in their work.
- Ensure regular access to paediatricians and nurses specialised in child health care for refugee and migrant children.

NFI:

- 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.
- Ensure provision of needs made NFIs for women and girls.

WASH:

- Continue to increase WASH capacity inside the Bira TRC and the Miral facility and to increase laundering capacity for linen and clothing.
- Urgent repairing of toilets and showers at the Sedra TRC is necessary to ensure adequate sanitary services for all residing there. Despite the designation of separate toilets for UASC at the Bira TRC, other PoC reportedly also use them.
- 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.

Education:

- Complete the enrolment of 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 three to six and organize comprehensively organized and structured activities for adolescent refugees and migrants still remain as gap countrywide.
- There is a need for additional space for the provision of organized extra-curricular activities for children in most locations.
- House of All need support with the preparation of material for preschool classes for children aged two to five.

Food:

- 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; some solutions in this regard are under consideration. Although the waiting time has been halved thanks to the creation of a second queuing line and the introduction of food cards, waiting times still need to be further reduced.
- At the Bira TRC, as long as babies and small children are present, there is a need to improve provision of substitute food for children up to two years whose mothers are not breastfeeding as well as to implement IOM-UNICEF Guidelines on Procurement and Distribution of Nutrition for Infants, Babies and Children.
- Complaints have been received concerning the quantity of food at the Bira TRC.
- Negotiate with suppliers of substitute food for children up to two years to register this product with relevant authorities (so far the substitute food for children up to two years is not registered in BiH so there is not possibility to purchase it on the market).
- Open a MBC at the Borići site upon completion of ongoing winterization works.

Durable solutions and social cohesion:

- As of mid-December, there is a lack of funding to properly support the option of Assisted Voluntary Return and Reintegration.
- Joint activities with refugees and migrants and local populations are needed to support social cohesion and local integration.

Security and safety:

- The provision of security services in the Bira TRC needs to be enhanced. The number of guards is too few for the population; families in the Bira TRC have conveyed a general feeling of being unsafe.

Map of Key Sites and Locations



3W
Location

	Una-Sana Canton					Sarajevo Canton			HNC	Tuzla Canton	Lukavica	-
	Bihać, Hostels and protective shelter	Bihać, Student Dormitory	Bihać, Bira TRC	Cazin, Sedra TRC	Velika Kladuša, Miral	Ušivak, Hadžići TRC	Sarajevo, other	Asylum Centre, Delijaš	Refugee Reception Center, Salakovac	Reception Centre Duje	Immigration Centre	Totals

Key population estimates
(Population numbers below are a mixture of estimates and counts, depending on location. The numbers below are the most recent available. It must be kept in mind that populations at this sites fluctuate on a daily basis)

Total Size	183	0	2,098	399	564	563	68	47	236	2	54	4,212
Of which, UASC	0	0	199	15	36	14	0	0	0	0	0	264
Of which, children	50	0	352	196	5	23	30	7	108	1	0	771
Of which, single women	6	0	0	1	1	0	0	0	2	0	-	11
Family Units	38	0	82	86	6	19	18	10	64	0	-	324

Sector Organization

Shelter 	UNHCR/ BHWI, IOM	IOM	SFA, IOM	IOM	SFA, IOM	SFA, IOM	HoA	MoS/AS/ UNHCR	MHRR/ MoS/AS/ UNHCR	Emmaus/ MoS/ UNHCR	MoS/SFA	-
Protection 	UNHCR/ DRC/VP/ BHWI, IOM	UNHCR/ DRC/VP/ BHWI, UNICEF/ ŽsU/StC, CSW	UNHCR/ DRC/VP/ BHWI, UNICEF/ StC/ UNFPA, CSW	UNHCR/DRC /VP/BHWI, JRS, UNICEF/ŽsU /StC, CSW, UNFPA	UNCR/ DRC/VP/ BHWI, UNICEF	UNHCR/VP/ BHWI/DRC, CSW	UNHCR/ BHWI/VP, CSW	MoS/AS, UNHCR/ BHWI/VP, CSW	UNHCR/ BHWI/VP, UNICEF/WV, CSW	Emmaus, UNHCR/ BHWI/VP, CSW	UNHCR/ BHWI/VP, CSW	-
Health 	UNHCR/ DRC, UNFPA, DZ, CH	UNHCR/ DRC, UNFPA, DZ, CH	UNHCR/ DRC, UNFPA, DZ, CH	UNHCR/ DRC, UNFPA, DZ, CH	UNHCR/ DRC, MSF, UNFPA, DZ, CH	UNHCR/ BHWI/Sa Na Sa	UNHCR/ BHWI, MSF	MoS/AS/ UNHCR, DZ	MoS/AS, UNHCR/ BHWI, DZ	Emmaus	SFA, DZ	-

Non-food items		IOM	CoBRC, IOM	CoBRC, IOM, UNICEF/C SW	IOM	CoBRC, IOM	IOM, Pomozi/AB, UNHCR, RC	UNHCR/ BHWI, CA/AB, HoA, MSF	MoS/AS/ UNHCR/ BHWI, CRS/ Caritas	RC, UNHCR/ BHWI, UNICEF/ WV, CRS/ Caritas	Emmaus	MoS/SFA	-
WASH		IOM	IOM	IOM	IOM	IOM	IOM	Pomozi.ba, MSF	MoS/AS/ UNHCR	MHRR/MoS, UNHCR/ BHWI, UNICEF/ WV	Emmaus/ MoS	MoS/SFA	-
Security/Safety		N/A	Police, IOM	Police, IOM	Police, IOM	Police, IOM	Police, IOM	N/A	MoS/AS/ UNHCR	MHRR/ UNHCR	Emmaus/ MoS	MoS/SFA	-
Transport/ Logistics		IOM, UNHCR/ JRS/CRS	IOM, UNHCR/ JRS/CRS	IOM, UNHCR/ JRS/CRS	IOM, UNHCR/ JRS/CRS	IOM, UNHCR/ JRS/CRS	IOM, UNHCR/ BHWI	IOM, UNHCR/ BHWI	MoS/AS/ UNHCR/ BHWI, IOM	UNHCR/ BHWI, IOM	Emmaus/ MoS, IOM, UNHCR/ BHWI	IOM	-
Administrative/ Legal		MoS/SFA/ AS, IOM, UNHCR/ VP	MoS/SFA, IOM, UNHCR/ VP	MoS/SFA/ AS, IOM, UNHCR/ VP	MoS/SFA/ AS, IOM, UNHCR/ VP	-	MoS, UNHCR/VP	MoS, UNHCR/VP	MoS/AS/ UNHCR/VP	MHRR/ MoS/SFA/ AS, UNHCR/VP	Emmaus, UNHCR/VP	MoS/SFA, UNHCR/VP	-
Education		-	-	UNICEF/ StC	UNICEF/ StC	-	AB/CA, UNICEF	UNICEF/ WV, HoA	MoS/AS/ UNHCR/ BHWI	UNHCR/ BHWI, UNICEF/ WV	Emmaus	-	-
Food and nutrition		IOM/ CoBRC	IOM/ CoBRC, UNICEF/ ŽsU/StC	IOM/ CoBRC	IOM/CRC, UNICEF/StC	IOM/CRC	Pomozi.ba	Pomozi.ba, CA/AB	MoS/SA/ UNHCR, CRS/ Caritas	RC/IOM, UNICEF/ WV, UNHCR/ BHWI	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 / **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	doane@unhcr.org
USC bi-weekly	UNHCR	husagic@unhcr.org
Protection	UNHCR	kokotovi@unhcr.org
Child protection	UNICEF	aluedeke@unicef.org
Health	WHO	palom@who.int
NFI	IOM	isadikovic@iom.int
Education	UNICEF	skabil@unicef.org

- A dedicated meeting focusing on the conditions in the Bira TRC and the establishment of an action plan to address gaps was held on 5 and 6 December with ECHO, IOM, UNHCR, UNICEF, and DRC in attendance.
- UNHCR organized a meeting with all relevant stakeholders in the Sedra TRC to discuss the to-be-rolled out 'traffic light' system, a protection monitoring and advocacy tool.
- IOM hosted a case management meeting in the Sedra TRC, including social workers from the Cazin CSW and the UNHCR/DRC protection team.
- The newly appointed Minister for Health, Labour, and Social Policy called an introductory meeting with partners in USC.
- In Tuzla Canton, upon request of coordination support from local authorities, the OSCE Mission organised a first meeting with 30 actors relevant to refugee and migrant response in the Canton.
- In Sarajevo Canton, and in-line with the recommendations of their *Assessment on the Migrant and Refugee Situation in BIH*, the OSCE Mission organized a presentation on good data collection and stakeholder coordination practices.
- In Brčko District, the OSCE Mission organised a presentation of their *Assessment on the Migrant and Refugee Situation in BIH*.
- A lecture organized at the International University of Sarajevo on the refugee and migrant situation in BiH increased local volunteer engagement, as noted by Aid Brigade.

CONTACTS

Dorijan Klasnić, Associate Information Management/Public Information Officer, UNHCR
klasnic@unhcr.org, Mobile: +387 061 479 064

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

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