Bosnia and Herzegovina

01 - 30 September 2018

Over 159,000 meals distributed in September, with three meals provided per day in the Asylum and Refugee Reception Centres, Sedra TRC, the Borići Dormitory, and in Velika Kladuša. As of 30 September, the Sedra TRC was at full capacity with 400 beds and further works are underway at Borići. Additional winter appropriate accommodation is urgent.

The Commissioner for Human Rights of the Council of Europe wrote a letter to the Croatian Prime Minister expressing concern over reports of collective expulsions and allegations of systematic violence.

KEY INDICATORS

4,000 – 4,400
Estimated number of refugees and migrants in BiH in September 2018

3,400 - 3,900
Estimated number of refugees and migrants in Una-Sana Canton in September 2018

774 of 4,400 (4,400 is an estimate)
Available winterized accommodation as of 30 September compared to estimated refugee and migrant population.

ACCESS TO ASYLUM

1,108 Asylum applications
1 January – 30 September.

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

POPULATION OF CONCERN

Number of detected refugee and migrant arrivals to BiH per month

*The trend line shows a two period moving average.

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

There have been 16,144 detected refugee and migrant arrivals to Bosnia and Herzegovina (BiH) in 2018 to-date, compared to 359 over the same period in 2017. September witnessed the highest number of arrivals in 2018: 3,710 arrivals were detected, equivalent to a 62 percent increase when compared to August, and for the first time in 2018 there were more than 1,000 detected arrivals in a single week. This sharp increase follows a relatively stable four-month period in which an average of 2,329 arrivals were detected each month, with a low of 2,293 and a high of 2,489. The majority arrive overland in an irregular manner (i.e. at non-official border crossings). The largest proportion continue to arrive from Serbia, while a smaller proportion arrive from Montenegro. Estimates of the number in need of humanitarian assistance at various locations throughout BiH remain high at over 4,000, with manageable numbers in Sarajevo and more concerning numbers in Una-Sana Canton (USC) where humanitarian needs are particularly critical.

The latter location is linked to attempts to enter Croatia. The UN in BiH continues to express concern over increasing numbers of reports and first-hand accounts regarding refugees and migrants who allege to have experienced violent push-backs by Croatian police and sustained physical injuries as a result. During the month, the Commissioner for Human Rights of the Council of Europe wrote a letter to the Croatian Prime Minister expressing concern over consistent and substantiated information about a large number of collective expulsions from Croatia to Serbia and BiH and of allegations of systematic violence used by Croatian law enforcement officials, calling for prompt, effective, and independent investigations into all recorded cases of collective expulsions and of allegations of violence and other crimes.

Some progress has been made vis-à-vis the provision of safe and winter appropriate accommodation in USC. The transit/reception centre in USC (Sedra TRC) for vulnerable individuals and families, managed by IOM and funded by the European Commission – DG ECHO, scaled-up capacity in September and can now accommodate up to 400 people. Refugees and migrants are voluntarily accommodated in the Sedra TRC and are screened for medical needs and vulnerabilities before admission. Those accommodated are also provided with a range of key basic services including food, medical assistance, provision of NFIs, free legal aid and psychosocial support.

Given capacity limits at the Sedra TRC and the lack of operational alternatives, previously established informal settlements of varying size at a range of locations in USC persist as a stop-gap measure. The two largest such settlements are the so-called Borići Dormitory in Bihać and on a plot of land in Trnovi in Velika Kladuša (VK). Though the population is highly volatile and numbers fluctuate on a daily basis, up to 1,000 refugees and migrants, including families and children, are estimated to regularly reside on just these two sites in sub-standard living and sanitary conditions, presenting a range of protection and security concerns. The number of meals distributed remains the best proxy for monitoring the population size at these sites. An unknown number of refugees and migrants with limited funds are also reported to rent private accommodation in USC. The Borići Dormitory has
been identified as having potential as a site to be winterized in order to address a portion of the remaining accommodation capacity gaps as winter approaches and related works are expected to commence in earnest in October. A number of new potential locations for additional winterized accommodation capacity in USC have been identified and discussions are taking place with donors and BiH stakeholders to try to reach a final agreement. A chance of significant accommodation gaps in USC over winter remains.

Accommodation in Una-Sana Canton

Accommodation gaps exist in USC. This is becoming an increasingly critical issue as winter approaches. The column to the left indicates the estimated current gap, based on an estimate of 3,900 refugees and migrants in USC. The column on the right indicates the potential gap even if all currently identified potential accommodation sites in USC become operational and to their maximum estimated capacities.

A range of actors, on-site and through mobile teams at both formal and informal sites, operate in USC and directly provide or refer refugees and migrants to a range of services including transportation to and from key services, interpretation, free legal aid, protection sensitive accommodation, psychosocial support, and medical assistance. Specific services are also provided to children and mothers through a Child Friendly Space (CFS) and Mother Baby Corner (MBC) at the Borići Dormitory and in the Sedra TRC. Among others, actors include UNHCR, IOM, UNICEF, UNFPA, the Red Cross, municipal and cantonal health care service providers, the Danish Refugee Council (DRC), Vaša Prava BiH (VP), Save the Children, World Vision, SOS Children’s Villages, Médecins Sans Frontières (MSF), Emmaus, Jesuit Refugee Services (JRS), and independent volunteers. The USC Ministry of Interior continue to operate police patrols to improve the security of these sites.

The Ministry of Security (MoS) managed Asylum Centre (AC) in Trnovo Municipality, in Sarajevo Canton, regularly has available accommodation space – basic services and primary health care included - for asylum seekers (maximum capacity of 154). Despite this, due to remoteness and limited transport links to the AC as well as a lack of internet access, many choose to sleep elsewhere, often in abandoned buildings in Sarajevo and without adequate shelter, sanitation, food, or medical care, while some are assisted by independent volunteer groups. An additional reception/transit centre (Ušivak, in Hadžići) will shortly be opened by IOM – with support from the Council of Europe Development Bank - in Hadžići municipality, also in Sarajevo Canton, for up to approximately 400 refugees and migrants. This site is expected to be operational by late October.
The Ministry of Human Rights and Refugees (MHRR) managed Refugee Reception Centre (RRC) in Salakovac, near Mostar, through an agreement with the Ministry of Security, offers accommodation – basic services and primary health care included - to asylum seekers (maximum capacity of 220) with a focus on families. A high proportion of accommodation capacity is regularly utilized here. UNICEF, in cooperation with World Vision, support the running of a CFS and MBC in the RRC.

A limited number of spaces in specialized accommodation facilities are available for people identified as particularly vulnerable, including unaccompanied and separated children (UASC) and victims of SGBV, through the IFS-EMMAUS Centre for Children and Youth at Duje and with NGO Žene sa Une. There remains an issue in terms of available protection sensitive accommodation for both accompanied and unaccompanied children.

Several factors hinder fair and efficient access to asylum for those in need of international protection. Namely, among others, there are a number of circumstances within which the Service for Foreigners’ Affairs (SFA) do not re-issue attestations on intention to seek asylum and the limited capacity of the Sector for Asylum to register and process asylum claims. As of the end of September 2018, from 16,144 arrivals, 14,583 had formally expressed intention to seek asylum, yet only 1,108 (7.6 percent) had formally been able to lodge their asylum claim with the Sector for Asylum. Among other obstacles are the need to have a registered address, compounded by the lack of available spaces in the AC and RRC and the aforementioned deterrents to asylum seekers residing in them, a lack of asylum registration staff in the Sector for Asylum, and a lack of interpretation.

Despite progress, more sustainable solutions addressing evident humanitarian needs must urgently be sought in USC and elsewhere, particularly as regards safe and protection sensitive accommodation and health care as winter approaches. More also needs to be done to remove obstacles to fair and efficient asylum processes for those in need of international protection. The UN in BiH firmly advocates for a state-managed response, supported by national and international stakeholders.
Priorities

- Urgently seek and operationalize additional winter appropriate accommodation solutions and prepare existing or planned centres for the fast approaching cold season, in USC and elsewhere.
- Ensure safe and protection sensitive accommodation, especially for children and families and UASC, including establishment of minimum standards for protection and care in all reception facilities, and availability of key protection staff 24/7.
- Ensure the proper functioning of heating systems in all accommodation centres.
- Ensure sufficient stockpiles/supplies of NFI s such as blankets and warm clothing and footwear in advance of the winter season.
- Ensure solutions are in place for the provision of health care to all refugees and migrants throughout BiH, irrespective of legal status.
- Development of SOPs for the Protection and Care of Refugee and Migrant Children as well as development of a Guidance Note on Child Protection Referral Pathways.
- Ensure access to primary paediatric care for refugee and migrant children.
- Improve the systemic identification, referral, and support services for UASC in collaboration with Centres for Social Work (CSW).
- Improve access to fair and efficient asylum procedures by, among other actions, advocating for the SFA to systematically renew expired attestations of intention to seek asylum or to prolong their duration, and strengthening the asylum registration and refugee status determination capacities of the Sector for Asylum.
- Ensure access to education for all refugee and migrant children.
Achievements

Achievements and Impact

Countrywide

- The Commissioner for Human Rights of the Council of Europe wrote a letter to the Prime Minister of Croatia expressing concern over reports from expert refugee and migration organizations which provide consistent and substantiated information about a large number of collective expulsions of irregular migrants, including potential asylum seekers, from Croatia to Serbia and Bosnia and Herzegovina as well as reports of allegations of systematic violence used by Croatian law enforcement officials against these persons. In the letter, the Commissioner calls on the Croatian authorities to conduct prompt, effective, and independent investigations into all recorded cases of collective expulsions and of allegations of violence and other alleged crimes, including theft, and to take measures to end such practices and prevent their reoccurrence.¹

- A delegation of six representatives from the Government, the UN, and civil society from BiH was supported by UNICEF to participate in a regional workshop on the integration of gender-based violence (GBV) risk mitigation in the context of the European refugee, asylum and migration response. The workshop was organized by UNICEF Serbia and the Inter-Agency Standing Committee (IASC) from 11-13 September in Belgrade. The delegation was supported in identifying GBV risks to address/needs and corresponding priority actions/contingency measures and drafted a Plan of Action on GBV risk mitigation for BiH.

- The Federal Ministry of Labour and Social Policy committed to leading the development of SOPs for the Protection and Care of Refugee and Migrant Children as well as a Guidance Note on Child Protection Referral Mechanisms, including core organisational contacts for the protection of sexual exploitation and abuse and child safeguarding. The development of both will commence in early October. UNICEF will provide technical and financial assistance for the development of both documents.

- In September, 387 asylum seekers, recognized refugees, and persons granted subsidiary protection were supported by the BHWI with NFI’s, food, transportation, interpretation, psychosocial support, transportation, and medical interventions.

- Information, counselling, and legal assistance was provided to 708 asylum seekers across BiH by VP.

- IOM mobile teams continue to support the SFA to assist particularly vulnerable refugees and migrants across the country with interpretation, transportation, ad-hoc provision of

¹ https://rm.coe.int/letter-to-mr-andrej-plenkovic-prime-minister-of-croatia-concerning-the/16808d7db3
food, water, NFIs, and referral to accommodation and other protection services. In September, a total of 332 refugees and migrants (147 male, 178 female, and 7 unknown, of which 153 minors) were assisted directly by IOM mobile teams. In total, IOM provided 1,227 assistance services (safe transportation, temporary accommodation, and interpretation) and 343 referrals to protection and assistance services (medical assistance and psychosocial support reported under Health).

**Una-Sana Canton**

The SFA continued to issue Attestations of Expressed Intention to Seek Asylum to asylum seekers in in the Borici Dormitory and the Sedra TRC, thus expanding access to the asylum process and circumventing to some extent the challenges presented by the need to have a registered address.

Information, counselling, and legal assistance was provided to 350 asylum seekers in USC by VP. A total of 450 legal services were provided.

In September, DRC identified and referred 196 family members (57 families) and two UASC to the Sedra TRC for safe accommodation and 42 people (11 vulnerable families)
sleeping rough at the Borići Dormitory and at the Trnovi land plot for relocation to Žene sa Une’s Safe House.

- BHWI have made two social workers available to the CSWs in USC to be appointed as legal guardians to UASC and to provide psychosocial support as well as conduct Best Interest Assessments. In September, BHWI provided psychosocial support to 39 UASC.

- In September, UNFPA signed a contract with DRC and recruited a Gender Based Violence in Emergencies (GBViE) specialist in order to contribute to the increase of availability, accessibility, acceptability and quality of gender based violence services for refugees and migrants in USC. The GBViE specialist will strengthen the capacities of humanitarian personnel and strengthen coordination in regards to GBViE as well as develop gender based violence (GBV) referral pathways in selected locations.

- During September, Žene sa Une identified and profiled three groups of women (approximately 50 women) in the Borići Dormitory and the Sedra TRC who will take part in psychological recovery and social integration activities. Workshops will be organized for these groups in order to reduce the symptoms of depression, anxiety, and to help identify their specific needs.

Bihać, including the Borići Dormitory

- A UNHCR mobile team, formed of a VP lawyer and DRC protection officer are present on a daily basis at the Borići Dormitory and screen individuals and families for needs and vulnerabilities, provide information, and refer to services.

- Additionally, VP are present in the Borići Dormitory on a regular schedule (Mon – Fri: 10:00 – 12:00) and offer information, counselling, and legal assistance to PoC. In September, VP provided free legal assistance to 120 beneficiaries at the Borići Dormitory; a total of 180 services were provided.

- The mobile CFS operated by Žene sa Une and Save the Children - with the support of UNICEF - provides children with opportunities to develop, play, learn and strengthen their resilience as well as psychosocial counselling if needed. The CFS is open Monday to Friday from 09:00 to 15:00. In September, an average of 51 children participated in CFS provided activities on a daily basis.

- The CSW in Bihać completed the recruitment of a new social worker to focus exclusively on providing child protection services to refugee and migrant children, and to serve as a legal guardian for UASC identified and registered in Bihać municipality. This social worker will officially commence working on 8 October. UNICEF will cover salary related costs. The CSW committed to 24/7 on-call work duties among its social workers.

- World Vision and SOS Children’s Villages financially supported the CSW in Bihać for the transport and travel expenses of social workers dealing with UASC.

Cazin, including the Sedra TRC

- The SFA has an office established on site, which is also being utilised by the Sector for Asylum, when they are at the Sedra TRC conducting registrations. Upon arrival, refugees and migrants are registered by camp administration and by the SFA.

- A UNHCR mobile team, formed of a VP lawyer and DRC protection officer are present on a daily basis at the Sedra TRC and in Cazin and screen individuals and families for needs and vulnerabilities, provide information, and refer to services.
VP are present in the Sedra TRC on a regular schedule (Mon – Fri: 14:00 – 16:00) and offer information, counselling, and legal assistance to PoC. In September, VP provided free legal assistance to 170 beneficiaries at the TRC Sedra; a total of 200 services were provided.

During the reporting period UNHCR, together with DRC and VP initiated and organized focus groups with women in Sedra TRC. The focus groups work to build trust among the women, to increase information sharing and understanding of the available services, and to identify any problems or issues experienced by the women, in a participatory manner. The findings from the focus groups will be followed up and referred to the relevant organisations working in the Sedra TRC. The plan is to make this a regular occurrence and have sessions no less than once a fortnight.

The CFS operated by Žene sa Une and Save the Children - with the support of UNICEF - provides children with opportunities to develop, play, learn and strengthen their resilience as well as psychosocial counselling if needed. The CFS is open daily from 09:00 – 17:00. In September, an average of 83 children participated in CFS provided activities on a daily basis.

The CSW in Cazin completed the recruitment of a new social worker to focus exclusively on providing child protection services to refugee and migrant children, and to serve as a legal guardian for UASC identified and registered in Cazin municipality. This social worker will officially commence working on 1 October. UNICEF will cover salary related costs. The CSW committed to 24/7 on-call work duties among its social workers.

Velika Kladuša, including the land plot in Trnovi

A UNHCR mobile team, formed of a VP lawyer and DRC protection officer are present on Mondays, Wednesdays, and Fridays in VK and screen individuals and families for needs and vulnerabilities, provide information, and refer to services.

IOM mobile teams are present in VK seven days a week, 12 hours per day. IOM teams are regularly present in the Trnovi land plot, including during distribution of breakfast, lunch and dinner. IOM teams in VK further provide migrants with information about assistance and protection, including food and shelter, and the possibility of assisted voluntary return and reintegration. They refer cases to UNHCR for information on asylum, legal aid, and other protection services.
The UNHCR Information Centre in Sarajevo continued to coordinate services for asylum seekers and refugees in the Sarajevo area, including referral for accommodation in the AC and the RRC, transportation, psychosocial support, and free legal aid. In September, 253 visits were made to the UNHCR Info Centre by 152 individuals.

In September, VP provided 188 beneficiaries with free legal assistance; a total of 940 services were provided. This included VP presence during five asylum registrations and four refugee status determination interviews, all held at the UNHCR Info Center. VP also support House of All with legal assistance for residents on an ad hoc basis, including support with the asylum process.

BHWI social workers/psychologists provided psychosocial support on 81 occasions in the UNHCR Information Centre in September. BHWI psychologists also visit House of All twice per week to provide psychosocial support and counselling for residents.

IOM mobile teams cover the Sarajevo area, closely liaising with the SFA, receiving and referring cases to facilitate registration and renewal of Attestations of Expressed Intention to Seek Asylum in BiH. Teams provide information about protection and assistance services, including health care, and provide transportation to and from reception centres and social service providers. They refer cases to UNHCR info-center for information on asylum and legal aid. IOM staff also provide interpretation, and psychosocial and assisted voluntary return and reintegration (AVRR) counselling. Teams are available seven days per week, and on-call 24 hours per day. With the establishment of Ušivak, IOM mobile teams will be integrated in to the structure of the centre.

The Asylum Centre, in Delijaš

VP lawyers, supported by UNHCR, are present in the AC (Tue and Thu from 10:00 – 14:00 with ad hoc visits in between with ad hoc visits in between for asylum registration
and refugee status determination interviews) and provide free information, counselling, and legal assistance to asylum seekers and refugees. BHWI and World Vision support with interpretation in Farsi, Arabic, Pashto, Urdu, and English. In September, VP provided free legal assistance to 40 beneficiaries at the AC; a total of 90 services were provided.

- BHWI staff, supported by UNHCR, including social workers and psychologists are present in the AC (Tuesdays and Thursdays) and provide individual psychosocial support, group counselling activities, and sports and recreational activities for children. BHWI social workers/psychologists provided psychosocial support on 244 occasion in the AC in September.

**The Refugee Reception Centre, in Salakovac**

- VP lawyers, supported by UNHCR, are present in the RRC (on a daily basis) and provide free information, counselling, and legal assistance to asylum seekers and refugees. BHWI and World Vision support with interpretation in Farsi, Arabic, Pashto, Urdu, and English. In September, VP provided free legal assistance to 120 beneficiaries at the RRC; a total of 190 services were provided.

- An IOM mobile team is present at the RRC eight hours per day and in coordination with the SFA, RCC management, UNHCR and UNHCR partners, provide transportation to and from reception centres and health and social service providers, interpretation and psychosocial and assisted voluntary return and reintegration (AVRR) counselling.

- BHWI staff, supported by UNHCR, including social workers and psychologists are present in the RRC on a daily basis and provide individual psychosocial support, group counselling activities, and sports and recreational activities for children. BHWI social workers/psychologists provided psychosocial support on 305 occasion in the RRC in September. They also provide referrals to primary health care through the local health institute.

- The CFS operated by World Vision - with the support of UNICEF - provides children with opportunities to develop, play, learn and strengthen their resilience as well as psychosocial counselling if needed. The CFS is open daily from 10:00 to 16:00 and provides activities for children of the following age groups (0-4, 5-8, and 9-14). In September an average of 50-55 children participated in CFS provided activities on a daily basis.

**IFS-EMMAUS Centre for Children and Youth at Duje**

- In September, in accordance with the Protocol for accommodation of vulnerable asylum seekers in the Reception Centre of IFS-Emmaus, signed with the MoS and UNHCR, IFS-EMMAUS provided accommodation for 14 vulnerable asylum seekers, of which nine were minors. Six were accommodated in cooperation with BHWI. A further, four vulnerable migrants, including three minors were accommodated at the IFS-Emmaus Reception Centre.

- VP provided information, counseling, and legal aid to all asylum seekers residing at the Centre.

- Legal guardians, in cooperation with SFA, were appointed to two UASC by the Doboj East CSW, while accommodated at the IFS-Emmaus Duje Reception Centre.
A permanent court interpreter for the Arabic language on behalf of the SFA Tuzla Field Office is provided as an interpreter as needed.

**Identified Needs and Remaining Gaps**

**Countrywide**

- There have been a significant number of recorded/reported violent push-backs from Croatia and continued monitoring is needed.
- Only nine asylum registration interviews took place in September despite record arrivals. Large fluctuations have occurred month to month and access to a fair and efficient asylum procedures must be ensured. Advocacy needs to continue to ensure access is consistent and that those residing both inside and outside of the government managed centres and the Sedra TRC have access. Among other factors, access to the asylum procedure is impeded at various stages by the limited availability of information, the need for asylum seekers to have a registered address (impossible for those sleeping rough), a lack of asylum registration staff in the Sector for Asylum, and a lack of interpretation. As a result, a growing number of those in need of international protection in BiH have no effective access to the asylum procedure. Of additional concern is the short two-week validity period of the attestation of intention to seek asylum, issued by the SFA, and the difficulty to register an asylum claim with the MoS, Sector for Asylum, within this timeframe: failure to do this may cause many to be considered to be in BiH irregularly.
- The Sector for Asylum has limited capacity to conduct the asylum registration procedure and to make timely positive decisions or rejections. As a result, the process is slow and leaves asylum seekers without legal documentation (an asylum seeker card). Moreover, registered asylum seekers are prevented from immediate access to rights as provided by the Law on Asylum as asylum seeker cards are not being issued on timely manner.
- Identification and referral of and support to UASC continues to be challenging, especially as regards the appointment of legal guardians to UASC authorized to make decisions in their best interest. Guardianship is required for any formal step of asylum procedure. Issues include: differing interpretations of the Law on Asylum and Family Law; communication/language barriers and a lack of interpreters; the lack of personal documentation of many UASC; work hours and monitoring; a need for specific education/training relating to guardianship of migrants and refugees; the development of ToRs/job descriptions.

![Asylum Applications in BiH](image_url)
There is a need for more cultural mediators to support and facilitate access to all services (medical, legal, social, etc.).

The BiH delegation who participated in the regional workshop on the integration of GBV risk mitigation in the context of the European refugee, asylum, and migration response, held in September in Belgrade (as mentioned above), identified the following GBV risks to be addressed/needs: prevalence of sexual, economical, physical, psychological violence; lack of SOPs and clear referral mechanisms covering/focusing on refugees and migrant populations; lack of specific protocols and guidelines on how to provide assistance, in particular for children; limited capacities and adapted accommodation for refugees/migrants, in particular safe houses/facilities for vulnerable groups like single women, children etc.; need for capacity-building for frontline workers on the main standards and measures, interpretation and cultural mediation; limited institutions/accommodation/facilities that are responsible for and can accommodate the most complicate and severe cases; limited political willingness in coordination; and need for capacity-building for the workforce engaged in the migrants/refugees response (and lack of GBV dedicated specialists available).

As raised by representatives of ministries responsible for social welfare and CSWs, there is an urgent need to provide accommodation to UASC complying with minimum standards of protection and care, especially in USC.

There is a need to establish regular, external supervision and/or peer mentoring programmes for frontline workers, to improve attention to self-care and prevent and respond to burnout and compassion fatigue.

**Una-Sana Canton**

There is a need for proper space for psychological consultation in the mobile clinics.

The SFA, Field office Bihać is not issuing “white cards” (registration of address) for asylum seekers at the Borići Dormitory and at Seda TRC. This may represent a problem as, even though the MoS has been conducting the registration of these beneficiaries without officially registered addresses, this practice may change over time.

**Bihać, including the Borići Dormitory**

The security situation in the Borići Dormitory has deteriorated and the number of security events has increased.

**Cazin, including the Sedra TRC**

There is an urgent need to expand the space of the CFS to allow the provision of services to more children and to different age groups, in particular for targeted activities for adolescents and youth.

There is a need to have specialized professionals responsible for the protection and care of refugee and migrant children, whether accompanied or unaccompanied/separated, on-site 24/7.

**Velika Kladuša, including the land plot in Trnovi**

The security situation in at the Trnovi land plot has deteriorated and the number of security events has increased.
The Asylum Centre, in Delijaš
- Transportation between Sarajevo and the AC is limited and inhibits the freedom of movement of asylum seekers residing there. This can also have a negative influence on the willingness of asylum seekers to be accommodated in the AC.

The Refugee Reception Centre, in Salakovac
- Though transport links exist between the RRC and Mostar, the limited financial resources of many of those residing in the RRC inhibits their movement. This can also have a negative influence on the willingness of asylum seekers to be accommodated in the RRC.
Achievements and Impact

Countrywide

- The Ministry of Civil Affairs of BiH has sent a letter to the Ministry of Education, Science and Technological Development of the Republic of Serbia with a request to allow the adaptation and use of the School Handbook in the implementation of the professional guidance for involving refugees and asylum seekers in the education system.
- The Rapid Educational Needs Assessment report, conducted by Save the Children - with UNICEF support -, nears finalization and findings and recommendations will be presented in the second half of October. A total of 155 children, 76 parents and other caregivers, six schools and preschool directors, three Ministry of Education representatives and one Municipality were interviewed in the following locations: Cazin, the RRC, Sarajevo, VK, Trnovo, and Bihać.
- Based on a request from Cantonal Ministries of Education, UNICEF has procured 100 school bags (including student supplies) for refugee/migrant children in USC and Sarajevo Canton.

Bihać, including the Borići Dormitory

- A total of 134 children accommodated in the Borići Dormitory and the Sedra TRC participated in creative workshops and basic and informal literacy courses held in CFSs.

Cazin, including the Sedra TRC

- UNICEF reached an agreement with the MHRR and USC Ministry of Education to provide preschool education (half-day preschool programme) for all children aged 3-6 in the Sedra TRC. The programme will be implemented in cooperation with the Ministries of Education and Preschool institutions, as well as the Pedagogical institutes (in charge of supervision).

Sarajevo

- The House of All Education Coordinator established an informal class schedule for different age groups and levels of children on site. A total of 24 children between the ages of 4 and 18 took part in daily sessions. The House of All is working with VP and UNHCR to have the children enrolled in BiH schools. Local volunteers also visit House of All and provide activities for children.

The Asylum Centre, in Delijaš

- BHWI, supported by UNHCR, provided education activities for six children in the AC. One child attended a pre-school program and five attended a primary school program and local language classes.

The Refugee Reception Centre, in Salakovac

- UNICEF reached an agreement with the MHRR and Herzegovina-Neretva Cantonal Ministry of Education to provide preschool education (half-day preschool programme) for all children aged 3-6 in the Salakovac RCC. The programme will be implemented in
cooperation with the Ministries of Education and Preschool institutions, as well as the Pedagogical institutes (in charge of supervision).

- Eighteen recognized refugees regularly attend school in Salakovac (13 primary/ five secondary).
- BHWI, supported by UNHCR, run "Our School" to prepare children to enter the school system. This program was attended by 41 children in September in which they follow a primary school programme and local language learning.

**IFS-EMMAUS Centre for Children and Youth at Duje**

- Child asylum-seekers participated in creative workshops, as well as literacy courses held in the IFS-EMMAUS Centre for Children and Youth at Duje by professional staff educator-psychologist and others.

**Identified Needs and Remaining Gaps**

**Countrywide**

- A limited number of school age refugee and migrant children in either formal or informal sites across BiH are enrolled in schools.
- There is an urgent need to establish responsibilities and clear procedures for the enrolment of refugee and migrant children in the regular education system, extending to assessment of the learning status, health check-ups prior to enrolment and specifically the immunization status, as well as transport to and from schools.
- There is a lack of comprehensive provision of non-formal education, in particular among new arrivals, to prepare for refugee and migrant children’s gradual inclusion into the BiH school system, including relevant language courses.
- There is a lack of comprehensively organized and structured activities for adolescent refugees and migrants.
- There is a need to organize relevant language courses for refugees and migrants.
- Familiarization of education authorities with the asylum system.

**Cazin, including the Sedra TRC**

- There is a lack of space for preschool programmes at the Sedra TRC.

**Sarajevo**

- In lieu of formal education, actors such as House of All lack funding/means for educational activities.

**The Refugee Reception Centre, in Salakovac**

- There is a lack of space for preschool programmes at the Salakovac RRC.
**Achievements and Impact**

**Countrywide**

- World Health Organization experts visited key locations in BiH with regard to the refugee and migrant situation and held meetings with a range of stakeholders including health authorities from USC, Sarajevo Canton, Herzegovina-Neretva Canton, and the Federation of BiH, and UN agencies involved in the refugee and migrant response. The WHO stressed that many of the current sites do not meet the required standards and better shelter solutions as well as coordination among all stakeholders are urgently needed. WHO will look to identify specific activities to strengthen the involvement and coordination role of local and entity level health authorities in the areas of health profiling and epidemiological reporting, contingency planning, and cultural mediation.

- UNICEF reached an agreement with the Federal Institute of Public Health on the procurement of childhood vaccines for refugee and migrant children. Vaccines will be available by February 2019, at which time the immunization of children will start.

- In September, IOM continued to provide medical referrals and psychosocial counselling, and referrals to psychosocial assistance BiH-wide. Additionally, IOM continues to assist government authorities, UNHCR and their partners with the transportation of refugees and migrants in need of medical care to health care facilities. In total, during September, IOM provided escort to medical services for 58 people and psychosocial counselling to 19 people.

- UNHCR continued to provide medical referrals through DRC and BHWI, including thanks to agreement with local health institutes. BHWI continued to provide psychosocial counselling.

**Una-Sana Canton**

- In collaboration with DRC and MSF, medical assistance in USC continued through the engagement of medical teams through primary health centres. A total of 2,582 medical consultations/examinations were provided to refugees and migrants at various locations in USC in September. Referrals were made as necessary, including for secondary health care in a limited number of urgent/life-saving cases – the cost of which was refunded by DRC/UNHCR.

- In September, UNFPA signed an agreement with the DRC in order to contribute to the availability, accessibility, acceptability and quality of Sexual and Reproductive Health, including GBV services for refugees and migrants in USC. The affected population will be offered these services through the Primary Health Center Cazin and/or Bihać, with proper follow-up and case management assured. Following the provision of medical services, support will also be provided to the primary health care centres though the provision of essential medicine and/or supplies required for medical services.

**Bihać, including the Borici Dormitory**

- In collaboration with DRC/UNHCR, medical assistance for refugees and migrants in Bihać continued through the engagement of medical teams through the primary health
centre. The team is present in the Borići Dormitory from Monday to Friday, from 15:00 until 19:00. A total of 1,363 medical examinations were conducted in September.

- DRC provide medical escort to the Primary Health Care Centre in Bihać or to the Cantonal Hospital when specialized or urgent treatment is needed. In September, DRC provided medical escort to 35 people from the Borići Dormitory.
- IOM provides transportation for medical cases and referral to DRC. Outside of DRC working hours, IOM also provide escort to appropriate medical facilities.

Cazin, including the Sedra TRC

- In collaboration with DRC/UNHCR, medical assistance for refugees and migrants in Cazin continued through the engagement of medical teams through the primary health centre. The team is present in the Sedra TRC from Monday to Friday, 10:00 to 13:00. A total of 655 medical examinations were undertaken in September.
- DRC provide medical escort to the Primary Health Care Centre in Cazin or to the Cantonal Hospital when specialized or urgent treatment is needed. In September, DRC provided medical escort to 38 people from the Sedra TRC.
- DRC medical teams conducted a screening of infective and skin diseases for all new arrivals in TRC Sedra, as well as provided treatment for affected people.

Velika Kladuša, including the land plot in Tmnovi

- IOM provides transportation for medical cases and referral to DRC. Outside of DRC working hours, IOM also provide escort to appropriate medical facilities.

Medical check-up/UNHCR, Vanes Pilav, September 2018

- MSF, through the Primary Health Center, continues to provide/finance medical assistance three days per week (09:00 – 14:00) in their mobile truck clinic at the Tmnovi land plot in VK. When necessary, the medical team refers PoC to specialist and secondary treatments, which are covered by UNHCR/DRC. In September, 564 people underwent medical consultation. Most of the patients needed treatment for skin
diseases, respiratory infections, and musculoskeletal complaints. A total of 19 patients were referred for further diagnostic or primary health centre or hospital treatment.

- IOM provides transportation for medical cases and referral to DRC. Outside of DRC working hours, IOM also provide referral/transportation to appropriate medical facilities

**Sarajevo**

- In Sarajevo, in lieu of a more systematic solution for the time being, a limited amount of primary and secondary health care is facilitated by BHWI in a case by case manner. In September, BHWI facilitated one secondary medical intervention.
- To the extent budget allows, House of All cover the cost for primary and secondary health care interventions as necessary.

**The Asylum Centre, in Delijaš**

- Primary health care continues to be provided for asylum seekers residing in the AC through an agreement with the primary health centre in Trnovo. Twice weekly visits of medical professionals are provided and ambulance services are available when needed. BHWI are involved in referral and facilitated access to primary health care of 7 asylum seekers in September.
- Secondary health care at the AC is facilitated on an ad hoc basis in particularly urgent and life-threatening cases by UNHCR’s partner BHWI.

**The Refugee Reception Centre, in Salakovac**

- Primary health care continues to be provided for asylum seekers residing in the RRC through an agreement with the health centre in Mostar. Twice weekly visits of medical professionals are provided and ambulance services are available when needed. BHWI are involved in referral and facilitated access to primary health care of 12 asylum seekers in September.
- Secondary health care at the RRC is facilitated on an ad hoc basis in particularly urgent and life-threatening cases by UNHCR’s partner BHWI.

**The Ušivak TRC, in Hadžići**

- Negotiations for the provision of health care to refugees and migrants at the soon to be opened Ušivak TRC are ongoing.

**IFS-EMMAUS Centre for Children and Youth at Duje**

- IFS-Emmaus facilitated primary medical assistance and health protection for asylum seekers and migrants accommodated in the Centre in Duje: eighteen general medical examinations and interventions, including dental check-ups and interventions were provided in September.

### Identified Needs and Remaining Gaps

**Countrywide**

- The health situation is expected to be severely negatively impacted by the lack of appropriate accommodation. As winter and colder and wetter weather approaches, there is an urgent need for appropriate accommodation for refugees and migrants. Exposure to the elements and crowded living conditions (for example, such as in the Borići Dormitory) can cause or increase the likelihood of a number of serious health conditions
and contagious infections/diseases as well as inhibit their treatment. One case of hypothermia has already been identified and treated.

- Temporary protection-sensitive accommodation is needed for medical cases after medical treatment to allow/support patient recovery.
- There has not been any systematic assessment of the health sector’s capacity to manage large influxes of refugees and migrants.
- Asylum-seekers who are not staying in the RRC, the AC, or in USC have access to primary health care in theory, but in practice must travel to Trnovo, greatly limiting access in practice.
- Asylum seekers and migrants do not have access to secondary or tertiary health care unless the costs are covered by themselves, by volunteers or by international or non-governmental organizations and only limited funds are available. Consequently, the majority of asylum seekers, refugees, and migrants depend on the UN, civil society, or volunteers to cover their medical care costs.
- The cost of health care for foreigners in BiH can be considerably more expensive than it is for nationals. Though significant progress has been made in this regard, further agreements with relevant institutions at various levels need to be reached to ensure that all such health care costs incurred are uniformly and consistently charged at the rate applied to citizens of BiH.
- A sustainable modality for funding primary, secondary, and tertiary lifesaving health care services for refugees and migrants is needed as soon as possible.
- There is a need for a more coordinated and structured case management and clearly defined referral pathways for mental health, dental problems, chronic diseases, and other complex cases.
- Provision of health services and referral to health services after working hours and during weekends is a challenge.
- There is an insufficient number of medical vehicles/ambulances and appropriate staff to operate such vehicles in areas with a high concentration of refugees and migrants.
- There is a need for specific mobile health units for sexual and reproductive health services (e.g. including gynaecological tables).
- There is an urgent need to provide paediatric care services at centres where refugee and migrant children are accommodated, such as the Sedra TRC, to ensure children are screened for any developmental delays, immunized, and that all childhood diseases are identified early on.
- Institutes of Public Health, based on an official request from UNICEF, need to provide clear guidance on the process of immunizing refugee and migrant children, so when vaccines are available, health teams have clear instructions on who to immunize.
- Procurement of medicine and drugs for asylum seekers residing at the RRC is still conducted in Sarajevo. There is a need to conclude an agreement with a pharmacy in Mostar as the current set-up can cause delays.
- A number of first-line refugee and migrant responders lack training vis-à-vis the identification of communicable diseases and ways to effectively address these.
**Una-Sana Canton**
- There is a lack of available medical human resources to respond to increased need in winter.

**Bihać, including the Borići Dormitory**
- There is a need to do a mass screening and treatment for scabies and body lice in the Borići Dormitory. This would need to be a coordinated activity with many partners.

**Sarajevo**
- Despite a large number of asylum seekers and migrants in Sarajevo, there is no systematic solution or referral mechanisms in place for primary health care. It is hoped a solution will be found for Sarajevo Canton as a whole as part of the negotiations for the provision of health care for asylum seekers and migrants at the soon to be opened Ušivak TRC. Relatedly, the population residing in House of All would benefit more frequent medical visits and enhanced access to health care.
- Adequate shelter is needed in Sarajevo: many of the asylum seekers and migrants residing in Sarajevo live informally in squats and it is expected that the health situation will be severely negatively impacted by this lack of appropriate accommodation as winter and colder and wetter weather approach.

**IFS-EMMAUS Centre for Children and Youth at Duje**
- SOPs and/or Agreements with medical institutions for providing secondary and tertiary medical assistance at local community and Tuzla Canton.
FOOD SECURITY AND NUTRITION

Achievements and Impact

Countrywide

- IOM and UNICEF concluded SOPs for the provision of baby food and infant formula in transit/reception centres. In accordance to these, baby food and infant formula will be provided by IOM following counselling, including on breastfeeding, for mothers provided by UNICEF.
- Over 159,000 meals were provided to refugees and migrants in BiH in September.

Una-Sana Canton

- Over 115,000 meals were provided to refugees and migrants in USC in September.

Bihac, including the Borići Dormitory

- In September, IOM supported the City of Bihac Red Cross, which prepared and distributed a total of 67,330 meals (22,083 for breakfast, 23,715 for lunch and 21,532 for dinner). From 17 September, seven standardized menus, in-line with international standards, were introduced. According to these, three meals are distributed per day, of which two are hot meals, ensuring a daily intake of 2,100 Kcal and adequate nutrition.
The MBC operated by Žene sa Une and Save the Children - with the support of UNICEF - is located near the Borići Dormitory. It provides parents with Infant and Young Child Feeding (IYCF) counselling, information/awareness raising on breastfeeding and hygiene, and supports the provision of food and hygiene products. The MBC is open Monday to Friday from 08:00 to 16:00. In September an average of 10 mothers participated in MBC provided activities on a daily basis: 528 food items were provided through this MBC in September.

Asylum seekers accommodated in the Žene sa Une protective shelter are provided with food/meals which they prepare by themselves according to their wishes and cultural habits.

Cazin, including the Sedra TRC

In September, IOM supported the Cantonal Red Cross to prepare and distribute 19,316 meals to persons residing in the Sedra TRC. Standardized menus, in-line with international standards are applied. According to these, three meals are distributed per day, of which two are hot meals, ensuring a daily intake of 2,100 Kcal and adequate nutrition.

Seventy-four packages with baby food and infant formula were distributed to caregivers of children below the age of 24 months.

The MBC operated by Žene sa Une and Save the Children - with the support of UNICEF - provides parents with IYCF counselling, information/awareness raising on breastfeeding and hygiene, and supports the provision of food and hygiene products. The MBC is open daily from 08:00 to 17:00. In September an average of 35 mothers participated in MBC provided activities on a daily basis.

Velika Kladuša, including the land plot in Trnovi

From 17 September, the Cantonal Red Cross took over food distribution in Trnovi land plot, complementing food distribution at Latan’s Restaurant in the town. During September, IOM supported the distribution of 14,118 meals at both locations (8,014 by the Red Cross in the Trnovi land plot and 6,106 at Latan’s restaurant). The meals provided by the Cantonal Red Cross in the Trnovi land plot are in-line with international standards following standardized menus providing three meals per day, of which two are
hot meals, ensuring a daily intake of 2,100 Kcal and adequate nutrition. IOM also provides security personnel working closely with the local police at times of food distribution.

During September, IFS-EMMAUS prepared and distributed two hot meals per day at 11:00 and 19:00 for refugees and migrants at the Trnovi land plot. Over 14,700 hot meals were provided in September. Additional food items outside of meal times were provided as needed, including for children. Meal costs were covered by Muslimhelfen, Germany. Local citizens continued to support through food donations to the IFS-EMMAUS kitchen. Further, the “Revolt Movement” from Tuzla worked to collect food items for the IFS-EMMAUS kitchen in VK, providing food equivalent to meals for ten days.

**Sarajevo**

- Aid Brigade served around 600 meals per day in Sarajevo (300 for lunch and 300 for dinner) in collaboration with Collective Aid, serving a total of around 18,000 meals in September.
- Caritas provided a range of food items (yoghurt, chocolate, biscuits, and juice) in front of the railway station in Sarajevo to refugees and migrants.
- Meals, prepared by the residents themselves, are provided three times per day to residents at House of All, totalling over 6,000 meals.
- BHWI provided additional food items, refreshments and nutritional supplements in specific cases. In September, BHWI provided seven such food items in Sarajevo through the Info Centre and at the Immigration Centre.

**The Asylum Centre, in Delijaš**

- 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 in the Centre.
- In addition, Caritas with Catholic Relief Services (CRS) provided a range of fresh vegetables, meat, fruit, sweets for children, and coffee and tea.
- BHWI provided additional food items, refreshments and nutritional supplements in specific cases. In September, BHWI provided 29 such food items at the AC.

**The Refugee Reception Centre, in Salakovac**

- The Red Cross of the City of Mostar prepared and distributed 14,631 meals to asylum seekers residing in the Salakovac RRC. In addition to these meals, the Red Cross provided 366 litres of milk, 240 kg of fruit (grapes, bananas, mandarins), 225 litres of mineral water, 70 boxes of biscuits, 300 cake packets, and baby food.
- The MBC operated by World Vision - with the support of UNICEF - provides parents with IYCF counselling, information/awareness raising on breastfeeding and hygiene, and supports the provision of food and hygiene products. In September, an average of 10 mothers participated in MBC provided activities on a daily basis.
- BHWI provided additional food items, refreshments and nutritional supplements in specific cases. In September, BHWI provided 32 such food items at the RRC.
The Ušivak TRC, in Hadžići
- In September, IOM and Pomozi.ba signed a Memorandum of Understanding (MOU) for Pomozi.ba to be responsible for the procurement, preparation, and distribution of food in the Ušivak TRC. Kitchen facilities were prepared, which will allow Pomozi.ba to start with the provision of food as soon as the Ušivak TRC is officially opened.

IFS-EMMAUS Centre for Children and Youth at Duje
- IFS-Emmaus provided hot meals as well as milk, yoghurt, and fruit on a daily basis to those accommodated at the Duje Reception Centre. In total, over 1,620 hot meals were provided. Further, specific age appropriate food was provided for a seven children aged 1 – 5 years.

Identified Needs and Remaining Gaps
Velika Kladuša, including the land plot in Trnovi
- Better coordination is needed with regard to the distribution of food at the Trnovi land plot in VK, there was some overlap in September.

Sarajevo
- Aid Brigade are unable to provide breakfast to refugees and migrants in Sarajevo, have a limited supply of food, and express concern that with the winter season and increased cold, distributions of food outside will decrease.
- House of All are running low on food stocks as well as funding for food over the coming months.
WATER AND SANITATION

Achievements and Impact

Bihać, including the Borići Dormitory
- WASH capacity at the Borići Dormitory was increased in September. The site now offers WASH facilities for a population of up to 600 people, in-line with SPHERE standards.
- IOM continue to support the cleaning and maintenance of the WASH facilities in the Borići Dormitory. Septic tanks are emptied regularly (between 1-3 times per day, or on-call). IOM further support cleaning staff ensuring that that toilets, showers, and common areas are kept clean.
- A laundry system is in place.

Cazin, including the Sedra TRC
- All toilets and showers in the Sedra TRC have been repaired and are now functional, providing WASH facilities for 400 residents.
- The Sedra TRC passed a test for water drinkability, ensuring that all within the Centre have access to potable water. Previously, drinking water was distributed in water bottles and water for showers through a cistern tank provided by a local company and refilled by the fire brigade.
- IOM supports cleaning staff to ensure that toilets, showers, and common areas are kept clean.
- Laundry machines are in place and operational.

Velika Kladuša, including the land plot in Trnovi
- MSF supports No Name Kitchen (NNK) in VK with the provision of showers for refugees and migrants in VK. Approximately 15 percent of all showers done through NNK in VK were medically indicated (i.e. for skin diseases, as part of the treatment).

The Ušivak TRC, in Hadžići
- WASH facilities (toilets and showers) were delivered to Ušivak in preparation of the opening of the centre, with a capacity to serve a population of 400 persons.

Identified Needs and Remaining Gaps

Velika Kladuša, including the land plot in Trnovi
- WASH facilities are not available to a large enough number of refugees and migrants on a frequent enough basis. According to MSF, Twenty-six diarrhea cases (5% of total consultations) were identified in VK in September. No cholera cases were seen. The cause of the diarrhea was more related to hygiene and living conditions rather than water supply. The water supply in VK is regularly monitored by the public health office of USC and is the same water supply used by the local population.
- The water supply needs to be winterized.
- Camp management is needed to ensure proper sanitation and waste disposal.

Sarajevo
- WASH facilities are not available to a large enough number of refugees and migrants on a frequent enough basis.
Achievements and Impact

Countrywide

■ A total of 774 accommodation spaces are available in BiH between the AC, the RRC, and the Sedra TRC. A further 70 – 100 accommodation spaces are provided by House of All. Accommodation for vulnerable cases is also available at the Centre in Duje and with Žene sa Une.

■ In September, IOM distributed 75 NFI packages through the mobile teams.

Una-Sana Canton

■ UNFPA will provide dignity items for migrants and refugees in USC that will be delivered through DRC starting from October. Particular attention will be paid to the locations which have not received sufficient coverage of hygiene and dignity items.

■ Protection-sensitive accommodation in USC, provided by Žene sa Une and supported by UNHCR, continued to offer shelter to particularly vulnerable asylum seekers. In September, DRC protection teams identified and referred 25 family members from six families in need of protection sensitive accommodation to Žene sa Une.

■ Arbeiter Samariter Bund e.V Deutschland provided NFIs to people accommodated in Žene sa Une protective shelter. NFIs included shampoo, soap, toothbrush, toothpaste, sanitary pads, creams, toilet paper, towels, laundry detergent, footwear, diapers, baby creams, baby shampoo, baby clothes, clothes and footwear for adults, as well as blankets and pillows.

Bihać, including the Borići Dormitory

■ Work on the Borići Dormitory continued: IOM completed construction works to repair the roof of the building; IOM installed railings alongside staircases, and a fence around the perimeter of the site; Wi-Fi is being installed.
- IOM camp manager and staff is present at the Borići Dormitory seven days per week, 12 hours per day. IOM staff facilitates the daily running of activities at the site, including food distribution, cleaning and coordination with partners providing other services. IOM staff further provides referrals to UNHCR for information on asylum, legal aid, medical and other protection needs.
- Throughout September, IOM provided for security personnel at the Borići Dormitory 12 hours a day. As of the last week of September, IOM expanded capacities to ensure the presence of security personnel 24 hours a day.
- A garbage collection and waste management system is in place and functional and cleaning and maintenance staff are present, ensuring that the site is kept clean.
- IOM, in coordination with the authorities, are in discussions regarding locations scoped to provide for additional sleeping capacity and discussions are taking place with donors and BiH stakeholders to reach a final agreement.

Cazin, including the Sedra TRC

- Additional rooms in the facility were repaired, increasing the total accommodation capacity of the Sedra TRC to 400.
- IOM provided the remainder of bed linen, mattresses, and hygienic items to serve the full capacity of people accommodated.
- The Sedra TRC now provides accommodation to 400 people, primarily families and UASC that were prioritized for voluntary relocation in partnership with UNHCR.
- In the Sedra TRC, IOM is responsible for Camp Coordination and Camp Management (CCCM), and has staff, including a Camp Manager, security personnel and migrant assistants, present at the centre 24/7. In addition to services ensuring the daily operation of the centre, IOM staff provide information and referral to assistance and protection services, such as access to health care, psychosocial support, asylum, assisted voluntary return and reintegration etc., provide transportation to such services, and facilitate registration with the SFA.
- Upon arrival, refugees and migrants are provided with clean bedding, clothes and sanitary supplies as per need. In September IOM provided 376 welcome-packages with NFIs to all new refugees and migrants in the Sedra TRC, as well as refill-packages distributed upon request. These NFI-packages are tailored according to the needs and composition of the household, including hygiene products, women kits, baby products and diapers, towels, and bedding kits, etc.
- In September, the JRS continued to distribute NFIs on a regular basis (once a week for each family), supported with the arrival of new families to the Sedra TRC (relocation of families to new rooms, tours/introductions to the Centre, information on schedules, etc.), and regularly prepared new rooms by making beds.
- House rules were established at the Centre. Among other rules, if an individuals or a family leaves the TRC, their room is reserved for 48 hours before being offered to someone else.
- Wi-Fi was installed.
- Garbage collection and waste management systems are in place and functional and cleaning and maintenance staff are present, ensuring that rooms, common spaces, and toilets are clean, hygienic and functional.
- IOM completed works on wooden bungalows in the area surrounding the Sedra TRC and they will be made available to host UN Agencies’ offices and partners.

**Velika Kladuša, including the land plot in Trnovi**
- IOM, in coordination with the authorities, are in discussions regarding locations scoped to provide for additional sleeping capacity and discussions are taking place with donors and BiH stakeholders to reach a final agreement.
- IFS-Emmaus distributed over 100 hygiene supply packs (including shampoo, soap, toothbrushes, toothpaste, sanitary pads, creams, toilet, paper, laundry detergent, baby creams, baby shampoo) and 50 clothing and footwear packages, including blankets and pillows. IFS-Emmaus, with support of the local population, distributed an additional 80 blankets and 50 pillows following heavy rainfall.

**Sarajevo**
- House of All continued to provide accommodation for between 70 to 100 people in September. Hygiene items and clothing, as needed, are provided to all residents. In September, 100 blankets, 70 pillows, 80 mattresses, 80 pairs of footwear, 80 coats, detergent for laundry, soap, shampoo, sanitary pads, diapers, and baby wipes were provided.
- Aid Brigade distributed one blanket to each new arrival in collaboration with independent volunteers. Over 2,000 blankets were distributed in September.
- Collaboration between Aid Brigade and UNHCR has improved services signposting and reduced referral times to the AC and RRC.
- BHWI distributed NFIs in specific cases from the UNHCR Information Centre.

**The Asylum Centre, in Delijaš**
- The AC can accommodate up to 154 asylum seekers. Occupancy rates fluctuate on a daily basis, in particular for single men. As a snapshot, on 27 September the AC accommodated 46 asylum seekers, including four families. On occasion, asylum seekers refuse to be accommodated at the AC because, among other factors, of the lack of internet access and the remote location of the AC and lack of transportation options.
- BHWI distributed NFIs in specific cases. In September, BHWI distributed 68 NFIs at the AC.

**The Refugee Reception Centre, in Salakovac**
- Following UNCT advocacy, and the opening of the RRC for asylum seekers by the BiH Authorities in May, the RRC began to take referrals in June; referrals continue. The RRC can accommodate up to 220 asylum seekers and refugees. The population fluctuates on a daily basis. As a snapshot, on 27 September 130 asylum seekers were residing in the Salakovac RRC, including 29 families with a total of 30 children.
- The Red Cross provided cleaning products for common areas, soap, shampoo, toilet paper, toothbrushes, toothpaste, paper towels, sanitary pads, wet wipes, laundry detergent, diapers, baby cream and lotion, and baby shampoo. In addition, 100 blankets and 133 clothing parcels were provided.
BHWI distributed NFIs in specific cases. In September, BHWI distributed 123 NFIs at the RRC.

**The Ušivak TRC, in Hadžići**
- During September, construction works were conducted and 37 sleeping containers were procured, installed, and equipped with beds. This will allow the site to host 400 persons. An initial phase will allow 122 people to be accommodated while a second phase will expand capacities to the planned 400.

Once open, NFI provision in Ušivak will be conducted by Pomozi.ba.

**IFS-EMMAUS Centre for Children and Youth at Duje**
- In September, IFS-EMMAUS provided accommodation for 14 vulnerable asylum seekers, of which nine were minors (six were accommodated in cooperation with BHWI and UNHCR). A further, four vulnerable migrants, including three minors were accommodated at the IFS-Emmaus Reception Centre. IFS-Emmaus provided NFIs to 18 people accommodated at the Centre.

**Identified Needs and Remaining Gaps**

**Countrywide**
- Large numbers of refugees and migrants, including families with children and other vulnerable categories, sleep in substandard conditions in a range of locations across the country, particularly in USC. Neither the currently operational accommodation nor the currently planned accommodation are likely to be sufficient (depending on the population in country). The impending winter is of particular concern and actors, including MSF, assert that increased levels of morbidity and even mortality can be expected, especially among the most vulnerable.

- There is a need for clear referral mechanisms, as well as transportation, to and among accommodation facilities as appropriate. In particular, there is a need for clear referral mechanisms and/or SOPs for accommodation of UASC.
There is a need for an increased number of NFIs in advance of the winter period. This is particularly true for winter clothing (jackets, coats, hats, gloves, scarves, winter footwear).

Improved coordination between organizations is necessary for the distribution of NFIs.

**Una-Sana Canton**
- Increased winterized accommodation capacity.

**Bihać, including the Borići Dormitory**
- The Borići Dormitory has not yet been winterized and no guaranteed alternatives are currently available.
- The Borići Dormitory is overcrowded.
- Electricity supply at the Borići Dormitory is unreliable and causes interruptions to services such as laundry.

**Velika Kladuša, including the land plot in Trnovi**
- No winter appropriate accommodation is available in VK.
- There are repeated needs for NFIs as a result of damage caused by rainfall and flooding, including blankets, pillows, and sleeping mats.

**Sarajevo**
- A large number of refugees and migrants are reported to sleep rough in Sarajevo and winter appropriate accommodation is needed. This gap should be largely resolved once the Ušivak TRC becomes operational, though there may remain a significant number of cases who do not wish to be accommodated there. As such, there is a need for adequate shelter in the Sarajevo area, preferably with admissibility at night and on weekends and with adequate NFI supplies.
- With the approaching winter and low temperatures, Aid Brigade estimate the following needs in terms of NFIs in Sarajevo per month: 2,000 sleeping bags, 2,000 sleeping mats, 4,000 blankets, 2,000 sweaters, 2,000 jackets. There is also additional need for shoes, underwear, socks, and hats.

**The Refugee Reception Centre, in Salakovac**
- Though the climate is generally more favourable in Mostar than in other locations in the country, there is a need to procure additional heating units for the RRC, which does not have a central heating system.
DURABLE SOLUTIONS AND SOCIAL COHESION

Achievements and Impact

Countrywide
- In September, IOM provided Assisted Voluntary Return and Reintegration (AVRR) counselling to 58 people and assisted 38 people to return to their countries of origin. IOM AVRR assistance includes limited accommodation while waiting for repatriation (two days for all cases, and for the entire waiting period for vulnerable cases only), support in obtaining travel documents, travel costs, and cash transfers for facilitating their reintegration. For medical and vulnerable cases, medical costs as well as in-kind reintegration assistance is provided.

Cazin, including the Sedra TRC
- JRS organize regular activities at the Sedra TRC such as cartoon screenings for children, book reading, singing, photography lessons. They also had a beauty salon session for women and girls.

Sarajevo
- Aid Brigade, an independent volunteer group, involved BiH citizens in the response through volunteering and a large collection of food items through a local youth group.

Identified Needs and Remaining Gaps

Countrywide
- Limited opportunities for employment, income generation, and self-reliance exist in BiH for asylum seekers and recognized refugees who wish to stay in BiH.

Cazin, including the Sedra TRC
- There is a need for additional organized activities tailored to children, adolescents, and adults.
LOGISTICS

Achievements and Impact
Countrywide
- IOM continues to provide transport for the relocation of migrants and asylum seekers between camps.
- IOM has also maintained the provision of transport for medical cases, in coordination with UNHCR partner DRC.
- IOM provided transportation in 393 instances.
- BHWI provided transportation to and from key services and centres on 84 occasions, including to the RRC, the AC, the Centre at Duje, and the Sarajevo and Mostar urban areas.

Identified Needs and Remaining Gaps
Countrywide
- Insufficient transportation options still present challenges to service access for migrants and asylum seekers in certain locations.

The Asylum Centre, in Delijaš
- Transportation to and from the AC is limited and acts as a deterrent to asylum seekers residing there.
PUBLIC INFORMATION

Achievements and Impact
Countrywide

■ On 25 September, the OSCE Mission to BiH organised a press conference to launch the Assessment on the Migrant and Refugee Situation in BiH, which contains an overview of the intervention of key actors in the field. The Head of the OSCE Mission, the Head of the Migrant Section of the MHRR and the Senior Protection Officer of UNHCR addressed the media and discussed the issue. The main problems, concerns and key recommendations for BiH relevant institutions and actors were presented and the Assessment is currently available on the Missions website in English and local language. An advocacy plan will soon be developed.

■ Refugee.Info (IRC/Mercy Corps) published a video and blog post about the conditions, dangers, and services in BiH and a blog post about the European Parliament’s vote on possibly sanctioning Hungary and on Croatian border authorities. All were promoted on the Refugee.Info Facebook page and published in English, Arabic, Farsi and Urdu.

■ A searchable map of services in BiH is published on Refugee.Info (available in English, Arabic, Farsi and Urdu).

Identified Needs and Remaining Gaps
Countrywide

■ Negative reporting in local media on the migrants, refugees, and asylum seekers in BiH continued in September: some media outlets continue to publish uninformed and xenophobic material that falls short of the professional and ethical standards of journalism which oblige journalists and editors to objectively, comprehensively, uniformly, and humanely report on migrants and asylum seekers.

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2 https://www.osce.org/mission-to-bosnia-and-herzegovina/397319
3 https://www.facebook.com/refugee.info/videos/3317067973755000/?__xts__[0]=68.ARC89n8OsZqFyibly04n0enWB- u7tZ2WpqoW3hVCykvTZeG3cOEiIS4QFTpaly_7Q2ObfRQ-3W9g-3NXyI_g88KEZzy11- Cm4JUuqOgzmz0XX_djcMIjOqLq_NkFArVANWJgqGBW996F2Wejd60kAIcyQAAs-gDu1KZm9m04km&__tn__=
4 https://www.facebook.com/refugee.info/photos/a.1063678090359004/1929839887076149/
5 https://www.refugee.info/bosnia/services/
Working in partnership

- Coordination meetings in USC take place on a bi-weekly basis, widely inviting actors working to address humanitarian needs. Other ad hoc and sector specific coordination meetings are organized as necessary.
- Bi-weekly coordination meetings take place in Sarajevo (7 and 21 September), widely inviting stakeholders concretely engaged in the ongoing humanitarian response. Other sector specific coordination meetings are arranged as necessary.
- UNHCR prepares these monthly updates on behalf of the UNCT in BiH. They are published on the United Nations in Bosnia and Herzegovina website6.
- 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 Government of BiH and partner agencies. UN in BiH is not responsible for the accuracy of information provided by non-UN sources.

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

LINKS
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

6 http://ba.one.un.org/content/unct/bosnia_and_herzegovina/en/home/publications.html