





112
New arrivals in April
(source: MoS BiH)



6,440
Persons in formal accommodation
(at the end of the month)



1,000 – 2,800
Persons outside
(at the end of the month)

Arrivals

So far in 2020, BiH authorities recorded **4,533 new arrivals to BiH**. Compared to the same period in 2019 (6,201), this represents a 27% decrease. In April alone, BiH authorities recorded 102 arrivals which, **compared to April 2019 (2,631), represents a 96% decrease**, mostly caused by COVID-19 measures impacting movement in the region and in BiH as well as limited identification and registration capacities on the ground. In 2020, the most common declared Country of Origin (CoO) of newly arriving people were Pakistan (27%), Afghanistan (24%), Morocco (18%), Iraq (6%) and Egypt (5%). Since the beginning of the mixed movement situation in BiH in January 2018, the most common declared CoO is Pakistan (33%), Afghanistan (14%) and Syrian Arab Republic (9%).

Key Updates

As per the decision of the Una Sana Canton (USC) Task Force for the Migration Crisis, throughout April the preparation of a new reception centre for the accommodation of migrants sleeping rough or squatting in abandoned buildings across the canton continued. The **Emergency Tent Camp (ETC) Lipa was officially opened on 21 April with an initial capacity of 760 beds, gradually expanding to over 1,000 beds**. During the last two weeks of April, USC police relocated around 1,500 persons from squats in Bihac to ETC Lipa. Of these, 1,090 persons were registered by the Sector for Asylum (MoS) and IOM, and underwent triage, health examinations and vulnerability screenings. A total of 142 persons were identified as in vulnerable situations were transferred by IOM from ETC Lipa to TRCs Bira, Borici and Sedra. At the end of the month, 616 remained in ETC Lipa, as many had left the ETC, presumably for onward movement.

Presence in BiH at the end of the month

6,440 migrants and asylum-seekers were accommodated in formal reception centres at the end of the month, on average 828 persons were identified by DRC Protection Outreach Teams as sleeping in informal accommodation in BiH. While the number of persons in reception centres have remained fairly stable, this is a significant decrease comparing to the previous month, when 1,507 migrants and asylum-seekers were observed, due to the opening of ETC Lipa and the relocation of migrants and asylum-seekers from Bihac Municipality. USC Police estimate up to 2,500 people in squats, informal private accommodation on route and in border areas at the end of the month.

COVID-19 Risk Mitigation and Prevention

IOM and DRC continued to put in place COVID-19 mitigating measures, including adjusted practices for food distribution, NFIs distribution, including hygiene items, and personal protective equipment (PPE) to avoid a large concentration of persons, and also securing additional space for quarantine of new arrivals and isolation for symptomatic cases. Despite dedicated efforts, irregular entries to quarantine areas and unauthorized exits of persons with symptoms from isolation areas remained a challenge throughout the month. In April, **5,812 migrants and asylum-seekers were screened, 1,675 were referred to preventive isolation, 45 were tested for COVID-19 and zero tested positive**.

Overall Protection Highlights

COVID-19 has created many hardships for migrants and asylum-seekers in BiH. The Sector for Asylum (MoS) has put all first-instance asylum claim applications and the Refugee Status Determination (RSD) interviews on hold until further notice. **Restrictions have been placed on the freedom of movement of**

POPULATION OVERVIEW ACCOMMODATED AND ASSISTED AT THE END OF APRIL 2020

4,822
Single adult males

370
Families with children

439
Women and girls

454
Unaccompanied and Separated Children (UASC)

Top declared Countries of Origin of Refugees, Asylum-Seekers and Migrants Accommodated in BiH at the end of April



Country	Percentage
Pakis...	40.9%
Afgh...	20.4%
OTH...	15.7%
Mor...	11.0%
Iraq	5.5%
Iran	4.1%
Egypt	2.4%

migrants and asylum-seekers, hindering them from accessing a variety of services, and having negative consequences on their mental health. UASC remain particularly vulnerable, especially those under 15 years of age, as their specific needs are not adequately addressed during the crisis and they are exposed to many protection risks. For example, an increase in violent incidents among children occurred in TRCs in USC in April. Additionally, GBV is a pressing issue, particularly due to social isolation during this time, leading to a need for more mitigating measures in order to effectively combat GBV during the current context.

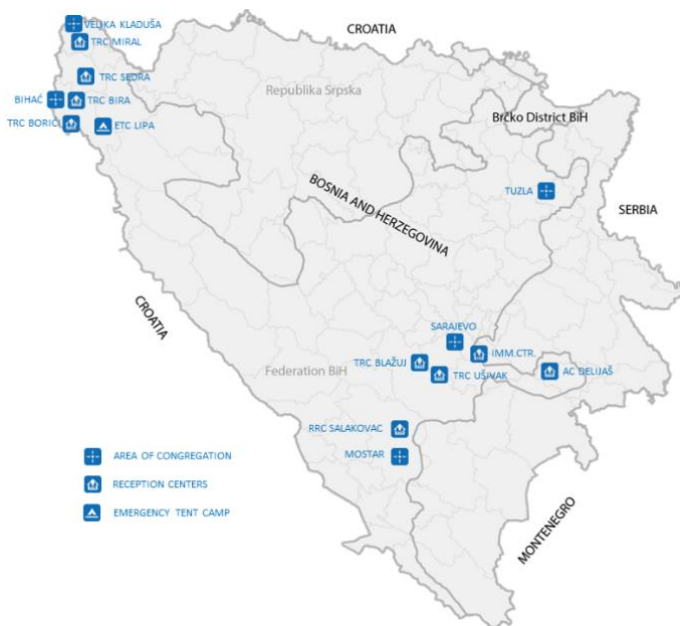
CENTER COORDINATION AND CENTER MANAGEMENT (CCCM)

Key Gaps:

- Find solutions to keep migrants in isolation areas and prevent them from absconding.
- Assess the current conditions in isolation premises for each TRC in USC and make unified measures which will ensure access to essential services, especially for vulnerable individuals.
- Expand/improve internet access throughout the centres in order to facilitate communication with affected communities and improve remote service delivery.
- Increased pressure on accommodation capacities in TRC Miral and Blazuj.
- Lack of dining space capacity in Miral.
- Insufficient electricity in Miral.
- Lack of outdoor kitchen in Blazuj.

Key Achievements:

- Opened ETC Lipa on 21 April, increasing the overall accommodation capacity by 1,000 persons.
- Finalized mapping of migrants and asylum-seekers with chronic diseases and those above 65 in order to provide better services in response to COVID-19.
- IOM arranged for additional services during lockdown such as an internal “market” to take place in centres as well as Western Union services.
- Isolation areas were expanded in most TRCs, hosting more PoCs, either those returning or those from the streets.
- Improved lighting in Usivak.



Site improvements

Sarajevo Canton

In **TRC Blazuj**, with a view of ensuring adequate space for those in need of quarantine and isolation due to COVID-19, IOM set up two additional tents, thereby increasing capacity with an additional 534 beds. IOM also engaged the cantonal public utility company to clean, at least once a week, all indoor areas of TRC Blazuj with a water hose.

Una-Sana Canton

In **TRC Bira**, a tent with capacity of up to 100 bunk beds was placed in front of the centre due to ongoing transfers of UASC and male families screened in ETC Lipa to TRC Bira. The restriction of movement imposed due to COVID-19, which makes the centres population stay indoors, increased the level and frequency of damage to the centres' facilities, and the fence around the isolation areas is constantly being repaired. IOM maintenance worked on

adding steel bars to increase security and safety. Additionally, a wall was erected where the health clinic is, to increase space in the clinic, and the area was painted and thoroughly cleaned and disinfected. Moreover, since food distribution was a challenge in the isolation areas in TRC Bira, IOM engaged additional Red Cross staff to distribute food during iftar and suhoor in that area.

After the security incident in TRC Bira on 20 April caused by riots, cleaning staff and the centres population were immediately organized in order to take out the garbage generated by riots and sweep the shattered glass, while the maintenance staff focused on fixing broken doors and destroyed barriers. The dining area was prepared just in time to start with the meal distribution for breakfast.

IOM ensured that **ETC Lipa** was fully set up for its official opening on 21 April. As such, IOM focused on a number of activities to complete the infrastructure works, which included: electrical installation; procurement of containers (for

office, security and sanitary use); and fencing throughout the ETC. Among other operational works, IOM Security Guards have been recruited as well as IOM staff, and police are present 24/7 in two different containers. Besides work to establish the infrastructure, IOM set up the registration and administration system of the site, installing printers, laptops, cameras, laminating machines and other items needed for the registration of migrants and asylum-seekers, office furniture, etc.

ETC Lipa, which can accommodate 1,000 persons, is divided into **four zones: 1. Health, 2. COVID, 3. Pre-registration and 4. Quarantine**. The COVID zone is sub divided into three areas, COVID 1 for newcomers, COVID 2 for those who are in the middle of their 14 day isolation, and COVID 3 for those who are at the end of their 14 day isolation, this is done in order to separate migrants and asylum-seekers who are new with those almost completing their 14 days period.



New mattresses in TRC Usivak, IOM

Zones are divided by a fence, and each zone has separate food distribution lines. Furthermore, Health and COVID zones each have medical units. Some of the major works that are still ongoing include completion of the fence around the camp and setting up the outdoor kitchen and outdoor lighting.

In TRC Miral IOM set up two large tents, in addition to the four smaller ones, which enabled the TRC to have quarantine and pre-registration areas in addition to isolation. These were thoroughly cleaned and disinfected

and are ready for use when needed. IOM also procured a nine-litre disinfectant spray which enables easier and more efficient disinfection of all TRC surfaces and an additional ecological toilet for those in the isolation area.

In **TRC Sedra**, 10 containers with 60 beds were also installed primarily as an isolation area, but also for accommodation of transferred vulnerable children from TRC Bira. Two bungalows were arranged to be used as showers until sanitary containers are set up. The infrastructure works for the quarantine were completed. Since the internet is weak in certain places in TRC Sedra, including the isolation areas, IOM distributed 40 mobile internet vouchers to migrants and asylum-seekers. Furthermore, in light of Ramadan, maintenance staff made a shelf for holy books, and set up additional prayer carpets in the prayer room.

Tuzla Canton

Accommodation capacities are still limited in Tuzla Canton. In addition to NGOs Pomozi.ba and Wave, local NGO Puz, with support of CRS, is providing shelter to migrants, refugees and asylum-seekers in Tuzla. NGO Puz is managing two houses (the second is operational as of the beginning of April) and providing shelter, food, NFIs, WASH access, and referrals to DRC for health service providers. Total capacities are 40 beneficiaries; however, these capacities are currently decreased to 32 as part COVID-19 procedures. In April, Puz provided 850 overnight stays.



Disinfection tunnel in TRC Sedra, IOM

COVID-19 risk mitigation measures

Several reception centres were expanded to host migrants still in the streets. All new arrivals and those returning to TRCs were placed in a 14-day quarantine, in separate areas with designated WASH facilities and, wherever possible, fenced green areas to allow quarantined persons to **access outside common areas, proven to be important for mental health and psychosocial well-being**. TRCs also have established isolation areas for symptomatic cases. The total capacity of quarantine and isolation areas in USC is 1,537 (122 in Bira, 46 in Borici, 206 in Miral, 91 in Sedra, and 1072 in Lipa) and 205 in Sarajevo Canton (174 in Blazuj and 31 in Usivak).

IOM also set up additional handwashing stations outdoors, and dispensers with liquid disinfectant in various locations in each TRC/ETC. IOM reminds the centre populations that gloves and masks must be used at all times. Additionally, IOM introduced the regular disinfection of bedrooms, dining rooms, WASH facilities and surfaces at common areas. So-called *disinfection tunnels*, which sprays disinfectant on every individual passing through the entrance of TRCs have been set up in all seven TRCs/ETC.

IOM continued to implement measures to prevent the spread of COVID-19 in the centres. Physical distancing measures were applied in all TRCs/ETC. IOM and DRC also conducted a mapping of migrants and asylum-seekers in the centres with chronic diseases and those above 65 years, identifying at-risk groups and to better ensure provision of services. Priority is given to the above categories during food and NFI distribution, making separate queues and a partially separated dining area.

Accountability to Affected Populations

Communication with communities, participation and transparency

IOM encourages the centre population to play an active role in decision-making process and activities that affect them. TRCs have Community Representative Councils and regular meetings are organized by IOM with partner agencies. These serve as a platform for discussion of TRC issues, conflict prevention and resolution, dialogues between different migrant groups and between the centre population and centre management. IOM also encourages migrants and asylum-seekers to take part in different activities and chores in the TRCs, for example in NFIs distributions, cleaning actions, operating the laundry services, etc.

In TRC Bira, which hosts a significant number of single men and unaccompanied boys, IOM and Save the Children also regularly organize so called *Boys Parliament*, specifically to ensure that their views and needs are being accounted for. In April, key discussion points focussed on activities aimed at reducing the negative psychosocial impact of the COVID-19 lockdown and on adapted meals during Ramadan for those fasting. Key measures taken, based on feedback from community structures were the following:

- **Adjusted meals for those fasting during Ramadan:** IOM and the Red Cross and Pomozi.ba provided Suhoor and Iftar meals in all centres based on input from migrants, and regular adjustments and improvements were made during the month through daily meal satisfaction surveys.
- **Community kitchens:** Re-opening of the outdoor community kitchen in TRC Bira to be managed by IPSIA and the establishment of a community kitchen in ETC Lipa.
- **The need for migrants and asylum-seekers to access shops, ATMs and money transfer services:** Following the introduced curfews preventing migrants from accessing services in the city centres, IOM arranged for different solutions for the centre population to access necessities. In some centres, IOM set up a “market” selling snacks, mobile credits, etc. while in some centres NGOs collected lists of requested items and bought them on behalf of migrants in the centres.

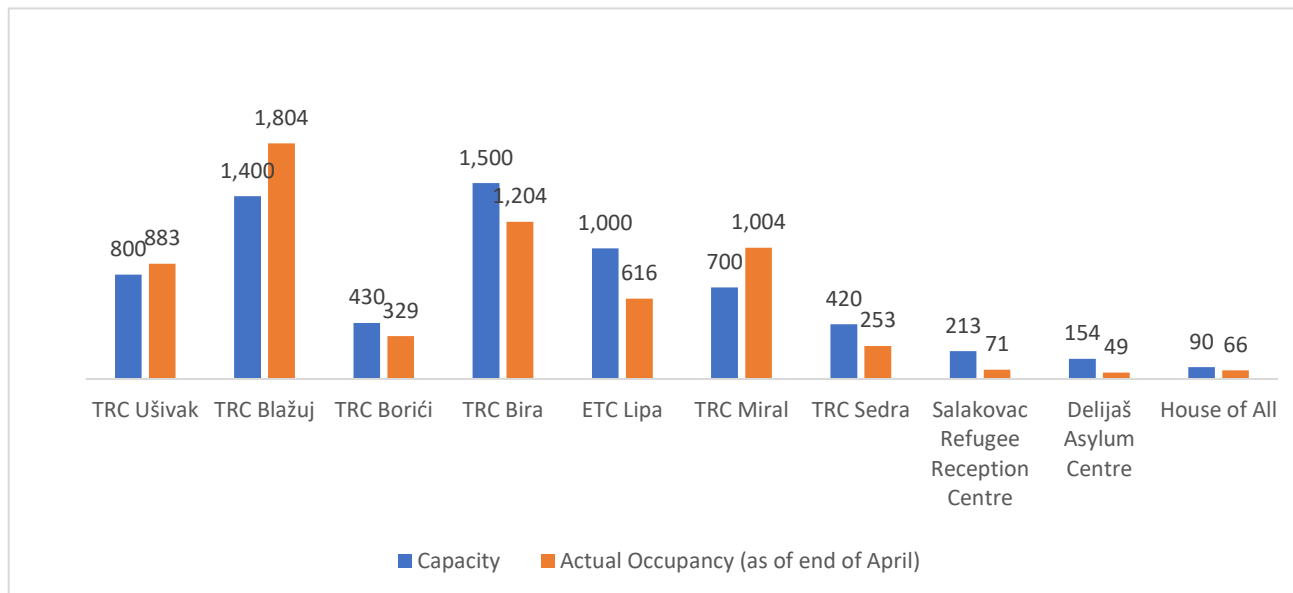
Moreover, IOM continued to engage the migrant community representatives, to keep them informed on COVID-19, provide advice on prevention and risk mitigation measures and collaborate on ideas to raise awareness among all migrants. The community representatives are helping ensure adherence to all measures.

IOM is also running info-desks in all TRCs. Those are reference points where the centre population can access information about available assistance and protection services within and outside of the TRCs and ask general questions. This is also a platform used by IOM CCCM and other partner agencies to communicate and share information and updates with the centre population. IOM is screening a video with the centres’ house rules, service schedules and similar relevant information on the public TV displays in TRCs.



Feedback and complaint mechanisms

The centre population can also submit feedback and complaints, or report incidents in person at the info desks in each TRC, or anonymously in the complaints/feedback boxes. Furthermore, DRC supported the organization and roll-out of Community Complaints Committees, supporting CCCM in addressing the communities' complaints and feedback.



Overview of the Reception Centres

TRC Ušivak (opened in October 2018), in Hadžići Municipality, is currently a mixed profile centre, predominantly populated by single men, but planned to be used for accommodation of UASCs, families and vulnerable categories.

TRC Blažuj (opened in December 2019), in Ilidža Municipality, is predominantly for single men.

TRC Borići (opened in January 2019), in the City of Bihać, exclusively hosts families with children, UASC, and other vulnerable groups.

TRC Bira (opened in October 2018), in the City of Bihać, predominantly accommodates single men, male-headed households with children, and UASC.

ETC Lipa (opened April 2020), in the City of Bihac, exclusively hosts single men.

TRC Miral (opened in October 2018), in Velika Kladuša, predominantly accommodates single men, and also UASC.

TRC Sedra (opened in July 2018), in Cazin Municipality, is exclusively for families with children, UASC, and other vulnerable individuals who are prioritized for voluntary relocation from other sites.

Salakovac Refugee Reception Centre (RRC) (in operation since 2000) near Mostar, provides accommodation to asylum-seekers, refugees, and persons granted subsidiary protection.

Delijaš Asylum Centre (AC) (in operation since 2014), in Trnovo Municipality, exclusively accommodates individuals who have sought asylum in BiH.

An additional location in Sarajevo, called the **House of All**, managed by independent volunteers, offers accommodation primarily for families.

PROTECTION

Key Gaps:

- Continued enforcement of involuntary relocations of asylum-seekers with regulated private accommodation in Bihać to ETC Lipa by the local authorities.
- Delays in the renewal of asylum-seeker's ID cards limited their ability to access financial services – i.e. Western Union, to complement food and other basic needs.
- Delays in issuing/renewing attestations on intent to seek asylum (AISA) for persons allocated in TRC Miral, including for unaccompanied children.
- Protection sensitive accommodation in reception centres for minorities/vulnerable persons needs to be improved.
- Overall restriction of movement and COVID-19 mitigating measures implemented in reception centres increase the need for psycho-social support and SGBV mitigating measures.
- Amended services provided during COVID-19 do not adequately address the specific needs of children on the move; more protection/safeguarding of these children needs to be ensured.
- Insufficient accommodation and services for UASC in centres, in particular UASC under 15 years of age, victims of abuse, violence, and exploitation, children with behavioural/mental health concerns and asylum-seekers; these vulnerable individuals need to be relocated to more suitable care arrangements, with the provision of age-appropriate services.

Key Achievements:

- GBV referral pathways revised and implemented in Una-Sana Canton TRCs.
- All responding agencies increased focus on PSS and other mitigating measures in response to COVID-19 crisis.
- Mechanisms are in place in TRC Lipa to mitigate cases of transfers of asylum-seekers and other vulnerable groups.
- Implementation of Boy's Parliament in Bira, in which children are involved to suggest and create their own rules in their daily lives can release tensions, positively contributed to the prevention of violence, while empowering children by giving them more voice.

Key Protection Issues in BiH

On 1 April, a joint letter from UN agencies (IOM, UNHCR, UNICEF and UNFPA), DRC and Save the Children was issued to the Federal Headquarters of Civil Protection, drawing attention to [challenges in the provision of services to asylum-seekers, refugees and migrants who may find themselves without access to TRCs](#) because of differing interpretations, at different levels, of provisions included in the Crisis Orders of the Civil Protection Headquarters (namely for the newly arriving migrants and asylum-seekers, as well as those pushed back from the neighbouring country). On 6 April, a joint letter from CRS, NGO Puz, Red Cross Tuzla, MDD–Merhamet, MFS – Emmaus, NGO Vasa prava, NGO Zemlja djece, DRC and SCI was issued to Tuzla Cantonal Headquarters of Civil Protection with appeal for [urgent consideration of protection concerns involving migrants and asylum-seekers in Tuzla, since they were denied access to stores and faced challenges withdrawing money.](#)

Asylum and Registration

From [57,798 detected arrivals between 1 January 2018 and 30 April 2020](#), 54,017 (93%) formally expressed intention to seek asylum with the Service for Foreigner's Affairs. Of these, 2,434 (less than 5%) chose and were able to formally lodge an asylum claim with the Sector for Asylum (SA).

Registration of asylum-seekers and migrants has been impacted by COVID-19 measures. During April, the Service for Foreigners' Affairs registered 94 attestations of intention to seek asylum, while the Sector for Asylum (MoS) has put all first-instance asylum claim applications and RSD interviews on hold until further notice. From 1 January to 30 April 2020, a total of 78 first instance asylum claims were registered by MoS. Overall, this is a 42 per cent decrease compared to the same period in 2019. The following are the top five countries of origin of applicants of first instance asylum applications in BiH in 2020: Iraq, Afghanistan, Turkey, Pakistan and Syria. Together, asylum-seekers originating from those five countries account for 73 per cent of all asylum applications made in 2020 thus far.

A total of [458 asylum-seekers are awaiting RSD interviews or a decision on their claim](#). UNHCR is aware of an additional 668 individuals who wish to register their asylum claim and have been unable to do so. Several factors hinder fair and efficient access to asylum for those in need of international protection. Among those factors are: the SA has limited capacity to register and process asylum claims; limited visits by the SA to conduct asylum registrations; short notice for asylum interviews preventing proper preparation and attendance; although there is no legal provision that forbids the

GENERAL HIGHLIGHTS

836

Participations of adolescent boys and young men in three Boys and Young Men Centres (BYMC)

619

Migrants and asylum-seekers in need (70 women, 93 children (85 boys and eight girls), 456 adult males, identified by DRC Protection Monitoring Teams in six TRCs, ETC Lipa and RRC Salakovac.

906

Referrals made to various services in TRCs, due to security/protection concerns (188 referrals conducted), for medical assistance (262 referrals), accommodation (35 referrals), registration (95 referrals), MHPSS (33 referrals), legal assistance (14 referrals), AVR (two referrals), etc.

1,641

Migrants and asylum-seekers reporting push-back incidents; most vulnerable cases to medical assistance and

expression of intent to seek asylum on multiple occasions, the SFA stopped re-issuing attestations on intention to seek asylum, leaving the SA to assess on an individual basis justified reasons for failure to formally apply for asylum within the fourteen days validity of the first issued attestation; a lack of interpretation; and restrictions on freedom of movement in BiH.

Child Protection

Key achievements

A total of 868 children on the move (67 girls and 801 boys - 515 UASC) benefited from on-site 24/7 child protection support (case management, MHPSS, legal aid) as well as non-formal and recreational activities, including through CFS, in Salakovac RRC, Usivak, Borici, Bira, Sedra and Miral TRCs. The operation of designated zones for UASC continued in TRCs Bira and Miral by SCI with UNICEF support, 24/7 child protection support to both UASC and children with families in TRCs Borici, Bira and Sedra by SCI with UNICEF support and in TRCs Usivak and Salakovac by World Vision with UNICEF support and BHWI with UNHCR support. A total of 63 new guardianships were appointed to UASC. Legal aid throughout the country is provided by Vaša Prava BiH with UNHCR support. A total of 77 children benefitted from CFS activities in April (the operation of Child Friendly Spaces has been limited as per entity and cantonal orders, with the exception of Ušivak).

In response to the COVID-19 pandemic, UNICEF disseminated an Emergency Preparedness and Response Guidance for ensuring the continuation of essential child protection services and organized a child protection coordination meeting with relevant child protection actors to address key priorities and pressing needs of protection issues on children, in particular UASC.

CWS organized various entertainment activities, board games, creative workshops--drawing and painting mandalas, as well as educational activities. Various activities were provided to children including educational activities (24), creative activities (103) and recreational activities (92 UASC). Additionally, sport activities were held (football and tennis). A total of 160 PSS services were provided to beneficiaries in TRC Bira. Minors were regularly provided with information sharing services about house rules and rules of conduct, about new decisions of cantonal government and about rules and measures regarding COVID-19.

Out of a total of 92 UASC residing in TRC Ušivak, 75 were under the care of BHWI guardians based on CSW decision. BHWI provided psychosocial assistance and support to UASC in cooperation with CSW, MoS, Service for Foreigners, police, health care institutions and schools. 23 UASC went through workshops for conflict resolution in a peaceful way "Respecting diversity - accepting the other and the different". Physiotherapy exercises and props were provided to three children with disabilities residing in TRC Usivak and RRC Salakovac.

Trends and gaps identified

The number of children on the move was on average 1,069 in April, with the majority registered in TRC Bira, followed by TRCs Usivak, Borici and Sedra. In response to COVID-19, various measures were introduced by authorities, many of which affect UASC, such as a ban on transportation and accommodation of new arrivals in USC and forbidding children below the age of 18 to be outdoors. Especially in TRC Bira, hosting a large number of children in a closed facility without adequate living conditions is negatively impacting children's psychological well-being, causing increased tensions and incidents. In April, TRCs in USC recorded a higher number of incidents related to violence amongst children as well as domestic violence against children. Many UASC find it difficult to accept the isolation and to stay only in the closed reception centres, thus often leaving the centre or isolation room, which exposes themselves and others to greater risks. It is also observed that there was an increased movement out of reception centres in April with a major increase of reported push backs from Croatia.

Children with behavioural or mental health concerns are continuously identified, especially in TRC

accommodation/ registration through DRC Protection Teams (in TRCs and Outreach) in USC, SC and TC.

ASYLUM HIGHLIGHTS

0

New asylum claim registrations
78 in total in 2020

94

New Intentions to Seek Asylum
4,213 in total in 2020

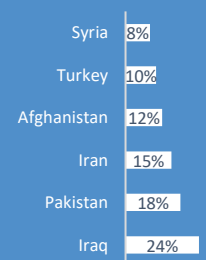
93%

Of arriving persons are issued attestation on the Intention to Seek Asylum in BiH in 2020

458

Asylum claims pending decision by MoS at the end of the month

Top 6 Countries of Origin among asylum-seekers at the end of April



751

Persons awaiting registration of their asylum claim by MoS with assistance of UNHCR/Vaša prava BiH at the end of April

1

Subsidiary Protection Granted

606

Bira which has currently seven to 10 children identified. Each child identified is referred to the Centre for Social Welfare for the assessment; however, there are challenges in supporting these children with special treatments on a long-term basis due to the lack of professionals in child psychology and the current migratory context in BiH.

Gender Based Violence

UNFPA supported 150 women in April through the provision of individual types of services (SRH, PSS, Empowerment). UNFPA in partnership with MDM, continued to support GBV survivors, women and girls at high risk through PSS counselling (small group and individual sessions). A total number of 62 women participations have been recorded through the provision of PSS, out of which – **two new GBV case identified and seven GBV cases** were followed up on, taking into account they were identified in the previous period, referrals to additional services were included. Women were assisted with PSS by three psychologists operating in CWGs, in TRCs Sedra, Borici and Usivak. In addition, psychologists were available for crises interventions. UNFPA in partnership with MDM, continued to manage Centers for Women and Girls in TRCs Borici, Sedra and Usivak, assisting vulnerable women and girls and GBV survivors to rehabilitate and strengthen resilience through empowerment programs and life-skills education (85 participations recorded). UNFPA provided GBV info sessions in Boys and Young Men Centers in TRCs Usivak , Blazuj and TRC Bira with total recorded participation of 836.

BHWI identified four SGBV cases in TRC Ušivak and 18 SGBV reactive and preventive individual counselling sessions were provided to 18 beneficiaries, including 8 UASC. DRC GBV Case Manager followed up on 11 cases of GBV (nine in USC, one case in SC and one in TC). Survivors relocated to the Safe Houses/Accommodation were followed up with the support of DRC MHPSS Officer, while all identified survivors in the reception centres were followed up in in cooperation with mandated agencies and services providers (UNHCR, UNFPA, MDM, Vasa Prava and Zene sa Une). DRC continued following up on GBV survivors that were relocated outside USC and ensured safe accommodation and provided PSS and empowerment support. For one of the two cases, support was provided in cooperation with LNGO Puz.

Psychosocial Support

Restriction of movement, fear of COVID-19, overcrowding, mandatory isolations, suspension or limitation of many services in TRCs, lack of onward movement opportunities and long or currently non-existent asylum opportunities cause asylum-seekers and migrants to avoid accommodation in centres, being forced into involuntary transfers or leaving them to dwell in a state of psycho-social duress. **Availability of PSS assistance becomes increasingly crucial to mitigate these challenges** and all PSS providers in the field are adjusting to COVID-19 conscious work environments; the needs are surpassing the available resources, and stakeholders on the ground are adjusting to new operational realities.

Based on feedback from migrants and asylum-seekers, the main issue for women in this period is limited access to services, and needed information (on PSS, COVID-19, how to support their children in this period). Their stress is increased by constantly being exposed to information on COVID-19 (on social media) and they are not sure if information is reliable. Increased tensions in centres escalated on several occasions during the month exacerbated by the prolonged confinement measures—mostly among the UASC, resulting in damages to center property, while around 20 children sustained various types of injuries.

The circumstances of isolation and restriction of movement due to the COVID 19 have increased the need for psychosocial assistance and support in crisis situations, especially regarding migrants and asylum-seekers with multiple vulnerabilities (UASC, children, single women, victims of violence and SGBV, families, single mothers, single fathers, disabled people, LGBT population). BHWI PSS team has developed an innovative tailored plan of psychosocial interventions in line with epidemiological

Persons provided legal counselling by UNHCR/Vaša Prava BiH in April

CHILD PROTECTION HIGHLIGHTS

454

Unaccompanied or Separated Children in BiH at the end of the month

19%

of UASC are boys, 15 years of age or younger

36

Average number of UASC assisted by one legal guardian in TRC Bira in April

PSYCHOSOCIAL SUPPORT HIGHLIGHTS

355

Number of PSS interventions provided by UNHCR/BHWI in April 2020

484

MHPSS consultations in TRCs provided by DRC

894

instances of PSS assistance were provided to UASC and children in families by UNICEF/SCI

measures, providing daily assistance to migrants and asylum-seekers in the reception centres Delijaš, Salakovac and Ušivak and in private accommodation. In addition, BHWI psychosocial team offers alternative way of service provision through telephone lines and translators for eight different languages of the countries of origin of asylum-seekers, thus removing the language barrier, increasing availability of information and responding to migrants and asylum-seekers specific needs.

Durable solutions

Assisted Voluntary Return and Reintegration (AVRR)

With the COVID-19 outbreak, IOM voluntary return departures have been postponed until further notice due to closure of airports for international travels. IOM's AVRR outreach team was nevertheless present in all TRCs, promoting migrants' rights and informed decision making by providing information and counselling relevant to their decision. Awareness raising efforts and information dissemination has from AVRR to sharing information related to COVID-19, in accordance with WHO developed guidelines. Information also include data on mobility restrictions and can be accessed on web page developed for [AVRR information campaign](#).

Last month, 2,416 migrants were reached by IOM AVRR outreach staff in BiH (1,837 outside centres and 579 in centres).



IOM AVRR counsellors with beneficiaries

NON-FOOD ITEMS (NFIs)

Key Gaps:

- Ensure that PPE is available for all migrants and asylum-seekers in every TRC/ETC.

Key Achievements:

- Increased procurement of PPE, which included distribution to all staff and all migrants and asylum-seekers in ETC Lipa.
- NFI packages were promptly prepared for distribution to all new arrivals in ETC Lipa.

IOM provides NFIs for newly arriving migrants, refugees and asylum-seekers in all TRCs/ETC. An NFI distribution system is in place and operational with set schedules displaying distribution times. IOM provides [NFI welcome kits](#), after which individual NFI refills are provided. NFIs include items such as clothing, footwear, hygiene products, clean bed sheets and linen upon arrival and for those undertaking scabies treatment, or other medical cases as per need. The NFIs also include [packages to hospitalized migrants, refugees and asylum-seekers](#) which contains pyjamas, slippers, a towel and other items necessary for hospital stays; and specially prepared baby packages, and other items according to their needs.



NFI distribution in TRC Blazuj, IOM

During the reporting month, a total of **48,900 individual items** were distributed. In addition to these, donations from the public received by the Red Cross regularly complements and contributes to IOM's NFI distributions (mostly clothes, shoes and blankets). Islamic Relief BiH in cooperation with the Swedish International Development Cooperation Agency donated **190 mattresses and 90 blankets, 180 water bottles and packages of hygiene items** in TRC Usivak.

DRC Outreach Protection Teams provided energy saving food supplies and emergency NFIs for 6,421 of the most vulnerable migrants and asylum-seekers (including families, UASC and single adult males) identified in the pushback areas or disembarkation points in USC, as well as migrants and asylum-seekers accommodated in inadequate accommodation outside of TRCs throughout BiH. The RCFBiH mobile outreach teams with support of DRC Outreach and Medical teams distributed 4,801 food parcels and 3,452 hygiene parcels throughout USC, Sarajevo and Tuzla Cantons.

HIGHLIGHTS

- 6,066 NFIs (primarily hygiene products for babies and mothers) were distributed by UNICEF through the Mother and Baby Corners in Sedra, Borici, Salakovac and Usivak.
- 61 hygiene packages (for 46 beneficiaries) were distributed through BHWI. Additionally, the following were distributed: 18 hair-cutting machines (18 families), 650 protective masks, 21 packages of hygienic gloves (for beneficiaries and BHWI field staff in all centres and private accommodation).
- In addition to the seven TRCs/ETC, NFIs are also distributed to various locations in the Tuzla region.
- Through CWG and CYMB, UNFPA continues to [distribute modern contraceptives and hygienic products](#) for women and young men and boys as per identified needs.

WATER SANITATION AND HYGIENE (WASH)

Key Gaps:

- Enhance WASH facilities in isolation areas.
- Improve the hot water supply in TRCs.
- Continue efforts to prevent migrants and asylum-seekers to destroy inventory in WASH facilities.
- Increase laundry capacity in Ušivak.

Key Achievements:

- Hygiene practices were increased in all TRCs/ETC.
- Cleaning actions intensified.



Mobile laundry distribution of clothes in safe house Puž 2, Caritas

IOM initiated regular joint cleaning actions in all centres, where the centre population is actively and voluntarily involved in cleaning the area around the facilities.

TRC Borići has 23 toilets and 16 showers inside the building and 19 toilets and 28 showers outside the building (in sanitary containers), with facilities separated by gender. Hot water and drinking water are available in the centre. Six washing machines and six dryers are installed and operational. During the reporting month, IOM provided laundry services to the centre population, washing 916 bags of laundry.

TRC Bira has 119 toilets and 72 showers. Facilities are separated by gender and drinking water is available in the centre. Several repairs take place every week in the centre. IOM provided laundry services to the centres' population, washing 963 bags of laundry. Caritas is also involved in the provision of laundry services in TRC Bira.

TRC Miral has 64 toilets and 34 showers. Facilities are not separated by gender since the centre only hosts single men and a few UASC boys. Drinking water is available in the centre. An operational laundry system is in place, and during the reporting month, 862 bags of laundry were washed for the centres population.

In ETC Lipa, IOM took measures to ensure WASH services are up to the same standard provided in other TRCs. Eco toilets are being used in ETC Lipa until sanitary containers are fully set up, while works on the connection to the sewage system are still ongoing. In total, there are 55 toilets and 36 showers. As ETC Lipa is divided in four main zones, each of them has a separate sanitary area.

TRC Sedra has 50 toilets and 63 private showers for 163 people. The remaining TRC population has access to shared toilets and showers, separated by gender. Drinking water is available in the centre. The laundry system is in place, and 484 bags were washed for the residents. The TRC population contributes to laundry operations on a voluntary basis.

TRC Ušivak has 44 toilets and 36 showers and facilities are separated by gender. Hot water and drinking water are available at the centre. A laundry system is in place and 1,042 bags were washed for the centre population during the reporting month.

TRC Blažuj has 31 toilets and 46 showers. Hot water and drinking water are available.

IOM continues to support disinfection, deratization and disinsection measures in all TRCs in USC. Disinfections are organized weekly, while disinsections take place monthly, and deratization take place every three months.

HIGHLIGHTS

- 3,411 loads of laundry were washed through CRS/Caritas BiH.
- 206 loads of laundry were provided for unsheltered migrants through Caritas BiH.
- 50 liters of disinfection liquid for services and 50 liters of hand sanitation liquid were provided in TRC Salakovac through CRS.



386 toilets available in TRCs/ETC



303 showers available in TRCs/ETC



3,771 persons benefitted from laundry services within TRCs/ETC through IOM

FOOD AND NUTRITION

Key Gaps:

- Temporary closure of open kitchens as part of COVID-19 preventative measures.
- Reduced working hours for MBCs.

Key Achievements:

- Adapted meals for suhoor and iftar, with soup, dates, fruits, cakes and tea with every iftar meal.
- Approval of public food and NFIs distributions for vulnerable migrants and asylum-seekers in streets in Tuzla as a result of Tuzla Coordination group advocacy.
- IOM increased food serving portions by 20% in all TRCs in USC, and satisfaction confirmed through daily beneficiary surveys in all TRCs/ETC .

Meal distributions in centres

IOM and the Red Cross (the Bihać and USC branches) continued to support the provision of three meals (breakfast, lunch and dinner) and two fruit snacks per day in USC and RRC Salakovac, while in Sarajevo Canton, meals are prepared and distributed in partnership with Pomozi.ba. **Meals are prepared in-line with international standards that guarantee sufficient nutritional calorie intake.** In April, IOM and partners provided a total of **545,882 meals**, out of which 361,220 meals were distributed in USC, 176,226 in Sarajevo Canton and 8,436 in RRC Salakovac.

Improvements based on community feedback

In USC, upon the request of the centre population, IOM made available open kitchens fully equipped so that migrants can prepare their own food if they wish. However, during April, most of the open kitchens had to be closed to prevent gatherings of larger groups as a response to COVID-19 guidelines. **Migrants, refugees and asylum-seekers expressed dissatisfaction as they were not able to use the open kitchens and go to supermarkets.** As a result, all TRCs/ETC started with daily surveys, through which migrants were asked if they liked their meal that day and if the quantity was sufficient. According to results, IOM introduced necessary changes to the standardized menu, such as adding additional bread and replacing some meals. IOM also increased food serving portions by 20% in all TRCs in USC. Furthermore, as more than 80% of the population in all TRCs are fasting during Ramadan, IOM introduced a menu for suhoor (pre-sunset meal) and adapted the dinner menu by providing soup, dates, fruits, cakes and tea with every iftar meal on request of those fasting.

Persons with special dietary requirements

In all TRCs, IOM provides specialized food (gluten-free, vegetarian) both to those with specific dietary requirement upon a doctor's recommendation/medical prescription and to those who are vegetarians. In April, IOM and the Red Cross provided special food to migrants diagnosed with diabetes, to vegetarians, and food without beef to the Hindu population, following their request.

Infant and Young Child Feeding (IYCF) Counselling

IOM provided babies below 24 months with special complementary food which is prepared in line with UNICEF's guidelines on child feeding. **During April, 578 complementary meals were distributed for 16 babies. Additionally, 126 portions of baby formula were distributed for 13 babies.** UNICEF in partnership with Fenix and World Vision operated the Mother Baby Corners (MBC) in the TRCs in USC as well as RRC Salakovac. MBC provided parents with IYCF counselling and awareness raising on breastfeeding. In April, a total of 64 mothers and 88 children (39 girls, 49 boys) under five benefitted from MBC services. MBC continued to be a safe, private, intimate space, comfortable zone for mothers to come and breastfeed their babies, spend quality time with their babies and small children. Children were provided with fresh fruits, snacks and juices, as well as hygiene items for children and their families.

Other initiatives

CRS and implementing partner Merhamet **provided 2,010 meals** (two-day sufficient energy, hygiene parcels and hot meals) intended for unsheltered migrants, refugees and asylum-seekers in Tuzla Canton. IPSIA continued the distribution of tea on Tuesdays for minors at TRC Bira and the **distribution of dates and water at iftar for people who are fasting during Ramadan.**



545,882
Meals distributed by
IOM and partners



Community kitchens
operational in all
Temporary Reception
Centres



126
Portions of baby formula
distributed for 13 babies

HEALTH

Key Gaps:

- Lack of non-emergency medical care available.
- High frequency of migrants and asylum-seekers leaving the preventive isolation area in TRCs and returning, triggering a new 14-day isolation period.
- Lack of PPEs for migrants and asylum-seekers.
- Enhance the level of personal hygiene for migrants and asylum-seekers, particularly those in isolation areas (both preventive and symptomatic) and ensure regular distributions of personal hygiene items to migrants and asylum-seekers in these areas.
- Enforce COVID-19 preventative procedures including: social distancing among PoC, crowd management, reduction of risky communication and community engagement and improved surveillance system in order to detect initial cases.
- Improve personal hygiene for migrants and asylum-seekers residing outside of TRCs (lack of access to water in squats).
- Enhance access to medical assistance for migrants and asylum-seekers residing outside of TRCs.

Key Achievements:

- DRC created a website¹ in order to provide up-to-date information to the residents of the reception centres about COVID-19, how it affects daily life in the centres and what are the services available.
- Provided screenings for 6,442 migrants and asylum-seekers for COVID-19 symptoms in TRC/RRC/ETCs and 1,162 migrants and asylum-seekers residing outside of the centres in USC.
- Separated and isolated 1,081 migrants and asylum-seekers for monitoring (new arrivals or pushed back to BiH) and two cases of migrants and asylum-seekers exhibiting symptoms were isolated as well.
- Provided specialized early detection and emergency response medical equipment through DRC.

COVID-19 activities and measures undertaken

ETC Lipa

In April, DRC medical teams completed **1,454 examinations, 88 medical interventions, four referrals towards primary health care (PHC) and seven referrals towards secondary health care (SHC) and identified and treated 175 cases of scabies.** The ETC is organized to have separated preventive and symptomatic isolation, accommodating new arrivals (per protocol, all new arrival should be staying in 14-day preventive isolation). Examinations and screening were completed daily by two medical teams from Gata Health institution.

Other locations

Mandatory entry screening for service providers are implemented on a daily basis in every TRC. Additional isolation facilities have been assigned in all TRCs in BiH. By the end of the reporting period in all the reception facilities in BiH, the **total capacity of isolation areas reached 1,398** in preventive isolation and in isolation areas for patients exhibiting COVID-19 symptoms. Adaptations of site plans within TRCs under current conditions are not always possible, however more attention should be paid to ensuring better social distancing among PoC, crowd management, reducing risky communication and community engagement and improving surveillance system in order to detect initial cases.

Through partnership with DRC, Red Cross Cazin was operational in TRC Bira providing first aid and smaller interventions enabling the PHC team to focus on COVID-19 screenings and other interventions. Stocks of PPE were secured to be used primarily by PHC Medical Teams and humanitarian organizations directly working with migrants and asylum-seekers in isolation areas.

Primary and Secondary Healthcare

Within seven temporary medical units within Reception Centres in USC, SC and HNC (Bira, Borici, Sedra, Miral, Usivak, Blazuj and Salakovac), a total of **6,398 examinations were performed.** In the medical units, there were **1,218 direct medical interventions** performed by PHC medical teams in coordination with DRC. The largest number of examinations/interventions were performed in **TRC Blazuj (1,650) and in ETC Lipa (1,473).**

DRC Implementing Partner (Jesuit Refugee Service - JRS) provided assistance to **249 patients through 213 medical accompaniments to primary and secondary care facilities** in USC, SC and HNC. Since referrals and escorts were limited due to reducing services by PHC and SHC only to emergencies, JRS was providing their services inside TRCs, and through COVID-19 information sharing campaign, messaging with megaphone, translation and gathering information from migrants and asylum-seekers. JRS was involved in the process of reception, screening and accommodation in ETC Lipa as well.

¹ http://drc.ba/stay_safe/

DRC Medical Assistant in Tuzla coordinated with other partners on the ground and followed up on medical cases, regularly visited key spots and shelters, and completed 72 direct medical interventions; migrants and asylum-seekers in need were provided with 33 specifically required medications. Six Red Cross Mobile Teams in partnership with DRC, continued implementing outreach activities, primarily in enhancing the provision of First Aid and strengthening the referral process towards public health institutions. During April, Red Cross Outreach Teams, working in partnership with DRC, assisted **1,139 migrants and asylum-seekers, through 1,015 First Aid Assistances and 692 PSS First Aid Consultations.**



Pediatric Healthcare

A total of **97 examinations and 37 direct interventions** were completed in area of paediatric care in all TRCs. Due to COVID-19 measures and restricted specialist services, paediatric units were active only in three TRCs.

Sexual and Reproductive Healthcare

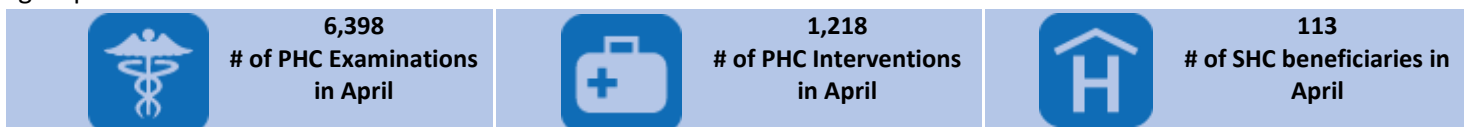
UNFPA/MdM arranged **four SRH interventions** (gynaecological examinations) (three in TRC Usivak and 1 in TRC Sedra). A total of **36 reproductive health care services** were delivered to females in USC, SC & HNC. **Care and follow up was provided for 29 pregnant women. Three new babies were delivered** in USC at CH in Bihac. Due to the current situation, the Ministry of Health (in coordination with PHC and SHC) made a decision that every pregnant PoC is obliged to be tested on COVID-19 before completing gynaecology examinations at PHC and SHC and a COVID-19 test must be done 15 days before planned childbirth.

Mental Healthcare services

The measures implemented with the COVID-19 crisis have aggravated the already extremely vulnerable position of the migrant population. People express heightened feelings of vulnerability and uncertainty about the future, as they see themselves in lockdown, fully reliant on services for food and basic needs, deprived of some basic care rituals such as cooking for themselves. A total of **58 consultations and appropriate treatments** were conducted by DRC staff in the field of mental health and psychosocial support. The restriction of movement has been affecting the mental health of the beneficiaries, increasing the symptoms of anxiety, insomnia and depression and overall tensions in TRCs. Most migrants and asylum-seekers complain about the rooms and noise, common triggers for migrants and asylum-seekers with mental health problems. Migrants and asylum-seekers struggling with mental health issues were provided with PSS in the shortest possible time in order to try to prevent incidents from happening.

DRC Implementing partner, Médecins du Monde (MdM), continued implementing the activities of provision of MHPSS for the adult male population with the aim to improve the mental health conditions of migrants and refugees through: PSS and early detection with empowerment & psychoeducational (coping mechanisms, stress management, etc.) group activities; individual/group mental health support; referral/follow-up to adequate institution/organizations when needed and case management; and capacities strengthening/exchange sharing among first line workers and (mental) health staff. **MdM assisted 104 new direct beneficiaries in April.** A total of **539 beneficiaries participated in individual mental health sessions, while 188 beneficiaries were in depth counseling sessions** following the type of standardized PSS sessions with migrants and asylum-seekers that MdM established from the beginning of intervention. The remaining **351 sessions were advisements with beneficiaries**, who turned for MdM support in growing numbers as a result of stress and uncertainty caused by COVID-19.

In April, MdM introduced a new type of individual consultation with migrants and asylum-seekers in the form of a short conversation/counselling with migrants and asylum-seekers as a way to fill the gap that was made as the empowerment and psychoeducational group sessions were suspended to minimize the gatherings within TRCs. To address growing requests for MH services in TRCs and to compensate for the suspension of group sessions, MdM created a Contingency plan which included the following new activities: MdM Facebook group; creation of informative and morale boosting content by MHPSS team; and establishment of telephone lines for PSS sessions, creation of ZOOM, Viber, Skype, and FB group sessions.



EDUCATION AND LEISURE

Key Gaps:

- Lack of access to online education for children older than 15.
- Limited implementation of various activities which can help relieve stress for persons of concern due to COVID-19.

Key Achievements:

- Organization of online education for primary school-aged children in USC inside TRCs and in RRC Salakovac.
- Implementation of 42 sewing workshops through BHWI in which beneficiaries made 417 protective masks; the masks were then distributed in all reception centres. Additionally, sewing alterations were made to 234 pieces of clothing.

Online Education for Primary School

After the closure of schools, UNICEF with its implementing partner SCI and in cooperation with the Ministry of Education, organized online education for primary school age children. Lectures are prepared by teachers from local schools and facilitated by the UNICEF/SCI cultural mediators within TRCs. **Online education enabled more girls to access education**, since their parents were not in favour of sending them to mixed classrooms in local schools. Online education enabled access to a higher number of UASC to education, as more time could be allocated to individual work with children.

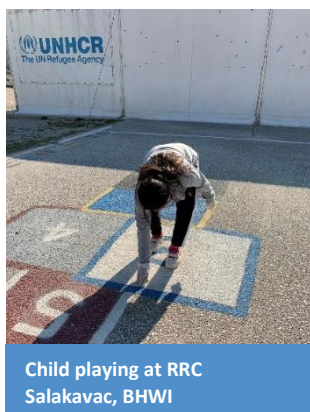
Through BHWI, 10 school age children regularly attended online classes with the help of a BHWI teaching assistant. **27 children are included in the program of non-formal education "My School" in RRC Salakovac.** Nine educational workshops with a pedagogue/teaching assistant were organized for 13 children in TRC Ušivak.



Customized teaching for children in RRC Salakovac, BHWI

Non-Formal Education

In April, 192 children participated in non-formal education activities in TRCs. In USC, **192 children were enrolled in preparatory classes and 200 children were reached through catch-up classes.** Non-formal education activities have been reduced but some are still organized in USC in smaller groups, outside when weather allows it, while keeping suggested physical distance and exercising personal hygiene measures.



Child playing at RRC Salakovac, BHWI

Educational/Recreational Activities for Men

Educational activities organized by CWS for single men in TRC Bira during April were in line with COVID-19 prevention measures with a limited number of beneficiaries inside the container and a reduced number of activities. Educational activities focused on **English, German and Bosnian languages.** CWS team implemented nine educational activities for single men with the participation of 56 beneficiaries. Participants also painted mandalas or wrote thoughts and poems as part of creative activities; **10 creative workshops were conducted with the participation of 45 beneficiaries.** A total of two sports activities with 14 participants were conducted outside of the camp when beneficiaries were allowed to exit to the yard.

Participants also played cards, chess, hangman game, exchanged information and relaxed. 10 entertainment activities were organized for 45 beneficiaries.

Other Activities

Sewing workshops were implemented in three reception centres (Salakovac, Ušivak and Delijaš) through BHWI for 24 beneficiaries from Iraq, Syria, Afghanistan who work under the slogan "All for all". DRC, supported by UNHCR, in close cooperation with Zene sa Une and IOM CCCM, continued running Sewing Workshops in TRC Borici, where community members could learn new skills, produce items such as bed linen and towel for center residents, and use the equipment for their own needs. They were modified according to COVID-19 prevention measures, and have been producing protective masks for residents. IPSIA continued to shop for beneficiaries who do not have the opportunity to leave the camp at TRC Borici.



Children in TRC Sedra preparing for the Talent Show organized by cultural mediators, SCI/UNICEF

HIGHLIGHTS

- UNHCR/BHWI provided 151 instances of sport and occupational assistance in April.
- UNHCR/BHWI provided 80 instances of non-formal education in April.
- 165 children in USC attended formal education at the end of the month, of which 21 are in regular classes.
- 95 informal education activities organised by UNICEF/SCI/WV targeting weekly average of 155 children.
- 27 workshops for parents organised by UNICEF/SCI in USC in April.
- 100 instances of education activities in CFSS with UNICEF support in April.

SAFETY AND SECURITY

Key Gaps:

- Need to focus on implementing more preventative measures which help to alleviate stress, such as leisure activities, psycho-social support, etc.
- Increased security incidents due to lockdown as a result of COVID-19.
- Lack of CCTV in Usivak.
- In USC, the transportation of GBV survivors to the safe house and the relocation of perpetrators to other TRCs has also been affected by restrictions made by the local authorities (all solutions currently made are on a case to case basis and with additional effort of respectful agencies), reducing the level of protection for GBV survivors. A systematic solution is needed.
- Improve response time from the authorities/police in addressing cases of thefts/attacks in the centres.

Key Achievements:

- Enhanced communication with migrants and asylum-seekers as they play a strong role in conflict prevention.
- IOM introduced the registration of mobile phone serial numbers. As a result, during the last two weeks only one case of theft was reported to the police.

IOM and security staff are present 24/7 at all TRCs/ETC, working to prevent and respond to safety and security risks and incidents. Inspections and internal investigations of thefts and misconduct of the centre population are regularly carried out and video-surveillance or other distant monitoring mechanisms are in place in TRC Bira, Borici, and Miral. For each center, [IOM's Security Unit appoints a staff member to serve as a Security Assistant](#). Security Assistants oversee the implementation of the Minimal Operating Security Standards and coordinating all the security procedures.

During the reporting month, one of the major issues affecting the proper monitoring of persons accommodated in the isolation areas was related to insufficient control capacity as [every week a number of people leave quarantine without prior medical screening](#). IOM strengthened security measures by hiring an additional four security officers in ETC Lipa, and is constantly working on improving and repairing fences in all TRCs/ETC.

Overall, due to the lockdown, the situation was tense, especially among the population in TRC Miral, Bira and Blazuj linked to the increased population density. In TRC Bira, on 20 April, an incident occurred during the night, when migrants and asylum-seekers started riots; the police were called immediately, as well as the IOM Security Coordinator. Fortunately, there were no injuries reported, however the UASC zone, dining area and kitchen were destroyed. A few other incidents took place, all involving UASC, when legal guardians and the police were informed immediately. During both incidents, IOM Security Coordinator ensured that all staff were evacuated, and the police were called immediately. Subsequently, IOM organized meetings with UASC attended by SFA, Center for Social Welfare, legal guardians and SCI to discuss potential issues, causes and to find solutions to prevent this from reoccurring. Lastly, Blazuj had a few incidents as well, however they were resolved successfully and reported to the Security Officer.

As a response to issues of frequent thefts of mobile phones in TRC Bira, IOM introduced the registration of mobile phone serial numbers. As a result, during the last two weeks of April, only one case of theft was reported to the police.

In the new site Lipa, security measures were set up according to the same standards as in other TRCs, including the installation of fire extinguishers, first aid kits and evacuation plans which are in place. IOM assigned two containers (one at the entrance and one where the symptomatic area is) for police officers, who are present 24/7.

TRANSPORTATION AND LOGISTICS

[IOM has on-call mobile teams available 24/7 for assistance and the transportation of migrants, refugees and asylum-seekers](#) between TRCs, to medical facilities, at the request of the SFA or to other service providers.

In April, in addition to 180 transports to medical facilities, IOM carried out 131 transports for all other services which also includes transportation between TRCs for outreach activities. The reason for decreased transportation numbers comparing to the previous months is due to the restriction of movement, considering prevention measures of COVID-19. Most of the transports that took place throughout April were for medical reasons.



HIGHLIGHTS

319 transports were carried out for 875 persons.

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Sarajevo Monthly Update	UNHCR/IOM	dietlein@unhcr.org
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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 Support for Migrants Application: <http://supportformigrants.com/>

IOM AVRR Information: <https://bih.iom.int/assisted-voluntary-return>

IOM Migration Response: <https://bih.iom.int/iom-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 asylum-seeker and migration statistics presented in this document are provided by the authorities of BiH and partner agencies. The UN in BiH is not responsible for the accuracy of information provided by non-UN sources.

3W																						
LOCATION																						
Bosnia and Herzegovina without Una-Sana Canton											Una-Sana Canton									TOTALS		
	RRC Salakovac	AC Delijaš	TRC Ušivak	TRC Blažuj	Imm. Ctr.	House of All	Awaiting asylum in private accommodation	Outreach observed average # of people in SC	Outreach observed average # of people in TC	# of people outside formal accommodation in HNC	TRC Miral	TRC Borići	TRC Sedra	TRC Bira	ETC Lipa	Žene sa Une SH	Awaiting asylum in private accommodation	Outreach observed average # of people in USC	# of people outside in USC according to USC Police	Total in BiH Accommodated	Total in BiH Estimated	
KEY POPULATION # AND ESTIMATES (Population numbers below are a mixture of estimates and counts, depending on location. The numbers below are the most recent available. It must be kept in mind that populations fluctuate daily and the below is a snapshot at the end of the month)																						
Total Number	71	49	883	1804	21	66	78	87	180	50	1004	329	253	1204	616	7	55	561	2500	6440	7300 - 9200	
# of males	36	23	817	1734	21	37	47	-	-	-	1004	189	145	1204	616	6	52	-	-	5931		
# of females	35	26	66	0	0	29	31	-	-	-	0	140	108	0	0	1	3	-	-	439		
# single adult men	14	0	614	1691	-	2	24	-	-	-	954	9	1	846	616	4	47	-	-	4822		
# of families	16	13	59	49	-	15	20	-	-	-	0	84	63	47	0	1	3	-	-	370		
# of children in families	41	22	42	42	-	34	34	-	-	-	0	126	108	60	0	2	8	-	-	519		
# of UASCs	0	0	99	28	-	0	0	-	-	-	50	19	15	243	0	0	0	-	-	454		
# of asylum-seekers	28	12	72	0	0	16	71	-	13	-	0	15	23	9	0	2	18	-	-	279		
# of persons awaiting asylum registration	38	37	359	1	1	37	7	-	83	-	18	8	36	31	0	2	33	-	-	751		
WHO DOES WHAT AND WHERE (3W)																						
Shelter	MHRR / MoS/ AS/ UNHCR	MoS/ AS/ UNHCR	SFA, IOM	SFA, IOM	MoS, SFA	HoA	Puž	-	-	-	SFA, IOM	SFA, IOM	IOM	SFA, IOM	SFA, IOM	ŽsU/ UNHCR	-	-	-	-	-	
Centre Management	MHRR / MoS/ AS	MoS/ AS	SFA, IOM	SFA, IOM	MoS, SFA	HoA	-	-	-	-	SFA, IOM	SFA, IOM	SFA, IOM	SFA, IOM	SFA, IOM	ZsU	-	-	-	-	-	
Protection	UNHCR / BHWI/ VP, UNICE F/ WW, CSW	MoS/ AS, UNHCR / BHWI/ VP, CSW	UNHCR / VP, DRC, UNICE F/ WW, MdM IOM, UNFP A	UNHCR / VP, DRC, UNICE F/ WW, MdM IOM, UNFP A, Save the Children	UNHCR / BHWI/ VP, CSW	HoA, BHWI/ VP/ UNHCR, UNICE F, DRC	UNHCR / VP/ BHWI	UNHCR / VP/ BHWI	DRC	-	UNHCR / VP, DRC, UNICE F/ /STC/ IOM, CSW, UNFP A	UNHCR / VP, DRC, UNICE F/ /STC/ NGO LAN, IOM, CSW, UNFP A/MdM	UNHCR / VP, DRC, UNICE F/ /STC/ NGO LAN, IOM, CSW, UNFP A/MdM	UNHCR / VP, DRC, UNICE F/ /STC/ NGO LAN, IOM, CSW, UNFP A/MdM	UNHCR / VP, DRC, UNICE F/ /STC/ NGO LAN, IOM, CSW, UNFP A/MdM	ŽsU, DRC/ VP/ UNHCR	UNHCR / VP/ BHWI	DRC, UNICE F/SCI	-	-	-	-
Health	MoS/ AS, UNHCR, DZ, CH, DRC, UNICE F	MoS/ AS/ UNHCR, DZ, CH, DRC	UNICE F, DRC, DZ, CH, UNFP A	DRC, RC, DZ, CH	SFA, DZ	HoA, DRC	-	DRC, RC	DRC, RC	DRC, RC	DRC, DZ, CH, JRS, MdM	DRC, JRS, MdM, UNICE F, DZ, CH	DRC, JRS, MdM, UNICE F, DZ, CH	DRC, JRS, MdM, UNICE F, DZ, CH	DRC, JRS, MdM, UNICE F, DZ, CH	DRC, DZ, CH	-	-	DRC, RC	-	-	
Non-food items	IOM, RC, UNHCR / BHWI, UNICE F, WW	MOS/ AS/ UNHCR / BHWI, Caritas	IOM, Pomozi.ba UNHCR / BHWI, UNICE F/ WW, UNFP A	IOM, Pomozi.ba UNICE F/ WW, RC, DRC	MoS/ SFA	HoA	-	DRC	DRC, RC	-	CeBRC, IOM, DRC, UNICE F	CeBRC, IOM, UNFP A, UNICE F/STC/ Fenix	IOM, UNFP A, UNICE F/STC/ Fenix	CoBRC, IOM, UNICE F/STC/ CSW, UNFP A, DRC	IOM, DRC, RC	ŽsU	-	-	DRC, RC	-	-	
WASH	MHRR MOS, UNHCR / BHWI, UNICE F, WW	MoS/ AS/ UNHCR	IOM	IOM	MoS/ SFA	HoA	Caritas	Pomozi.ba	-	-	IOM	IOM	IOM	IOM	IOM, Caritas	ŽsU	-	-	-	-	-	
Security/Safety	MHRR / UNHCR	MoS/ AS/ UNHCR	MoS/ SFA	MoS/ SFA	MoS/ SFA	HoA	-	N/A	-	-	MoS/ SFA	MoS/ SFA	MoS/ SFA	MoS/ SFA	MoS/ SFA, IOM	ŽsU	-	-	-	-	-	

Transport/ Logistics	MHRR UNHC R/ BHWI, IOM	MoS/ AS/ UNHC R/ BHWI, IOM	IOM	IOM	IOM	-	-	-			IOM	IOM	IOM	IOM	IOM	ŽsU, IOM	-					
Administrative/ Legal	MHRR / MoS/S FA/ AS, UNHC R/VP	MoS/ AS/ UNHC R/VP	MoS/ SFA, IOM, UNHC R/VP	MoS/ SFA, IOM, UNHC R/VP	MoS/S FA, UNHC R/VP	VP/ UNHC R	VP	-			MoS/ SFA/ AS, IOM, UNHC R/VP	MoS/ SFA, IOM, UNHC R/VP	MoS/ SFA/ AS, IOM, UNHC R/VP	MoS/ SFA/ AS, IOM, UNHC R/VP	MoS/S FA, IOM, UNHC R/VP	ŽsU, VP	VP					
Education	UNHC R/ BHWI, UNICE F/WV	MoS/ AS/ UNHC R/ BHWI	UNICE F, WV	WV	-	UNICE F/WV, BHWI/ UNHC R, HoA	-	-			-	UNICE F/ STC/N GO LAN, MoE, IOM	UNICE F/ STC/N GO LAN, MoE, IOM, IPSA	UNICE F/ STC/N GO LAN, MoE, IOM, CWS, IPSA		UNICE F/ STC/ MoE, IOM	-					
Food and nutrition	RC, IOM, UNICE F/ WV, UNHC R/ BHWI, Carita s	MoS/S A/ UNHC R, Carita s	Pomo zi.ba, IOM UNICE F/WV	Pomo zi.ba, IOM	MoS/S FA	HoA	-	Carita s, DRC	DRC		IOM/ CRC	IOM/ CoBRC / UNICE F/ Fenix/ Stc	IOM/C RC, UNICE F/ Fenix/ Stc	IOM/ CoBRC UNICE F/ Stc	IOM/C oBRC	ŽsU	-				DRC, RC	

Acronyms: AS, Asylum Sector / BHWI, Bosnia and Herzegovina Women's Initiative / CH, Cantonal Hospital / CoBRC, City of Bihac Red Cross / CRC, Cantonal Red Cross / CRS, Catholic Relief Services / CSW, Centre for Social Welfare (Municipal) / CT, The Czech Team / CWS, Church World Service / 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 / MdM, Médecins du Monde / 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