

Bosnia and Herzegovina

01 - 28 February 2019

Vaša Prava and UNHCR supported asylum seekers (who registered their claim over nine months ago) to become legally eligible for employment in BiH.

On 2 February, the Una-Sana Canton authorities placed a restriction on the entry of newly arriving single men to the Miral and Bira TRCs.

Approval from the Government of Herzegovina-Neretva Canton is still pending for refugee and migrant children in the Salakovac Reception Center to access primary school.

KEY INDICATORS

4,800 – 5,300

estimated refugee and migrant population at the end of February 2019

4,970

winterized accommodation as of 28 February 2019

270,000

meals provided in February 2019 in BiH

>3,000

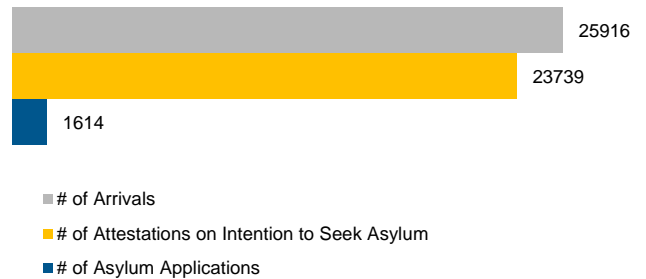
Medical check-ups conducted in February 2019

ACCESS TO ASYLUM

1,614 Asylum applications

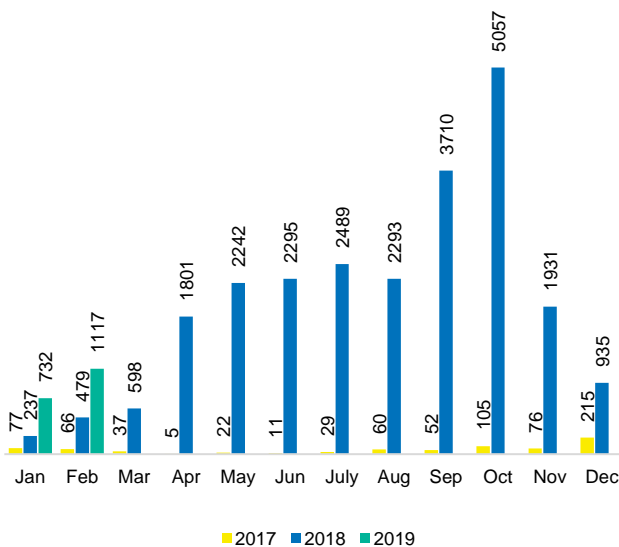
1 January 2018 – 28 February 2019

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



POPULATION OF CONCERN

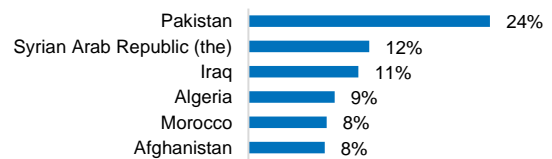
Number of detected refugee and migrant arrivals to BiH per month



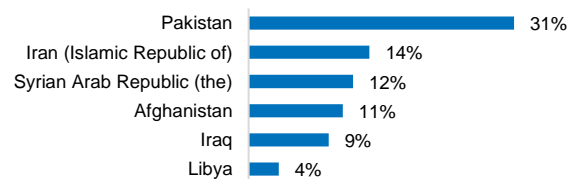
*Weekly arrival figures are calculated based on the date of the beginning of the reporting week. For example, figure from the week beginning on 31 Dec was aggregated to 2018.

POPULATION OF CONCERN

Top refugee and migrant CoO* arrivals to BiH in February 2019



Top refugee and migrant CoO* arrivals to BiH between 1 January 2018 and 28 February 2019



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

Priorities and key gaps

Accommodation/Shelter/CCCM:

- Additional sites for accommodation solutions need to be identified by the relevant authorities.
- Response actors need to contingency plan and be ready to collectively and rapidly deploy staff/resources once new accommodation sites have been identified.
- Expand capacity to accommodate families with children, UASC, and other vulnerable categories, in adequate and protection-sensitive accommodation that satisfies international standards.
- Establish a rapid response mechanism within accommodation centres vis-à-vis large fights and security incidents.
- Resolve issues related to the electricity supply at the Borići TRC to bring the site up to planned capacity and relocate families with children from other less appropriate sites.
- Develop and implement site specific protocols/SOPs with clear divisions of labour, clear roles, and concrete deliverables to which response actors can be collectively held accountable.
- 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.
- Seek and implement solutions to limit the unauthorized entrance of unregistered people into the reception centres, in particular those predominantly hosting particularly vulnerable categories, such as the Borići TRC.

Protection:

- Advocate for the restoration of freedom of movement both within as well as to and from USC.
- Reinforce referral mechanisms for protection services for refugees and migrants residing outside of reception centres.
- 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 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.
- Advocate to improve access to free legal aid for refugees and migrants in the Immigration Centre in Lukavica which is currently limited by restrictions to entry for VP (VP are only able to enter the centre based upon a written request by a resident) as well as the lack of provision of free legal aid by the Ministry of Justice.
- Seek and implement solutions to limit the unauthorized entrance of unregistered people into the reception centres, in particular those predominantly hosting particularly vulnerable categories, such as the Borići TRC.
- Advocate for the municipal registry in Mostar to record information on the father on the birth certificates of refugee and migrant children.
- Work to ensure immediate birth registration even in cases where parents do not hold asylum-seeker cards.
- 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; include more women mediators/interpreters/translators for women refugee and migrant needs.

- Ensure guardianship addressing the full range of needs of all refugee and migrant UASC, by advocating with the local authorities and building the capacity of the Centres for Social Work (CSW), in particular to address gaps in Cazin municipality.
- Strengthen the capacity of the CSWs to conduct Best Interest Determination (BID) procedures for UASC and to respond to SGBV occurrence and other protection issues among families.
- Provide 24/7 on-site child protection support in the Sedra and Borići TRC.
- Relocate refugee and migrant families with children and UASC from the Miral TRC to more adequate, safe, and protection-sensitive accommodation.
- Improve coordination among organizations providing services for UASC at the Ušivak TRC.
- Scale-up and ensure the provision of psychosocial support at all locations for men, boys, women and girls, in particular for single men.
- Advocate for adoption of the Standard Operating Procedures for Multi-sectoral Coordination, Prevention, and Provision of Services to Survivors of Gender Based Violence in Emergencies.
- Improve Clinical Management of Rape (CMR) procedures, by localisation CMR protocol already developed by Federal Ministry of Health and additional capacity building of health and other relevant sectors.

Health:

- Establish referral mechanisms for health care services for refugees and migrants residing outside of reception centres and ensure solutions are in place for the provision of health care to all refugees and migrants throughout BiH, irrespective of legal status.
- Ensure secure and consistent access to adequate medical care in USC, considering limited capacities of state medical facilities.
- Identify a solution for medical escort and transport (drivers and vehicles) of patients to and from health care service providers. (This is in a context where public emergency assistance is frequently unable to respond to cases due to the limited availability of appropriate vehicles.)
- Ensure regular access to paediatricians and nurses specialised in child health care, including dental care, for refugee and migrant children at all locations, including through private clinics when needed to fill capacity gaps in the public health system.
- Advocate for increased medical staff hours at the Ušivak TRC to reduce the long waiting times for health care in the Ušivak TRC.
- Increase the availability of shampoo/lotion for lice and scabies for persons in need of treatment.
- Improve access to sexual and reproductive health services, in particular for women and girls.
- Increase capacities to better monitor that refugees and migrants under quarantine, adhere to the recommendations of medical personnel in terms of treatment and change of clothing.
- Seek and implement solutions to limit the unauthorized entrance of unregistered people into the reception centres and thus without having undergone the medical screening.
- Improve the provision of mental health care services in USC, in particular with regard to the possibility to hospitalize more serious cases.
- Seek solutions to address gaps in the provision/availability of rehabilitation therapy and treatment for substance users – this has been challenging in the Miral TRC where individuals have presented risks to themselves, other migrants and refugees, and the employees of all organizations working in Miral TRC.

NFI:

- Improve and diversify NFI availability in all centres.
- Improve the identification/coordination of NFI needs and NFI distribution.

WASH:

- Increase toilet and shower capacity inside the Bira, Miral, and Sedra TRCs.
- Increase laundering capacity in the Bira, Miral, and Sedra TRCs.
- Seek and implement solutions to reduce damage caused in the Miral and Bira TRCs to WASH facilities.
- 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.
- Increase WASH facilities available to those residing outside of reception centres.

Education:

- Advocate for approval from the Government of Herzegovina-Neretva Canton for refugee and migrant children to access primary education and ensure school-age children in the RRC are enrolled in the public education system.
- Advocate for the approval for children to access structured, non-formal education in the RRC to provide them with opportunities to learn different life skills (for example, to organize Science, Technology, Engineering and Mathematics Education for children of primary school age). (Approval by the Ministry of Security for this is pending.)
- Seek formal education solutions for refugee and migrant children above the age of 15.
- Continue and enhance efforts to integrate primary school age UASC into formal education and to integrate refugee and migrant children into regular classes together with their peers from BiH.

Food:

- Provide complementary food and nutrition to pregnant and lactating women.
- Establish dedicated cooking spaces in the Ušivak, Bira, and Miral TRCs.
- Diversify food menus and ensure cultural considerations are taken into account.
- Improve communication between health actors and the Red Cross to ensure that doctors' prescriptions of special dietary requirements can be followed in a timely manner.

Durable solutions and social cohesion:

- Advocate for and support the authorities to plan and implement policies and programs directed at the local integration of persons granted international protection in BiH.
- Seek additional funding to properly support Assisted Voluntary Return and Reintegration as a solution for those wishing to return to their respective countries of origin.
- Additional joint activities with refugees and migrants and local populations are needed to support social cohesion and local integration, including initiatives engaging single men.

Security and safety:

- Take measures to improve the security situation in TRCs including through non-security measures and preventative measures.

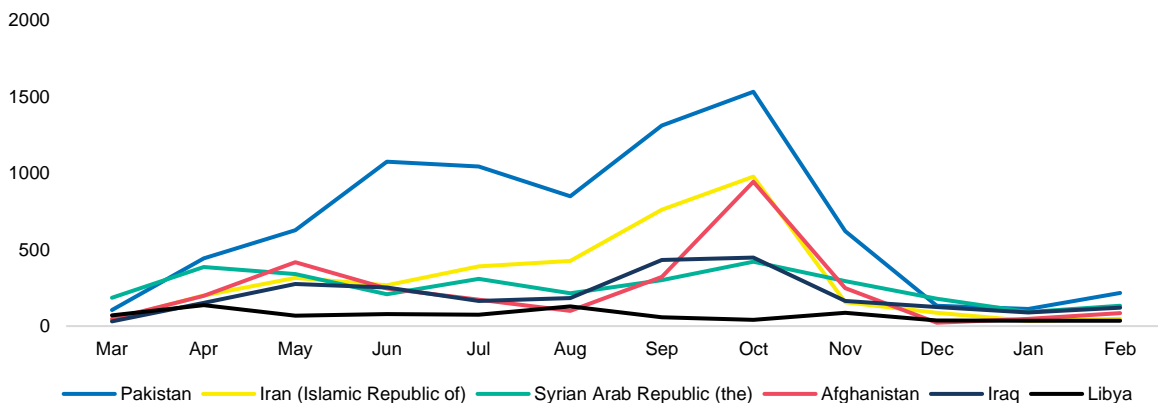
Key Updates and Operational Context by Sector

Population:

The authorities in Bosnia and Herzegovina (BiH) detected the arrival of 25,916 refugees and migrants to the country between 1 January 2018 and 28 February 2019. Despite unpredictable weather for travelling, refugees and migrants continued to arrive to BiH, with 1,117 detected arrivals in February 2019, compared to 479 in February 2018. There remains a significant chance of increased arrivals in the spring with milder weather and improved travel conditions. The majority arrive overland in an irregular manner (i.e. at non-official border crossings) at a number of entry points. It is estimated that between 4,800 and 5,300 refugees and migrants remain in BiH in need of a range of types 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. More detailed population estimates with age, gender, and location information are available below as in the 3W.

In February 2019, the largest declared Country of Origin (CoO) among new arrivals was Pakistan (24 per cent), followed by Syria (12 per cent), Iraq (11 per cent), Algeria (nine per cent), Morocco (eight per cent), and Afghanistan (eight per cent). The composition of arrivals – according to declared CoO – varies over time, as shown in the below chart.

Most common declared countries of origin over the last twelve months



Accommodation/Shelter/CCCM:

While occupancy rates fluctuate on a daily basis, as of 28 February the maximum available capacity across eight formal and informal reception centres in BiH (USC, Sarajevo Canton, and Herzegovina-Neretva Canton) was 4,970, not including safe accommodation and hostels made available to a limited number of particularly vulnerable cases or spaces in the Immigration Centre in Lukavica.

In February, the Bira, and Miral TRCs were often at or above their full capacity. Moreover, arrivals continue to increase and are expected to continue to do so. As such, there is an urgent need for additional shelter in both Sarajevo and USC. In particular, shelter capacity is limited for families with children.

Further, on 2 February, a decision made by the USC authorities restricted the entry of newly arriving single men to the Bira and Miral TRCs, effectively reducing the overall capacity in country and in USC – for example the Bira TRC has 2,250 beds but a maximum approved capacity of 1,500 set by the

Canton. Relatedly, in the second half of the month, the USC authorities, in cooperation with the SFA, conducted a transfer of around 100 refugees and migrants from the Canton to the Ušivak TRC as part of the Cantonal authorities' efforts to control the number of refugees and migrants in the Canton in-line with their declared cap of 3,200.

[The larger than planned population numbers in the Bira and Miral TRC continue to present a range of challenges](#), including problems related to damage to the WASH and shelter infrastructure and building and site maintenance more generally. House rules in refugee and migrant languages are displayed visibly in the Sedra, Bira, Ušivak, and Borići TRCs. The Miral TRC house rules are under development.

[As such, in addition to a need to increase the overall number of spaces, a larger number of smaller sites – in contrast to the current situation where the majority of spaces are in just three centres \(the Bira, Miral, and Ušivak TRCs\) - would be conducive to reduced tensions and enhanced security within each site](#), thus enhancing the protection and security environment for residents and staff alike.

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.

[The Borići TRC, opened by IOM on 3 January 2019, had a capacity of 200 \(with 160 beds\) at the end of February](#). The final maximum capacity of the site is expected to be 530 (of which 130 are to be accommodated in housing containers to be installed near the building). 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. [Families are accommodated in rooms with capacities of either 4, 6, 8, or 16 beds](#). Final construction and refurbishment works were completed in February. As regards connections to infrastructure, connection to the public sewage and water supply system were also completed in February. [Ensuring a sufficient electricity supply is the last remaining issue preventing additional families moving into the centre](#); IOM engaged in a number of meetings during the month with both the contractor and authorities to try to solve this and according to new projections the issue should be resolved within a month.

[The Bira TRC now provides 1,500 spaces](#) through 250 operational six-bed accommodation containers, for refugees and migrants. This is in-line with the maximum capacity approved by the Cantonal Authorities. [An additional 750 beds are available in large tents providing temporary housing solutions for newly arriving single men. At the end of February, the Bira TRC hosted 1,915 refugees and migrants](#). 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. [Families and UASC are accommodated in a separate area to which the remainder of the centre's population \(single men\) are prohibited access. In practice, controlling entry to this area remains a challenge and cases of unauthorized entries of single men – both related and not related to the families/UASC - to this area, including sleeping there, continued in February](#). IOM is aware of this issue and raised concerns with the security company; while improvements were noted, the issue remains both a security and protection concern. An information centre point for sharing information about available assistance, service providers, working hours, and for receiving feedback, suggestions, complaints, and report incidents continues to function. Many refugees and migrants have suggested the centre is reorganized to take nationalities into account, with separate halls for different groups in order to avoid/reduce security incidents: this will be discussed among all actors.

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), which has a maximum agreed accommodation capacity of 700 and an actual accommodation capacity of 826 (228 beds are in accommodation containers and 598 beds inside the building), hosted 480 refugees and migrants at the end of February. The Miral facility 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. Although designated to predominately accommodate single men, the TRC is host to a small number of families, UASC and other categories considered to be more vulnerable to violence, exploitation and abuse. Works inside the building to partition the main halls and establish space divisions were completed in February. While the average occupancy rate in the Miral TRC decreased in February, the turnover continued to be high, posing a number of challenges to centre management. Many do not report their departure to IOM, but leave their bed, and sometimes ID card to another person which has not registered or passed the medical screening/check, with implications for the management of scabies and other skin diseases. In response, IOM took action to strengthen the control of unauthorized entries and unannounced exits initiating works to establish a proper entry fence/gate. Additionally, following the completion of the room dividers and rearrangements of beds, all rooms and all beds were assigned a specific number, and each refugee/migrant ID card are assigned a specific bed/room number. IOM staff started to regularly monitor the room/bed occupancy, and once a vacancy or irregularity is noted, IOM in coordination with DRC and other protection actors, screen and identify persons to be relocated to vacant accommodation containers. The relocation to accommodation containers, or rooms offering a higher degree of privacy, is often a source of grievance and tension between the TRC residents. In response, IOM tried to increase the transparency and communication with the centre population, including through the Migrant Representative Council. However, the high turnover in Miral poses challenges for the operation of the established council. Instead, as decided in the CCCM meetings, IOM is now organizing open community meetings twice a week, providing an opportunity for the centre population to raise concerns and leave suggestions directly to the Centre Manager.

The Sedra TRC, in Cazin Municipality, had a maximum accommodation capacity of 400 beds at the end of February and hosted 317 refugees and migrants. 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. The Sedra TRC provides accommodation for families with children who are prioritized for voluntary relocation from other sites in partnership with UNHCR. The poor conditions of the building's structure and water, electricity and heating infrastructure continue to be a challenge, particularly affecting one part of the facility. Electric heaters have been placed in each affected room to ensure adequate heating, refugees and migrants have been given additional NFIs, and the use of high consumption electrical appliances limited, resulting in a reduction of power outages. However, water leakages and problems with toilets and showers causing them to be out of function continue as their repair requires significant work. Families in the most affected rooms are offered relocation to the other parts of the facility, once rooms are vacant, but often choose not to as their rooms offer a higher degree of privacy. Coordination meetings are organized every week in with all actors in the centre to address any issues and improve service delivery coordination. Since its opening in July 2018, community meetings with the TRC residents have been organized

regularly providing an opportunity for TRC residents to raise concerns, provide feedback and suggestions for improvement

The Ušivak TRC, in Sarajevo Canton, had a maximum accommodation capacity of 800 at the end of February and hosted 580 asylum seekers and migrants with separate areas for single males and for families with children and UASC: 400 beds are in accommodation containers and 400 are in large tents. IOM supports the SFA with camp coordination and camp management (CCCM), and has staff, including a Camp Manager, and migrant assistants, present at the centre 24/7. IOM also supports a security company with 24/7 presence at the site. During February, IOM took action to improve the standards of the pre-registration area ordering 300 new beds. Persons staying in the preregistration area, are provided with welcome cards allowing them to access to food and services during the registration process.

IOM Centre Managers or CCCM support staff led CCCM meetings in all IOM-run TRCs on a weekly basis. Terms of References for the meetings, including clear definitions for the structure of recording and sharing of minutes, conclusions, action points, and agencies responsible for follow-up have been developed and are implemented in all IOM-managed TRCs. Further, Terms of Reference and Protocols for the complaint mechanisms, which were expanded to be inter-agency mechanisms, are in place at all sites. IOM also initiated a service mapping of all actors/agencies present and providing services in IOM-managed centres as a first step in coordinating the development of site-specific SOPs.

Generally, the participation of migrants and refugees in the daily operations of the centres increased: migrants and refugees are involved in the operations of the laundry services, translation, cleaning and maintenance of bathrooms, etc. The Migrant Representative Councils are functional to varying degrees in the different centres. While in the Ušivak and Bira TRCs, councils are functional and involvement high, challenges linked to the high turnover is a challenge, especially in the Miral TRC. In the Sedra and Borići TRCs, with a smaller number of residents and a lower turnover, the need for these council is less urgent, as regular community meetings and other feedback mechanisms are used. Once the Borići TRC reaches its full capacity this will be reassessed.

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 by the end of February just 34 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, 199 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 90 people in Sarajevo, largely to families, and provides a number of services to residents.

An unidentified number of refugees and migrants are privately accommodated or squatting in Sarajevo and USC and migrants and refugees in transit have been observed sleeping rough in other locations. The sanitary and living conditions in these squats are sub-standard and MSF have previously 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:

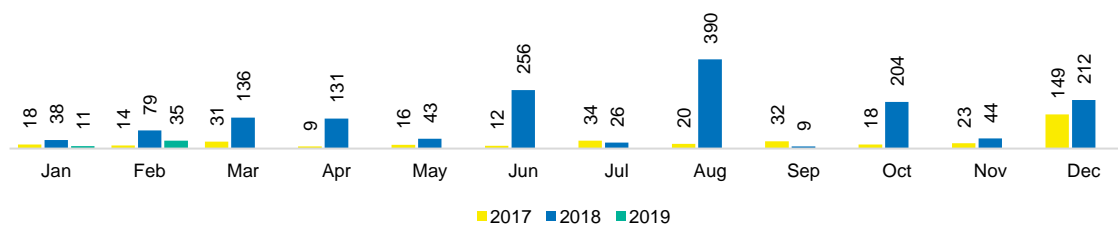
Measures put in place by government authorities in USC in October to limit the freedom of movement of asylum seekers and migrants in USC remained in effect throughout February. This includes both movement to USC and movement within USC; police checks of buses and trains continue. Restrictions placed on freedom of movement, inter alia, inhibit access to rights such as access to the asylum procedure, healthcare, and activities as basic as purchasing groceries, as well as cause and prolong family separation. The UN in BiH advocates for these restrictions to be removed and the situation is continually monitored.

Push-backs continue to be reported by refugees and migrants at the border with Croatia. Vaša Prava (VP) and Danish Refugee Council (DRC) Protection teams, in collaboration with UNHCR, are working to identify and record alleged cases of violent push-backs.

In BiH, the asylum process is the responsibility of the Service for Foreigners’ Affairs (SFA) and Sector for Asylum (SA) of the MoS. A person first needs to express intention to seek asylum with the SFA and then, within two weeks of expressing intention, register an asylum claim (upon invitation only) with the SA. The SA are then responsible for deciding upon someone’s asylum claim. The MHRR is responsible once a person has been granted refugee status or subsidiary protection.

From 25,916 arrivals between 1 January 2018 and 28 February 2019, 23,739 formally expressed intention to seek asylum with the SFA. Of these 23,739, 1,614 chose and were able to formally lodge an asylum claim with the SA over the same period. In February, 35 asylum seekers underwent registration interviews and filed asylum claims with the SA. Further the SA, conducted seven Refugee Status Determination Interviews in the month.

Asylum applications in BiH

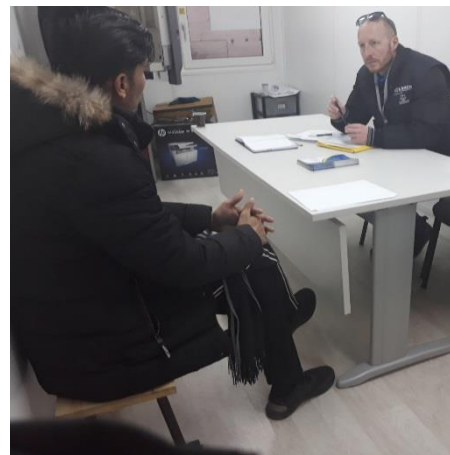


Several factors hinder fair and efficient access to asylum for those in need of international protection. Among others: the SA has limited capacity to register and process asylum claims and has been slow to schedule registration procedures, often causing expressions of intention to seek asylum to expire; the need to register an address with the SFA and have a Certificate of Residence – except in the AC

and the RRC - to register an asylum claim; the need to pay a BAM 10.00 administrative fee for Certificates of Residence; that while although there is no legal provision that forbids the expression of intent to seek asylum on multiple occasions, the SFA re-issue attestations on intention to seek asylum on a case-by case basis, often precluding people not considered to be vulnerable from expressing intent following the expiration of their initial expression; a lack of interpretation; restrictions on freedom of movement in USC. Furthermore, and with specific reference to UASC, while significant improvements have been made in recent months, challenges remain with regard to the timely identification of UASC and the subsequent appointment of a legal guardian – a necessary first step to enter the asylum process.

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 with relevant institutions and Ministries. As part of these efforts in February, UNHCR met with the SFA to discuss and further advocate for the waiving of the fee associated with the registration of residence for asylum-seekers. Further, UNHCR and VP continued working with the relevant authorities towards the timely registration of new-borns in birth registries and issuance of birth certificates to the children of asylum-seekers. In February, seven children were issued with birth certificates. In February, VP provided free legal aid services to 417 persons of concern across BiH and provided a further 310 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.

Beyond access to asylum, 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, for example for UASC and families with children, or by inadequate 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 (as mentioned above), protection sensitive accommodation, psychosocial support, child protection, and SGBV related services, referral to medical care, and ad hoc provision of food, water, and NFIs. Relatedly, in



Provision of Free legal Aid by VP / UNHCR

VP Information leaflet / UNHCR

February, 75 IOM staff members working in TRCs in USC were trained in data protection, humanitarian principles, and international standards.

Of note, while vulnerable categories (families, UASC, and single women) were admitted to TRCs in USC in February, no newly arriving single men were – as a result of the above mentioned Cantonal restriction. In addition to the risks related to a lack of safe and secure shelter, due to the absence of an individual approach to assessing and determining access to shelter (assessment based simply on gender and family status), it is likely that extremely vulnerable individuals were among the single men denied accommodation. In this regard, while DRC and UNHCR Protection staff are present on the locations during the day and conduct profiling and screening activities to identify extremely vulnerable individuals, arrivals also occur during the late evening/night.

Throughout the month, DRC Protection Monitoring teams/staff, with support from ECHO, conducted protection related activities including the provision of information, the identification of protection needs and gaps, the identification of vulnerable individuals, profiling and referrals to authorities and services, as well as psychosocial support activities in the Bira TRC, the Borići TRC, the Sedra TRC, the Miral TRC, the Ušivak TRC, and in the RRC in Salakovac. As part of their regular protection work DRC continued to provide SGBV case management (with regular follow-up on 19 cases) as well as psychosocial support case management (with regular follow-up on 13 cases). Further, DRC continued to provide protective shelter in cooperation with Žene sa Une (ŽsU).

As part of community based protection efforts, in partnership with UNHCR, DRC completed a round of Focus Group Discussions (FGDs) in the Borići TRC (five in total), and started a first round of FGDs in Bira TRC, applying an Age, Gender, Diversity, right-based and community-based perspective. The intention is to define priority responses for the affected communities on the basis of needs assessment and to design and implement agreed and effective responses on an interagency level.

IOM staff present in the Ušivak, Sedra, Bira, Miral, and Borići TRCs, with the support of and in collaboration with a number of UN and NGO actors, ensures that information on protection and assistance service providers is available in the centres. IOM staff present at the TRCs further refer persons of concern 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 refugees and migrants between TRCs, to medical facilities, and to other service providers.

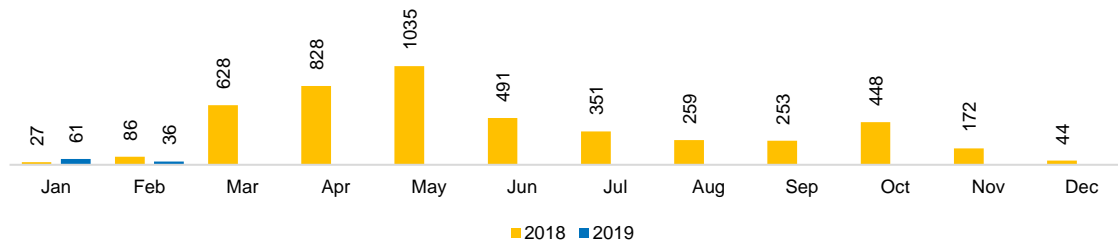
The Bosnia and Herzegovina Women's Initiative (BHWI) social workers, psychologists, and interpreters are present in the Ušivak TRC, the RRC, the UNHCR Information Centre (Monday - Friday), the AC (two or three times per week), the Immigration Centre in Lukavica (at least once per week), and at the Duje Reception Centre (upon need), and provide a range of services with a focus on psychosocial support, SGBV prevention and response, and the identification of vulnerable categories. BHWI also provide services in the Sarajevo urban area in locations such as HoA. Among other activities BHWI organized SGBV prevention meetings/workshops with women and with UASC, undertook individual counselling for the identification of victims of SGBV, provided individual and group psychosocial support, organized music therapy, made referrals for psychiatric examinations, organized sports and recreational activities. BHWI worked with a total of 352 individuals in February.

The UNHCR protection team conducted weekly visits to monitor the protection environment in all reception centres to identify protection issues and vulnerable individuals, including through systematic

profiling of families and UASC, and to ensure referral to relevant service providers, in cooperation with other protection partners. The protection team also made ad-hoc visits to the Immigration Centre and other sites in Sarajevo (House of All, the Community Centre).

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 on 36 occasions by 27 individuals in February.

Number of visits to UNHCR Info center in Sarajevo



The Community Centre in Sarajevo, managed by Aid Brigade, continued to function by providing meals and a place to rest and socialize. VP makes weekly visits to provide leaflets on assistance available in Sarajevo, answer basic questions related to asylum and refer people to UNHCR’s Info Centre for further counselling and assistance.

As regards child protection, Save the Children, with UNICEF support, continued to provide 24/7 on-site child protection support at the Bira TRC for refugee and migrant children with a focus on UASC. The team’s 16 child protection officers work in three shifts and provide on-site support and make referrals to external support services when required and monitor the provision of services to UASC in close partnership with the Bihać CSW. In February, support was provided to a total of 308 UASC (all boys) in the Bira TRC. Services provided included: general advice and assistance and referral to relevant institutions and organisations; medical escort and follow-up on medical cases; psychological first aid; individual and group counselling; follow-up support for UASC identified at-risk of protection issues; English and Bosnian/Serbian/Croatian classes; literacy classes; art therapy and creative workshops; educational workshops (hygiene, sexual reproductive health); sport activities and board games; ‘Tea & talk’ (Community Protection Officers engage UASC in conversation).

SOS Children’s Villages and World Vision, with UNICEF support, continued to provide on-site child protection support at the Ušivak TRC. As of February, the team operates 24/7, providing on-site support (case management, psychosocial support, education, and recreational activities) for refugee and migrant children with a focus on UASC and make referrals to external support services (legal representation and assistance, medical services) when required and monitor the provision of services to UASC in close partnership with the Hadžići CSW. In February, the team provided support to a total of 28 registered UASC. The support included case management for 18 UASC, psychosocial support for 15 UASC, education activities for 15 UASC, and sports/recreational activities for 28 UASC. In February, three reports of violence against mothers and UASC were reported; all three incidences were referred and addressed within 24 hours. Further, 272 persons of concern, including 11 UASC, used the info desk at the Ušivak TRC, provided by SoS Children’s Villages and World Vision.

Further, UNICEF directly supports the CSW in Bihać and Cazin through the appointment of additional professionals (two social workers and one psychologist in Bihać, one social worker in Cazin) and a multi-disciplinary team operating after working hours and during weekends, with a focus on the protection of refugee and migrant children and with a special emphasis on UASC. UNICEF also supports two social workers, in partnership with Save the Children (StC), who work in VK (the VK CSW, while they will not appoint their own social workers, following joint UNICEF and UNHCR advocacy, agreed to cooperate with legal guardians appointed through Save the Children). Social workers at the Bihać CSW, the Cazin CSW, and in VK provided legal guardianship for 64 UASC, medical escort for 29 UASC, and escort to the SFA and accommodation in 29 cases. BHWI have also made social workers available to CSW Hadžići in Sarajevo to be appointed as legal guardians, conduct Best Interest Assessments, and provide psychosocial support. BHWI social workers provided guardianship for six UASC at the Ušivak TRC in February, pending guardianship decisions from the Hadžići CSW. Among other, this allows these UASC to register with the SFA and for IOM to transport them to more appropriate accommodation facilities.

Supported by UNICEF, and operated by ŽsU, StC, SOS Children's Villages, and World Vision, Child Friendly Spaces (CFS) operate at the RRC, the Ušivak TRC, the Borići TRC, the Bira TRC, the Sedra TRC, and at the First Elementary School - the branch school "Šiljkovača" in VK¹. The CFS in VK was opened in February to provide activities for children accommodated in the Miral TRC and in private accommodation in VK. The CFS in the Borići TRC now operates daily, with reduced opening hours. In February, a total of 410 (188 girls, 222 boys) children benefitted from CFS services across all sites: 93 at the RRC (51 girls, 42 boys), 52 at the Ušivak TRC (21 girls, 31 boys), 72 at the Borići TRC (30 girls, 42 boys), 71 at the Bira TRC (30 girls, 41 boys), 101 at the Sedra TRC (50 girls, 51 boys), and 21 in VK (6 girls, 15 boys). CFS provide children with opportunities to develop, play, learn, and strengthen their resilience, as well as access psychosocial support. CFS also offer a space for the identification, referral, and follow-up, and/or direct support of at-risk children. In February, a total of 4,620 services were provided in CFS, of which the majority were non-formal education and recreational activities as well as 49 psychosocial support services.

A limited number of spaces in specialized accommodation facilities are available for people identified as extremely vulnerable, including UASC and victims of SGBV, through the IFS-EMMAUS Centre for Children and Youth at Duje and with ŽsU. In February, Protection teams continued to identify and refer particularly vulnerable individuals to ŽsU for safe accommodation. Over the month, a total of 32 individuals were accommodated in the safe house for a total of 640 overnights (all new arrivals are provided with welcome packages and refill packages – 64 in February - are available thereafter). In February, two persons of concern were accommodated in the Duje Centre, one of whom benefitted from voluntary return to their country of origin, in cooperation with IOM, the SFA, and the Dobo East CSW.

¹ RRC (SOS and WV, 09:00 – 15:00, Monday to Friday), the Ušivak TRC (SOS and WV, 08:00 – 16:00, Monday to Friday), the Borići TRC (ŽsU and StC, 10:00 – 18:00, daily), the Bira TRC (ŽsU and StC, 12:00 – 20:00, Monday, Wednesday, Friday), the Sedra TRC (ŽsU and StC, 10:00 – 18:00, daily), and at the First Elementary School - the branch school "Šiljkovača" in VK (SOS and WV, 09:00 – 17:00, Monday to Friday).

With regard to GBV, in February, UNFPA sent the final revisions of the Standard Operating Procedures for Multi-sectoral Coordination, Prevention, and Provision of Services to Survivors of Gender Based Violence in Emergencies (GBViE) in USC to the USC government for their enactment.

Further, UNFPA continued to run three Women and Girl Centres in USC (in the Borići TRC, the Bira TRC, and the Sedra TRC). The three centres are fully functional and provide psychosocial support (82 individual sessions, 26 group sessions), as well as women empowerment programmes (educative, protective, preventative, and activities for women and girls).

As part of the United Nations Department for Security (UNDSS) training session, UNFPA provided GBViE trainings for security professionals working in reception centres. In cooperation with Save the Children, UNFPA also organized advanced Boys on the Move training for professionals working directly with the relevant population in refugee and migrant centres.

Workshop groups established by ŽsU in the Sedra and Borići TRCs continue to operate, including 85 women in February. These groups offer psychosocial support and social integration activities and work to reduce the symptoms of depression and anxiety and support recovery from trauma. Moreover, they work to identify problems or issues experienced by the women in a participatory manner and act as an entry and referral point to other specific programs and individual work organized by other actors.

Health:

In February, the WHO organized a meeting between UN agencies active in responding to the health care needs of refugees and migrants in BiH. Agencies discussed the needs vis-à-vis health care delivery in different parts of the country.

Further, the WHO organized a two-day workshop on 'Border Health Checks for Migrants and Refugees' with the aim of supporting the representatives of health institutions in BiH to elaborate a policy framework to implement the Italian guidelines on border checks, as adapted to the local context. The Italian National Institute for Health, Migration, and Poverty provided technical support. Relevant stakeholders from the health sector from all government levels and key actors from other sectors such as the MoS and Border Police attended. During the workshop, participants were able to adapt the Italian framework to the BiH context and came to the understanding that providing evidence based health services to refugees and migrants is complex and resource demanding.

The Head of the WHO Office in BiH visited USC in relation to the refugee and migrant reception centres, health care provision, and public health assessment and met with the newly appointed Cantonal Minister of Health, Labour, and Social Welfare. The WHO and Minister discussed the need for more effort in the area of countering general misconceptions concerning the potential health threats on the part of the local population. As part of this visit, the Head of the WHO Office in BiH visited the Bira TRC and the Borići TRC.

For those accommodated in the AC and the RRC, primary healthcare in February was provided through contracts, supported by UNHCR and MoS, between the MoS and the local primary healthcare centres in Trnovo and Mostar. Secondary health care was facilitated by DRC, with support from ECHO. IOM continues to provide medical transportation from the RRC in February – this is a temporary solution and a more permanent solution needs to be identified.

In February, DRC – with ECHO support – continued to provide access to health care in the Ušivak TRC. More specifically, primary health care was provided through the engagement of medical teams

through the Sarajevo Cantonal Health Institute through the Hadžići Primary Health Centre (PHC); secondary health care was provided through the General Hospital in Sarajevo, and for specific cases, in the University Clinical Centre, Sarajevo.

In February, [MSF continued to offer mental health care services in Sarajevo](#), referring patients to psychologists or psychiatrists as needed. MSF also provided community mental health activities with refugee and migrant communities living in Sarajevo outside of reception centres.

In USC, [access to primary and secondary healthcare is supported by DRC - with ECHO support - , the Red Cross, and local primary and secondary healthcare centres](#). More specifically, the DRC engage mobile medical teams (comprised of at least one medical doctor, medical nurse, and psychologist) through the local PHCs in Bihać, Bosanska Krupa, Cazin, and VK who visit the Bira TRC, the Sedra TRC, the Borići TRC, and the Miral TRC, conduct medical check-ups and provide care or refer as needed to primary healthcare centres or hospitals. Specialized services on the primary level (including laboratory analysis, gynaecological, paediatric and other services) are also covered through the Bihać, Cazin, and VK PHCs. [Secondary health care services are provided through Cantonal Hospital Dr. Irfan Ljubijankic, for asylum seekers and migrants in USC and the costs covered by DRC with ECHO support](#). In February, 2,992 medical examinations and 1,169 medical interventions were carried out by the medical teams engaged through the respective PHCs. DRC continued to provide necessary medication and other relevant disposable medical supplies. The Jesuit Refugee Services (JRS) provided medical escort/accompaniment and translation services, in partnership with DRC, for those referred to specialized and secondary health care services. [IOM continued to provide medical transportation from the TRCs in USC in February](#) – this is a temporary solution and a more permanent solution needs to be identified

[To reduce strain on the PHC medical team, in the Bira TRC, the local Red Cross First Aid Team provides services every day from 8:00 to 20:00](#). Over the month the team made 217 interventions, mostly minor injuries. Further, the local Red Cross First Aid Team organized a check-up on 25 February to screen for scabies and lice for 30 children in the Sedra TRC who go to school.

[In terms of the provision of sexual and reproductive health care \(SRH\) in USC, UNFPA continued with the organisation of sexual and reproductive health screening and services for women and girls in the Bira, Borići, and Sedra TRCs, in cooperation with partners, Jesuit Refugee Services \(JRS\) and IOM](#). In February, 141 women received SRH services; medication was provided by DRC as needed and escort was provided by JRS in partnership with DRC. A number of women were referred for further check-ups and specialized medical services, with the support of DRC.

[With specific reference to children, World Vision and SOS Children's Villages, with support from UNICEF, supported the Canton Sarajevo Primary Health Centre to conduct laboratory tests and medical check-ups for five school-age children accommodated in the Ušivak TRC](#). All five children were issued the medical certificates necessary for enrolment in primary school.

[With the support of UNICEF, DRC were able to finalise the process of contracting the Cazin PHC regarding the needed pre-school medical check-ups](#). Pre-school medical check-ups are now ensured for school-age children (6-15), upon referral from the doctors on site at the Sedra TRC.

IFS-Emmaus facilitate primary healthcare access for asylum seekers and migrants accommodated in the Centre in Duje. In February, two general medical examinations, two neuropsychiatric examinations, and one instance of psychological counselling were provided.

NFI:

IOM continues to provide NFIs for newly arriving refugees and migrants in the Sedra, Bira, Borići, and Miral TRCs. IOM moved away from packages as this resulted in waste/accumulation of NFIs in the rooms. In the Bira, Miral, Sedra, and Ušivak TRCs, NFIs are usually distributed regularly at set times/days; with the smaller population in the Borići TRC, the distribution of NFIs takes place upon the request of centre residents. In February, IOM distributed 1,590 NFIs to 200 people in the Borići TRC, 2,555 NFIs (1,119 clothes and shoes, and 1,436 hygiene kits) to 1,682 people in the Bira TRC, 4,097 NFIs to 95 people in the Sedra TRC, and 3,306 NFIs in the Miral TRC. [A new NFI distribution location in the Bira TRC for families and UASC was introduced minimizing exposure to the general centre population.](#)

[In February, the Red Cross received and distributed a range of NFIs.](#) The Red Cross in Ključ received 60 pairs of shoes, 290 blankets, and 1,200 food tins for migrants and refugees passing through. The Bihać Red Cross distributed 90 hygiene packages, winter jackets and clothes for 57 people, 29 sleeping bags, 1,277 pairs of shoes, and 113 blankets to refugees and migrants in the Borići and Bira TRCs. The USC Red Cross distributed clothing for all refugees and migrants in the Sedra TRC and 572 pairs of shoes as well as clothing and shoes for 500 refugees and migrants and 1,200 blankets in the Miral TRC.

[In February, ŽsU, in coordination with Arbeiter Samariter Bund Deutschland e.V., handed over a range of NFIs to the Bira TRC,](#) including blankets (103), tents (120), clothes (children's - two boxes, women's - 37 boxes, men's - 50 boxes), toys (two boxes), bed linen (two boxes), pillows (265), and underwear (two boxes).

[In February, CRS and Caritas provided the RRC with a range of NFIs](#) including bedlinen for 37 asylum seekers, a food processor, and items related to cleaning and hygiene, including toilet cleaning products, garbage bags, kitchen cleaning products, etc. In the Ušivak TRC, Caritas provided hygiene products for individual use: 600L of shampoo, 160 packs of wet tissues, 1,288L of liquid soap, 100 pieces of regular individual soap, 400 toothbrushes, and 520 toothpaste tubes.

[SOS Children's Villages and World Vision, with the support of UNICEF, distributed hygiene kits](#) (156 shampoos, shower gels, and soaps – equally divided by number of a children) to 13 families with children in the Miral TRC and to 28 families with children in the Ušivak TRC.

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

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

WASH:

The Bira TRC has 92 toilets and 44 showers. The WASH facilities for families and UASC are separated from the general population and placed in areas dedicated to them. In February, IOM continued to face challenges maintaining the WASH facilities in functional conditions; over the month there was significant damage to sanitary containers, toilet-lids, pipes, water taps etc. IOM recruited four additional maintenance and cleaning staff in response. Caritas continued to provide laundry services in the Bira TRC: 4100 Kg of clothes were



Caritas providing laundry services / Caritas

laundered in February for 1,405 refugees and migrants. As the service is insufficient for a population of over 2,000, many refugees and migrants either throw clothing away or wash their clothes in sinks and contribute to exhausting the hot water supply as well as the creation of puddles in the centre – IOM is working with the community council to address this. Responding to this gap, in February, IOM expanded the capacity of the laundry service delivering four additional washing machines and dryers. IOM also ordered to industrial washing machines and one industrial dryer. However, their installation requires small reconstruction work which will likely not be completed until April. In the meantime, laundry capacities are stretched. Since the laundry service is working at the moment only from Monday to Friday, Caritas is looking to extend the working time and service on Saturday and Sunday. Containers in the Bira TRC with UASC diagnosed with scabies were disinfected completely during the month.

The Miral TRC has 57 toilets, 16 urinals, and 38 showers, following finalization of works to add an additional six toilets and four showers in February. With frequent damage to sanitary containers and the theft of metal parts of the taps, IOM continue to struggle to maintain the WASH facilities and ensure full functionality. In February, the public sanitary and epidemiologic service tested the quality of the drinking water from the taps.

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. The Sedra TRC continues to face challenges with the number of toilets and showers, and the provision of sufficient hot water. Additionally, challenges pertaining to the drinking water continued in February and refugees and migrants are provided with drinking water through water coolers placed in the TRC, while tap water is used for showers and the laundry. IOM is in contact with the Epidemiologic and Hygienic Institute to see what can be done in order to improve the water's chlorine levels. IOM supports cleaning staff to ensure that toilets, showers, and common areas are kept clean. Two industrial machines and four smaller machines are used for washing and drying the laundry and a laundry system for washing refugee and migrant personal garments and bed linens is in place with a set schedule. IOM staff oversee the operations

of the laundry system while volunteer refugees and migrants staying in the centre contribute according to a rolling schedule.

[The Ušivak TRC has 33 toilets and 28 showers.](#) Separate facilities are available for men and women and for families and UASC. IOM has locked the WASH facilities in areas designated for families and vulnerable persons of concern, who are provided with keys to those facilities, and continue to work to find better solutions, in particular for women who report that they feel unsafe with the set-up of shower/toilet facilities. 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 refugees and migrants. The members of the centre community council have been included in hygiene promotion activities, to jointly improve hygiene practices and raise awareness among refugees and migrants on the importance of keeping premises and toilets clean and well maintained. IOM provides for cleaning and maintenance of the site, including regular cleaning of sanitary facilities.

[The Borići TRC has 21 toilets and 13 showers](#) for both men and women inside the building as well as in containers in front of the building, with gender separated facilities and designated facilities by family/room/floor. The TRC has two washing machines which are used by IOM staff to launder bedding. A laundry system for refugees and migrants is pending the delivery of driers; until then, IOM supports the laundering of clothes.

[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.

In February, [MSF continued to support showers run by volunteers at the Otoka stadium in Sarajevo.](#) These showers are available to refugees and migrants in Sarajevo, including those outside of reception centres.

Education and leisure:

[In February, more than 100 refugee and migrant children continued to attend four primary schools \(two in Bihać and two in Cazin\) with the support of UNICEF and StC and in cooperation with the Ministry of Education \(MoE\).](#) Classes were provided by teachers trained in the 'HEART' methodology by StC. [An additional 30 teachers were trained in the 'HEART' methodology in the first week of February.](#) A team of five escorts and a further three cultural and language mediators accompany refugee and migrant children during transport to and from schools and stay with them during classes. Children receive sandwiches, fruit, and juices at school on a daily basis. Schools were provided with the supplies for teaching and hygiene, while [IOM provided transport to and from schools.](#) In cooperation with the MoE, a new class schedule was developed and about 50 children will start attending regular school classes with children from BiH at the beginning of March. Due to this new school schedule and the integration process, in March, children will start attending classes in an additional school.

[In Sarajevo, UNICEF, in partnership with World Vision and SOS Children's Villages, supports the school attendance of 25 children.](#) Eleven of these children are accommodated at the Ušivak TRC while 14 are accommodated at House of All. [Two Safeguarding Persons/CP Assistants and two](#)

interpreters escort children to and from school every day and are present in the school to prevent and immediately address any possible issues. School snacks and school bags with accessories are provided to all refugee/migrant children. IOM provides transportation.

In the AC, BHWI, supported by UNHCR, provide activities for children and adults, including, educational activities for children with a focus on preparing for school enrolment in the BiH education system (attended by four children), occupational and recreational activities (attended by 15 people), and Bosnian/Croatian/Serbian lessons (attended by nine people).

In the RRC, BHWI, supported by UNHCR, provide a range of activities, including separate Bosnian/Croatian/Serbian and English lessons for women and men three times per week (attended by 22 women and seven men), knitting workshops three times a week (attended by 12 women), sewing workshops three times a week (attended by 12 women), women's aerobics three times a week (attended by 18 women), and sports and recreational activities two times a week (attended by 20 adults). Childcare services are provided during the aforementioned activities as needed. In lieu of approval from the Herzegovina-Neretva Cantonal MoE for refugee and migrant children to attend school, "My School", a custom education program (attended by 49 children) continued in February in the RRC.

In the Ušivak TRC, BHWI, supported by UNHCR, provide a range of activities, including fitness workshops for women (10 women attend), Jiu-Jitsu for UASC, and visits to Sarajevo (nine women involved). Further, with the support of SOS Children's Villages and World Vision, 127 persons of concern attended non-formal education activities (IT, Spanish and Italian language classes) or participated in sport and recreational activities (table tennis, badminton, etc.).

In Sarajevo, BHWI provide support to asylum seeker children in private accommodation with educational activities.

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. One migrant was provided with these services in February.

Aid Brigade continued to provide activities (art, games, sport, cinema) for men, women, and children six days per week in the Ušivak TRC. Aid Brigade no longer provide education in Ušivak as permission to do so was revoked. Aid Brigade continue to provide language classes at the Community Centre in Sarajevo.

Supported by the UK Government, IOM and ŽsU opened new spaces (Integration Centre Units) in the Sedra and Borići TRCs with the aim of supporting migrants and refugees, including UASC, to have access to high quality and comprehensive integration services and are integrated into the local community. The centres offer a range of intercultural activities and the spaces are equipped with computers, board games, playing cards, etc. Activities are organized on a regular basis by ŽsU. A total of 140 individuals participated in activities in the month of February.

Food:

Over 270,000 meals were provided to refugees and migrants in BiH in February 2019. The majority of these, over 204,000, 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. Caritas continued to support with fresh food and sundries and delivered over 300 kg in February, including fruit, vegetables, tea/coffee, and chocolate.

The Red Cross Mostar Branch prepares and distributes three meals per day to refugees and migrants at the RRC. In February, over 19,000 meals were distributed.

In the four TRCs in USC managed by IOM, through the Red Cross, IOM continued to support the provision of three meals and two fruit snacks per day according to standardized menus ensuring a daily calorie intake of 2,100 Kcal. In February, IOM provided 10,538 meals in the Borići TRC, 105,491 meals in the Bira TRC, 57,000 meals in the Miral TRC, and 28,866 in the Sedra TRC. Meals are prepared on-site at the Sedra TRC and Bira TRC, while for the Borići TRC and Miral Facility, the Red Cross prepare meals and transport them to the sites.

In Bira, in February, improvements were made regarding the food distribution lines. Although, with around 2,000 persons staying in the TRC, lines and waiting times are still long, security guards in the TRC improved practices to control the waiting lines, separating the lines with singles males from those for families and UASC.

Improvements of the quality and variety of the meals continued in February. Changes to the menus and preparation of meals were introduced in the Bira TRC, and in the Sedra TRC vegetarian meals are provided. From the 27 February, the Red Cross started providing specialized meals to persons with special dietary requirements due to medical reasons.

During the week of 11 February, IOM and the Red Cross organized FGDs and cooking workshops for people staying in the Bira, Borići, and Sedra TRCs. FGDs were organized in Farsi, Arabic and Urdu with the purpose of gathering inputs and feedback from persons of concern on the food provided by the Red Cross in IOM-managed TRCs and, through a participatory approach, identifying new meals to be added to the menus. A number of recommendations were put forward, some of which will be implemented with immediate effect. For example, in the Borići TRC, responding to the feedback provided, the Red Cross started serving the rice separately from the rest of the meal and started ordering and adding new seasoning to the meals. Upon the initiative of some women in the Borići TRC, refugee and migrant women will also teach the chefs from the Red Cross about cooking and preparation of traditional food from their regions. IOM will now work together with a nutritionist to incorporate the new meals to expand the existing menus.



Food workshop with IOM and Red Cross / IOM

Furthermore, responding to the feedback of persons staying in the IOM-managed TRCs, as also expressed through the Migrant Representative Councils, [IOM initiated the process of establishing open kitchens in all TRCs](#) to enable refugees and migrants to prepare and cook their own meals.

Further, in all centres in USC, the Red Cross provides UHT milk to children. In the Sedra TRC (which has a large infant population), IOM provide baby food and infant formula to all caregivers/mothers according to SOPs developed with UNICEF and after breastfeeding counselling.

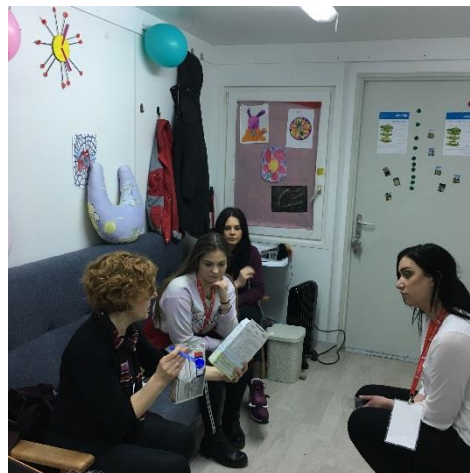
[Three meals per day for those accommodated in the Ušivak TRC are prepared and distributed with the support of Pomozi.ba.](#) Meals are prepared and distributed in-line with international standards that guarantee sufficient nutritional value, variety and a daily intake of 2,100 Kcal. [A total of 32,745 meals distributed in February.](#)

[Refugees and migrants accommodated by HoA are provided with food such that they could prepare three meals for themselves per day.](#)

In February, [Aid Brigade continued to provide two meals per day for refugees and migrants in a community centre in Sarajevo.](#) Approximately 200 people were provided with two meals per day over the month.

[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 January, over 2,650 meals and 1,700 snacks were provided. [IFS-Emmaus provides hot meals to those accommodated at the Duje Reception Centre;](#) in February, over 168 hot meals and 122 dry meals were provided.

[Supported by UNICEF, and operated by ŽsU, Save the Children, SOS Children's Villages, and World Vision, Mother Baby Corners \(MBC\) at the RRC, the Ušivak TRC, the Borići TRC, the Bira TRC, the Sedra TRC, and in VK², provide parents with IYCF counselling, information/awareness raising on breastfeeding and hygiene, psychosocial counselling, and support the provision of infant food and hygiene products.](#) [In February, a total of 81 mothers, seven fathers, and 112 children under five benefitted from MBC activities:](#) 11 mothers and 11 children at the RRC; 14 mothers, one father and 15 children at the Ušivak TRC; 10 mothers, three fathers and 14 children (five girls, nine boys) at the Borići TRC; six mothers, one father and nine children (three girls, six boys) at the Bira TRC; 40 mothers, two fathers and 42 children (18 girls, 24 boys) at the Sedra TRC; and 21 children (six girls, 15 boys) in VK



IYCF Counselling / UNICEF

who were provided with nutrition services through the CFS. A total of 1,175 MBC kits were distributed at the Borići, Bira and Sedra TRCs. Psychosocial support was provided to 12 individuals.

² RRC (SOS and WV, 08:00 – 16:00, Monday to Friday), the Ušivak TRC (SOS and WV, 09:00 – 10:30, Monday to Friday), the Borići TRC (ŽsU and WV, 10:00 – 18:00, daily), the Bira TRC (ŽsU and StC, 12:00 – 20:00, Monday, Wednesday, Friday), the Sedra TRC (ŽsU and StC, 10:00 – 18:00, daily), and in VK (SOS and WV, mobile, 09:00 – 17:00, Monday to Friday)

Over the period 22 to 25 February, with support of UNICEF, DRC provided training to the MBC staff, medical teams, and IOM staff dealing with food procurement and distribution in the Sedra, Bira, and Borići TRCs on counselling on breastfeeding, IYCF and use of food supplementation products. In total 19 persons (16 women, three men) took part in these trainings. The trainings covered the following topics: breastfeeding; milk formula; when to give, how to prepare, rhythm of meals; complementary feeding and nutrition as a mother-child relationship. Special emphasis was placed on identifying possibilities to improve and upgrade service provision based on identified needs and according to available resources.

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

VP, in partnership with UNHCR, supported asylum seekers who applied for asylum more than nine months ago³ to register with the Employment Bureau and Tax Office and now have access to the BiH labour market.

UNHCR together with VP continue to provide information and assistance to asylum seekers regarding the family reunification procedure. Three families/individuals currently receive legal counselling for family reunification through legal pathways.

Due to the limitation of funds, IOM only provides Assisted Voluntary Returns and Reintegration (AVRR) to extremely vulnerable families and/or individuals. In February, IOM assisted 1 UASC to return to their country of origin. IOM, in coordination with the government of BiH, continue to seek funding to continue to support migrants to make informed and voluntary choices about returning to their home country via IOM's AVRR programme

IPSIA started a tea service in the Bira TRC which operates between 11:00 and 13:00 (filling a gap between breakfast and lunch distribution), Monday to Friday, and serves approximately 600 cups per day. The service operates from a kiosk, in front of which IPSIA established an area with tables and benches for socialization. Playing cards, table-top games, and books (in a range of relevant languages) are available.



Social Cafe Bira / IPSIA

Supported by the UK Government, the IOM is supporting host communities in USC to provide public services and goods to both the migrant and local population, responding to challenges directly or indirectly linked to the refugee and migrant situation. In February, IOM supported the public garbage collection and waste management of the City of Bihać and the Municipality of Cazin, donating one garbage truck each, delivering 50 garbage containers, and installing over 200 garbage bins throughout the city of Bihać. IOM further organized joint cleaning-up actions in Bihać involving both the local and migrant populations. IOM, within the same project, also contributed to the revitalization

³ Asylum seekers have the right to work in BiH if a decision on their asylum application is not made within nine months and the burden of failure to make a decision cannot be placed on the asylum seeker.

of the City Park in Bihać, next to the Borići TRC, installing new street lighting, repairing and restoring parts of the park which were damaged during the summer. The work will be completed in March 2019.

Financed by the EU, IOM also provided support to BiH authorities playing a key role in the migration response. In February, IOM provided a snow-scooter for the winter months to be used by the Mountain Rescue Service in Bihać as they are monitoring the mountain around the BiH and Croatia border. IOM also handed over a mini-van to the Border Police.



Social Cohesion in USC / IOM

Public information

On 18 February, UNHCR and IOM participated in the media workshop #AccuracyMatters on reporting on asylum and migration, organized by the EU Delegation in a context of xenophobic and irresponsible media reporting on the current migrant and refugee situation in BiH. UNHCR shared experiences with journalists in the field with the participating editors and reporters as well as guidelines on reporting on refugees and migrants that had been developed last year in cooperation with IOM. The workshop brought together the representatives of media outlets, international and local NGOs, activists, and representatives of institutions so that they can together identify all considerations of media reporting on migrants and refugees and discuss possibilities for improvement.

Safety and security

UNDSS conducted Country Specific Security Orientations, attended by new personnel from IOM, WHO, UNHCR, Save the Children, followed by a UNHCR training on the basic principles of international protection and on appropriate communication with refugees, asylum seekers, and migrants.

In February, IOM continued to strengthen the safety and security in IOM-managed TRCs, initiating a process to install CCTV cameras, expand the number of fire extinguishers, and implement evacuation plans, etc. Generally, the number of reported security incidents in USC decreased, likely as a result of a decrease in the overpopulation at the sites, and the increase in social and recreational activities provided by various actors.

While the overall security situation in the Borići TRC can be considered good, a few challenges remain. Local residents continue to complain about incidents involving persons of concern. The fence around the premises is broken in a few places and security personnel, although informed and paying extra attention to the issue, face challenges in prohibiting unauthorized entry to the premises, especially during the night. Many are single men, who are not aware that the previously 'informal Borići camp' is now a TRC with registered entries. Many residents also deactivate installed fire alarms in order to smoke inside the building. It is a challenge for IOM to monitor and quickly repair or replace these with new fire alarms. One sprinkler of the hydrant network was also stolen.




The security situation in the Sedra TRC is relatively stable, although there are regular reports from residents regarding the presence of smugglers in close proximity to the centre; this is reported to the police immediately.






On 1 February, a large fight broke out in the Bira TRC, resulting in the evacuation of NGO and international organization staff, and the intervention of special police. Thirty-seven refugees and migrants were hospitalized, some with serious injuries. Other issues in Bira TRC include theft and conflict among persons of concern along national/ethnic lines.

The security situation in the Miral TRC did not improve in February. Staff members are regularly subject to threats and fights between groups, often along national/ethnic lines, occur on a regular basis. Further, the relocation of persons of concern from the hall to the accommodation containers caused further tensions despite equal distribution of containers between ethnic/national groups. Following the relocation, a few larger protests occurred in the centre. One staff member was threatened with a knife; police authorities were contacted immediately. A further two security incidents occurred in the month. Garbage bins were set on fire on a number of occasions. Responding to the above challenges, the number of security guards on shift was increased with one more person, making it five persons per shift. Tensions were particularly high after an accident which resulted in the death of an Algerian man outside of the Miral TRC.

Map of Key Sites and Locations



3W															
Location															
	Una-Sana Canton						Sarajevo Canton				HNC	Tuzla Canton	Lukavica	Other	-
	USC, Other, estimate	Bihać, Borići TRC	Bihać, Bira TRC	Cazin, Sedra TRC	Velika Kladuša, Miral	Zene sa Une	Ušivak, Hadžići TRC	Sarajevo, HoA	Sarajevo, Other, estimate	Asylum Centre, Delijaš	Refugee RC, Salakovac	Reception Centre Dujje	Immigration Centre	Awaiting asylum, private accomm.	Totals
Key population estimates	<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>														
Total Size	500	154	1,915	317	480	23	580	66	350	34	199	2	55	121	4796
Of which, UASC	-	0	145	7	27	0	39	0	-	0	0	1	0	0	219
Of which, children	-	67	106	146	33	10	83	29	-	7	92	0	0	48	621
Of which, women & girls	-	71	98	139	2	7	43	35	-	13	103	1	0	40	552
Of which, single women	-	12	1	1	0	0	2	6	-	0	2	1	0	0	25
Family Units	-	34	59	70	4	3	31	17	-	9	52	0	0	20	299
Of which, asylum seekers	-	5	29	128	4	6	0	19	-	34	199	0	12	88	524
Of which, awaiting asylum registration	-	31	196	154	34	0	47	26	-	0	0	0	0	29	517
Sector															
Shelter 	-	SFA, IOM	SFA, IOM	IOM	SFA, IOM	ŽsU/ UNHCR	SFA, IOM	HoA	-	MoS/AS/ UNHCR	MHRR/ MoS/AS/ UNHCR	Emmaus / MoS/ UNHCR	MoS, SFA	-	-
Centre Management 	-	SFA, IOM	SFA, IOM	SFA, IOM	SFA, IOM	ŽsU	SFA, IOM	HoA	-	MoS/AS	MHRR/ MoS/AS	Emmaus	MoS, SFA	-	-
Protection 	UNHCR/ DRC/VP/ BHWI, IOM, CSW, UNICEF	UNHCR/ DRC/VP, UNICEF/ ŽsU/StC, CSW, IOM, UNFPA	UNHCR/ DRC/VP, UNICEF/ StC/ UNFPA, IOM, CSW	UNHCR/D RC/VP, JRS, UNICEF/Žs U/StC, CSW, UNFPA, IOM	UNHCR/ DRC/VP, UNICEF, IOM	ŽsU, DRC/ VP/UNH CR	UNHCR/VP /BHWI/DR C, CSW, UNICEF/ SoS/WV, IOM	HoA, BHWI/ VP/ UNHCR, UNICEF	UNHCR/ VP/ BHWI	MoS/AS, UNHCR/ BHWI/ VP, CSW	UNHCR/ BHWI/VP, UNICEF/ WV, CSW	Emmaus UNHCR/ BHWI/ VP, CSW	UNHCR/ BHWI/VP, CSW	VP/ UNHCR	-

Health		-	DRC, UNFPA/JRS, UNICEF, DZ, CH, WHO	DRC, UNFPA/JRS, UNICEF, DZ, CH, WHO	DRC, UNFPA/JRS, UNICEF, DZ, CH, WHO	DRC, MSF, DZ, CH, WHO	DRC, DZ, CH	Sa Na Sa, DRC, UNICEF/WV/SoS, DZ, CH	UNICEF/WV/SoS, DZ	MSF	MoS/AS/UNHCR, DZ, CH, DRC	MoS/AS, UNHCR, DZ, CH, DRC	Emmaus	SFA, DZ	-	-
Non-food items	NFI	IOM	CoBRC, IOM, UNFPA	CoBRC, IOM, UNICEF/CSW, UNFPA, ŽsU	IOM, UNFPA	CoBRC, IOM	ŽsU	IOM, Pomozi/AB, UNHCR, RC, Caritas	HoA	Pomozi.ba, CA/AB	MOS/AS/UNHCR/BHWI, CRS/Caritas	RC, UNHCR/BHWI, UNICEF/WV	Emmaus	MoS/SFA	-	-
WASH		IOM	IOM	IOM, Caritas	IOM	IOM	ŽsU	IOM	HoA	Pomozi.ba, MSF	MoS/AS/UNHCR	MHRR/MoS, UNHCR/BHWI, UNICEF/WV, Caritas	Emmaus / MoS	MoS/SFA	-	-
Security/Safety		N/A	MoS/SFA	MoS/SFA	MoS/SFA	MoS/SFA	ŽsU	MoS/ SFA	HoA	N/A	MoS/AS/UNHCR	MHRR/UNHCR	Emmaus / MoS	MoS/SFA	-	-
Transport/ Logistics		IOM	IOM	IOM	IOM	IOM	ŽsU, IOM	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	-	ŽsU, VP	MoS, UNHCR/VP	VP/UNHCR	-	MoS/AS/UNHCR/VP	MHRR/MoS/SFA/AS, UNHCR/VP	Emmaus, UNHCR/VP	MoS/SFA, UNHCR/VP	VP	-
Education		-	UNICEF/PA/ StC/ MoE, IOM	UNICEF/PA/ StC/ MoE, IOM	UNICEF/PA/ StC/ MoE, IOM	-	UNICEF/PA/ StC/ MoE, IOM	AB/CA, UNICEF, WV/ SoS, IOM	UNICEF/WV/ SoS, HoA, IOM	-	MoS/AS/UNHCR/BHWI	UNHCR/BHWI, UNICEF/WV	Emmaus	-	-	-
Food and nutrition		IOM/CoBRC	IOM/CoBRC, UNICEF/ŽsU/StC	IOM/CoBRC, UNICEF/ŽsU/StC	IOM/CRC, UNICEF/ŽsU/StC	IOM/CRC	ŽsU	Pomozi.ba, UNICEF/WV/ SoS	HoA	Pomozi.ba, CA/AB	MoS/SA/UNHCR, CRS/Caritas	RC/IOM, UNICEF/WV	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 / IPSIA, Instituto Pace Sviluppo Innovazione Acli / Emmaus, International Forum of Solidarity-Emmaus / IOM, International Organization for Migration / JRS, Jesuit Refugee Services / MHRR, Ministry of Human Rights and Refugees / MoE, Ministry of Education / MoS, Ministry of Security / PA, Pedagogic Academy / RC, Red Cross / RCSBiH, Red Cross Society of Bosnia and Herzegovina / SFA, Service for Foreigners' Affairs / SoS, SoS Children's Villages / UNFPA, United Nations Population Fund / UNHCR, United Nations High Commissioner for Refugees / UNICEF, United Nations Children's Fund / VP, Vaša Prava BiH / WHO, World Health Organization / WV, World Vision / ŽsU, Žene sa Une.

Working in partnership

- The UN Resident Coordinator – together with UNHCR, IOM, UNFPA, and UNDSS – visited USC between 19 – 21 February and, among other stakeholders, met with the USC Prime Minister and visited key sites, including the Miral Facility, the Bira TRC, and the Borići TRC.
- A donor conference convened by the MoS on 22 February showcased the achievements, gaps, and risks vis-à-vis the refugee and migrant situation to the donor and diplomatic community in BiH.
- Monthly UNHCR-IOM led coordination meetings take place in Sarajevo, widely inviting stakeholders concretely engaged in the ongoing response and providing a forum for discussion.
- Bi-weekly coordination meetings take place in USC, widely inviting stakeholders concretely engaged in the ongoing response.
- An information management group was established to harmonise data and statistics, facilitate information exchange at the operational level, and enable stronger more coherent advocacy, public information, and planning.
- Sector specific meetings are organized as required in Sarajevo and USC.

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LINKS

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

UNHCR Help: <https://help.unhcr.org/bosniaandherzegovina/>

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

IOM Bosnia and Herzegovina Migration Response: <https://bih.iom.int/ioms-migration-response>

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

Asylum Information Brochure: https://issuu.com/unhcrsee/docs/information_for_as_in_bih

UNHCR prepares these monthly updates on behalf of the inter-agency response in BiH. They are published on the United Nations in Bosnia and Herzegovina website. Information on the actions of institutions/organizations/individuals are collected on voluntary basis. The 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.