



Refugee and Asylum Seeker Support

Date: January 31, 2019	Prepared by: Mirko Rudić, Dr. Dragana Marković, and the RMF Balkans Team
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I. Demographic Information

1. City & Province
Belgrade, Serbia

2. Organization:
Real Medicine Foundation Balkans (www.realmedicinefoundation.org)
LDS Charities (www.ldscharities.org)

3. Project Title:
Refugee and Asylum Seeker Support

4. Reporting Period:
October 1, 2018 – December 31, 2018

5. Project Location (region & city/town/village):
Obrenovac, Belgrade city center, Krnjača, Kikinda, Bogovađa, Banja Koviljača, and Bosilegrad

6. Target Population:

Since May 2015, Serbia has been facing an unprecedented refugee crisis. During 2015 and in the first quarter of 2016, more than 920,000 refugees and migrants, primarily from Syria, Afghanistan, and Iraq, passed through Serbia on their way to Central Europe. As a result of the closure of the Western Balkans migration route, many people of concern became stranded in Serbia. From October to December 2018, an average of 4,100 refugees and asylum seekers were registered in 15 camps across Serbia. According to available UNHCR data, the number of refugees, asylum seekers, and migrants in Serbia has been increasing since July 2018 (Chart 1). Most are men, who comprised 61% of the refugee and migrant population throughout the fourth quarter of 2018, with a smaller percentage of children at 27%, and women at about 12% (Chart 2). Most refugees and migrants in Serbia are from Afghanistan, Iraq, and Pakistan.

Chart 1

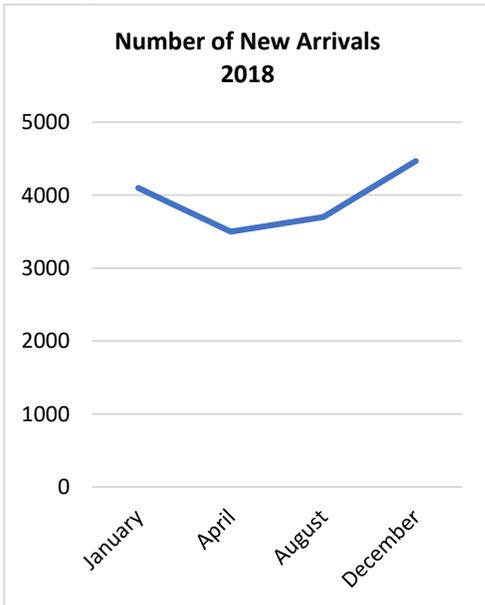
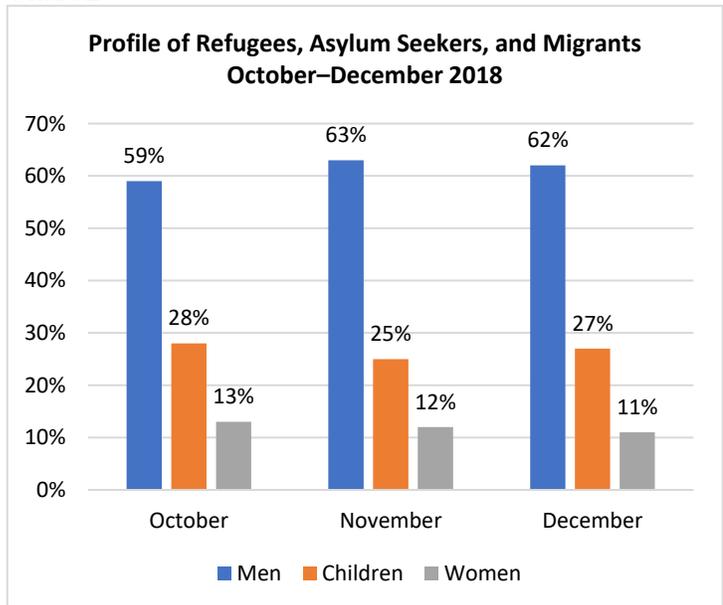


Chart 2



II. Project Information

7. Project Goal:

The goal of RMF Balkans' activities in Serbia is to improve the health status and overall wellbeing of refugees and migrants throughout the country, especially at Obrenovac Reception and Transit Centre and greater Belgrade through:

- comprehensive protection, medical, and dental services to persons of concern;
- maintenance of Obrenovac Reception and Transit Centre and organization of cultural and empowerment activities;
- procurement and distribution of hygiene and dignity kits at refugee, migrant, and asylum centers throughout Serbia; and
- ongoing cooperation with the Serbian government and other partners.

8. Project Objectives:

- Provide comprehensive protection, medical, and dental services to refugees and asylum seekers.
- Provide health monitoring, follow-up, and referral services for our patients.
- Provide translation and cultural mediation services.
- Provide refugees and asylum seekers with hygiene and dignity kits.
- Support existing medical institutions.
- Cooperate with the Serbian Ministry of Health, Commissariat for Refugees and Migration, UNHCR, and other partners to ensure a coordinated response to the refugee crisis.
- Improve the living conditions of refugees residing at Obrenovac Reception and Transit Centre.

9. Summary of RMF-sponsored activities carried out during the reporting period under each project objective (note any changes from original plans):

Since January 2016, RMF Balkans has been responding to the refugee crisis in Serbia by providing comprehensive protection and medical services to persons of concern. Our teams began by working 24/7 throughout the Belgrade city center, and when most refugees and migrants in the area were relocated to refugee camps, RMF Balkans and its medical services moved to the camps along with our patients.

Currently, our team of doctors, dentists, medical support workers, and cultural mediators/translators is working primarily at Obrenovac Reception and Transit Centre, the largest refugee camp in Serbia, which is home to over 800 refugee boys and men. In addition to hiring all of our staff in-country, RMF Balkans also benefits the local community through our projects by providing temporary jobs; for example, more than 100 people were involved in our renovation of Obrenovac Reception and Transit Centre, which was completed in July 2018. RMF also extends our support to the host community on a case-by-case basis, by providing hygiene kits and medicines to those in need.

RMF Balkans' activities can be divided into four programs:

- **Medical Support Program:** Mobile Medical Clinic Project (MMC)
- **Dental Support Program:** Mobile Dental Clinic Project (MDC)
- **Social Inclusion Program:** Obrenovac Refugee Camp Improvements through the Asylum Resource Centre (ARC) and other activities
- **Humanitarian Aid Program:** Winterization Project/Hygiene and Dignity Kits

Mobile Medical Clinic (MMC)

During the fourth quarter of 2018, RMF Balkans provided the following support activities, reaching a total of 3,355 beneficiaries:

- RMF Balkans' team of doctors provided **2,331** health consultations to refugees and migrants in Obrenovac Reception and Transit Centre.
- Continued to support Danish Refugee Council (DRC) with medicines and medical staff at Obrenovac Transit Centre. From October to December, DRC doctors performed **1,024** health consultations.
- Continued to provide medical services as well as translation and interpretation services to refugees and acted as cultural mediators for them at public institutions in Serbia.

- Transported, escorted, and referred **238** refugees and asylum seekers to primary, secondary, and tertiary medical care facilities in Belgrade.
- Continued to support the work of the Institute of Public Health of Serbia, the Ministry of Health, and other relevant Serbian health institutions and NGOs through various partnerships and projects.

Mobile Dental Clinic (MDC)

RMF Balkans has been implementing the Mobile Dental Clinic Project since July 2018. To date, this is the only mobile dental clinic in Serbia. Over the last three months, the dental team, which consists of one dentist and one dental nurse, saw **591** patients and performed approximately 6 dental procedures and interventions per day.

Hygiene and Dignity Kits

The winterization project was launched in late 2017 and continued throughout the year 2018. RMF Balkans is still distributing hygiene and dignity kits at 6 camps throughout Serbia: Bogovađa, Banja Koviljača, Obrenovac, Krnjača, Kikinda, and Bosilegrad. In cooperation with the Commissariat for Refugees and Migration, hygiene and dignity kits are distributed according to the needs of each camp. During the reporting period, we distributed **377** hygiene and dignity kits. This project supports migrants of all ages with kits designed for babies and young children, men, and women. The project has significantly improved personal hygiene and helped prevent the spread of infectious diseases within these 6 camps. RMF Balkans is the only organization in Serbia that distributes complete hygiene kits to refugees and migrants.

Obrenovac Refugee Camp Improvements

After the renovation of the first floor of Building 11 and the reception area in Obrenovac Reception and Transit Centre, RMF Balkans remains cognizant of refugees' and migrants' social health at Obrenovac. The goal of the project is to improve residents' quality of life and provide them with a means to cope with their difficult social and economic situation. The large space on the first floor was transformed into a movie theater, and the old rooms were adapted and turned into a computer room for residents, as well as offices for our staff. The reception area located at the entrance of the camp was also renovated. The project was completed on July 9, 2018.

The computer room, now called the Asylum Resource Centre (ARC), is led by RMF and has become one of the most important entertainment sources for refugees. During this reporting period, the ARC had **1,750** visitors. RMF also organized various workshops in the new movie theater, including English lessons every Monday. In the next reporting period, we will offer business skills workshops in an effort to empower our beneficiaries to use tools like Microsoft Word and Microsoft Excel. The movie theater was also used 12 times by other organizations at Obrenovac Reception and Transit Centre for their activities with refugees and migrants.

10. Results and/or accomplishments achieved during this reporting period:

Mobile Medical Clinic (MMC)

At Obrenovac Reception and Transit Centre, the RMF Balkans team provides primary healthcare services from 3:00 PM to 10:00 PM, seven days a week. By providing a medical team consisting of one to two doctors, one cultural mediator/translator, and two drivers, we provide 20 to 40 health consultations per shift, as well as referrals to secondary and tertiary care facilities. During this reporting period, RMF Balkans provided a total of **3,355 health consultations** in the Obrenovac camp and Belgrade city center in collaboration with partners. RMF doctors performed 2,331 health consultations in our Mobile Medical Clinic in the Obrenovac camp. RMF also continued to support the work of the Danish Refugee Council (DRC) in Obrenovac by providing medicines and medical staff. Our medical staff within DRC performed 1,024 health consultations.

From October to December 2018, all of the Mobile Medical Clinic's beneficiaries were men. Most were from Afghanistan (46%) and Pakistan (45%). Patients' ages ranged from 18 to over 60 years old. The most common symptoms presented by patients affected the ears, nose, mouth, and/or eyes (Table 1), and the most common diagnosis was the common cold (Table 2). Regarding treatment, doctors mainly prescribed analgesics, antipyretics, vitamins, antibiotics, and medication for skin diseases (Table 3).

Table 1: Most Common Symptoms in MMC

SN	Symptom	Patients	Percentage
1	Headache	350	9%
2	Throat Pain	335	9%

3	Runny Nose	294	8%
4	Productive Cough	255	7%
5	Rash (Itchy)	235	6%
6	Sore Throat	219	6%
7	Dry Cough	157	4%
8	Fever	153	4%
9	Redness	116	3%
10	Other	1,742	45%

Table 2: Most Common Diagnoses in MMC

SN	Diagnosis	Patients	Percentage
1	Common Cold	498	21%
2	Pharyngitis	275	12%
3	Local Skin/Subcutaneous Tissue Infection (unspecified)	176	8%
4	Scabies	144	6%
5	Contusion	121	5%
6	Wounds	94	4%
7	Headache (unspecified)	85	4%
8	Myalgia	80	3%
9	Joint Pain	75	3%
10	Other	783	34%

Table 3: Most Common Treatments in MMC

SN	Treatment	Patients	Percentage
1	Vitamin C 500 mg tab.	319	8%
2	Paracetamol 500 mg tab.	300	8%
3	Pantenol/Vitamin C	260	7%
4	Gauze	245	6%
5	Ibuprofen 400 mg tab.	222	6%
6	Hydrogen 3%	209	5%
7	Bandage	188	5%
8	Sling	187	5%
9	Probiotic	167	4%
10	Other	1,742	45%

RMF Balkans also provides translation and cultural mediation services to refugees at Obrenovac Reception and Transit Centre and in the Belgrade city center. In addition, we provide medical transportation and escort services to primary, secondary, and tertiary medical care facilities in both Belgrade and Obrenovac from 7:00 AM to 10:00 PM, seven days a week. From October to December, **238 people were referred** to medical care facilities in Belgrade and Obrenovac. Transportation and escort services to secondary and tertiary care institutions continue to be a key challenge for the Ministry of Health and Commissariat for Refugees and Migration, and RMF Balkans is still the only organization in Obrenovac Reception and Transit Centre which is providing these services for refugees and migrants.

RMF Balkans continued to build and maintain partnerships through the following activities:

- Continued to participate in monthly health cluster meetings in Belgrade, conducted by the Ministry of Health and supported by the World Health Organization and the heads of Serbian health centers. At the meetings, we assessed and discussed medical needs, priorities, and service gaps for this period as well as next year in an effort to build the capacity of health systems to respond to the refugee and migrant situation.
- Participated in weekly coordination meetings conducted in Obrenovac by the Commissariat for Refugees and Migration and supported by all organizations working at the Obrenovac Reception and Transit Centre: Save the Children, Center for Youth Integration, Caritas, Oxfam, Danish Refugee Council, SOS Children's Villages, Ana and Vlade Divac Foundation, and International Organization for Migration.
- Participated in meetings with the Director of Obrenovac Health Centre as needed.
- Communicated with the Institute for Public Health through weekly reports.

Mobile Dental Clinic (MDC)

Dental care for migrants and refugees has been largely overlooked in the previous years of the migrant crisis, and they were unable to obtain adequate dental care during their stay in Serbia as, according to the law, they were entitled to only emergency dental interventions. Recognizing the urgent need for dental care at Obrenovac Reception and Transit Centre, RMF Balkans launched the Mobile Dental Clinic Project. The mobile clinic was completed on March 22, 2018 and opened for service on July 3, 2018. This is the first and only mobile dental clinic in Serbia.

RMF Balkans is proud to be the very first organization to address the refugee and migrant population's urgent need for dental care. With the opening of the RMF Mobile Dental Clinic, persons of concern have been given the opportunity to receive comprehensive dental care, which is a step towards better health and integration of the refugees and migrant population. RMF Balkans is excited to continue working on this project with our partners, the Ministry of Health and the Commissariat for Refugees and Migration. One key goal is to inform and educate project beneficiaries on the importance of oral hygiene.

The dental clinic is open from 8:00 AM to 4:00 PM, Monday through Friday. The staff is employed through the Obrenovac Health Centre, and RMF Balkans finances their salaries, dental equipment, materials, and medicines. With this project, we have achieved great cooperation with the government sector. Moreover, RMF Balkans also provides basic dental care to the local population employed at Obrenovac Reception and Transit Centre when needed.

During this reporting period, our dental team performed about 6 procedures per day and saw a total of **591 patients**. Most of the patients were from Pakistan (55%) and Afghanistan (41%). All patients were men from 20 to 53 years of age. In the last three months, toothaches, bleeding gums, and tooth sensitivity were the most commonly presented symptoms at the dental clinic (Table 4). The most commonly occurring disease was periodontitis, with 68 cases. 59 patients suffered from deep cavities, and 55 had dental gangrene (Table 5). During these 3 months, our team performed 85 root canals to treat dental pulp inflammation, 80 patients received treatment for gum and bone inflammation, and 76 received treatment for infection (Table 6). The most common treatment was basic dental therapy, with 341 cases; followed by analgesics, with 130; and antibiotics, with 105 cases (Table 7).

Table 4: Most Common Symptoms in MDC

SN	Treatment	Patients	Percentage
1	Toothache/Pain	345	60%
2	Bleeding Gums	101	17%
3	Swelling	51	9%
4	Pain Due to Tooth Growth	43	7%
5	Cold Sensitivity	34	6%
6	Pain on Bite	27	5%
7	Oral Cyst/Fistula	23	4%
8	Mucosae Wounds	19	3%
9	Broken Tooth/Injury	10	2%
10	Other	11	2%

Table 5: Most Common Diagnoses in MDC

SN	Diagnosis	Patients	Percentage
1	Periodontitis	68	14%
2	Deep Cavities	59	12%
3	Dental Gangrene	55	12%
4	Acute Gingivitis	40	8%
5	Dentoalveolar Abscess	35	7%
6	Pericoronitis	34	7%
7	Moderate Cavities	33	7%
8	Acute Apical Periodontitis	32	7%
9	Acute Pulpitis	30	6%
10	Retained Root	30	6%
11	Other	59	12%

Table 6: Most Common Interventions in MDC

SN	Intervention	Patients	Percentage
1	Root Canal Therapy for Inflamed Pulp	85	18%
2	Gum Therapy	80	17%
3	Lower/Upper Jaw Infection Treatment	76	16%
4	Dental Exam	60	13%
5	Tooth Repair/Composite	53	11%
6	Gum Treatment for Inflammation	51	11%
7	First Aid for Toothache	50	11%
8	Cavity Treatment	42	9%
9	Dental Exam with Intervention	25	5%
10	Oral Hygiene Education	21	4%
11	Other	25	5%

Table 7: Most Common Treatments in MDC

SN	Treatment	Patients	Percentage
1	Dental Treatment	341	72%
2	Analgesics	130	27%
3	Antibiotics	105	22%
4	X-Ray	15	3%
5	Solcoseryl	5	1%
6	Aciklovir Mast	3	1%
7	Ortopan X	2	0%
8	Probiotic	2	0%
9	Ultrasound	2	0%
10	Duobiotic	2	0%
11	Other	43	9%

Hygiene and Dignity Kits

The winterization project was successfully launched in late 2017. RMF Balkans continues to distribute hygiene kits at six camps throughout Serbia: Obrenovac Reception and Transit Centre, Bogovađa Asylum Centre, Krnjača Asylum Centre, Banja Koviljača Asylum Centre, Bosilegrad Transit Centre, and Kikinda Transit Centre. In cooperation with the Commissariat for Refugees and Migration, hygiene kits are being distributed according to the needs of each camp. This project covers migrants of all ages, with kits designed for babies and young children, men, and women. From October to December 2018, **389 hygiene and dignity kits** were distributed.

Hygiene and Dignity Kit Distribution, October–December 2018

Camp	Dignity Kits for Women	Hygiene Kits for Men	Packages for Babies	Total Beneficiaries
Obrenovac	0	0	0	0
Krnjača	104	81	7	192
Kikinda	16	54	8	78
Bogovađa	40	64	3	107
Banja Koviljača	0	0	0	0
Bosilegrad	10	0	2	12
Total	170	199	20	389

- Women's dignity kits include: menstrual pads, cotton swabs, a toothbrush and toothpaste, an undershirt, toilet paper, laundry detergent, wet and dry wipes, soap, and shampoo.
- Men's kits include: towels, razors, toothpaste and toothbrush, shaving cream, an undershirt, cotton swabs, shampoo, soap, and toilet paper.
- Babies' kits include: diaper cream, baby powder, cloth diapers, shampoo, soap, disposable diapers, and a onesie.

The project has significantly improved hygiene and helped prevent the spread of infectious diseases in 6 refugee camps throughout Serbia. RMF Balkans is the only organization in Serbia that distributes complete hygiene kits to refugees and migrants.

Obrenovac Refugee Camp Improvements

In 2018, RMF Balkans renovated the first floor of Building 11 and the reception area at the entrance of Obrenovac Reception and Transit Centre. The project was completed at the beginning of July. The reconstruction included upgrading the existing infrastructure, installing sanitary facilities, and providing basic furniture and necessary equipment in line with international standards. One room was transformed into a computer room, now called the Asylum Resource Centre (ARC), where refugees can access the internet and get in touch with their families and friends. Since its opening, RMF Balkans continues to run the ARC.

Equipment Provided for the ARC

SN	Description	Quantity
1	Camera HAC-HDBW1200EP-0360-S3	4
2	Camera HAC-HDBW2231RP-Z	4
3	Camera bracket PFA137	2
4	Camera bracket PFB203W	2
5	Camera bracket PFA136	4
6	Video recorder XVR5116HS	1
7	Hard disc WD SATA 2TB PURPLE WD20PURZ	1
8	Adapter 12V 5A	1
9	Cable RG-59+2X0.75 Black 100m	1
10	Connector F/F-BNC/M	16
11	Laptop HP	8
12	Computer mouse with a pad	8
13	Headphones with microphone	8
14	Extension cable with 3 sockets 5m	1
15	Extension cable with 3 sockets 3m	3
16	LED light bulbs	12
17	Table	8
18	Chair	8

The Asylum Resource Centre (ARC) opened for service August 1, 2018, and the working hours of the center are from 3:00 PM to 10:00 PM, Tuesday through Saturday. There are seven laptops with all necessary devices, such as headphones and computer mice, along with seven computer tables and chairs. In order to make the computer room accessible to all, use of the room is limited to one hour a day per person. The RMF team and representatives from the Commissariat monitor and record entries and exits from the ARC.

From October to the end of December 2018, **1,750 refugees and migrants used ARC services**. Most of the visitors were from Afghanistan (1,005) and Pakistan (737). In general, 81% used the computers to contact their families via Facebook and Skype. The rest used the opportunity for entertainment by watching movies and music videos, playing video games, or browsing the internet. Every Monday at the ARC, RMF Balkans organized a language lesson workshop called Education Monday. We also plan to provide lessons on Microsoft Word and Excel in order to help refugees improve their business skills.

The RMF team also built a **movie theater** with a projector in the largest room on the remodeled floor of Building 11. In addition to its entertainment value, the theater is used as a conference room for educational workshops and classes, such as language courses, basic computer courses, and more. All organizations in the camp can use the theater; however, it is required that employees from the Commissariat and police are present at all times.

During this reporting period, the movie theater was used 12 times by other organizations at Obrenovac camp. A movie night was organized by CollectiveAid/BelgalAid. On December 18, 2018 the theater was used by Commissariat for Refugees and Migration of the Republic of Serbia to celebrate International Refugee Day. They ran an exhibition on photographs and paintings made by refugees at Serbian camps.

Other renovated rooms are used as offices for our employees and for the storage of medicines and medical and dental equipment. The entry room serves as a reception area where refugees and migrants must register before entering the camp.

11. Impact this project has on the community (who is benefiting and how):

- RMF Balkans improves the wellbeing of refugees, migrants, and asylum seekers in Belgrade and Obrenovac by providing them with primary healthcare services.
- Refugees and migrants located in Obrenovac Reception and Transit Centre have access to comprehensive dental care.
- By providing referrals and transportation and escort services, RMF helps migrants and refugees in Obrenovac and Belgrade access medical care at secondary and tertiary health facilities in Serbia.
- Through our projects, RMF Balkans aims to assist refugees in their socialization and integration into the local community by providing safe, new common areas where education and entertainment activities can be conducted in the camp and organizing weekly language workshops.
- Refugees can now access the internet and social media networks to get in touch with their families and friends. Also, refugees were given the opportunity to learn more about oral hygiene, STDs, languages, and computer and internet use.
- RMF Balkans' projects aim to improve the lives of refugees in a holistic way, taking into consideration their physical, psychological, and social wellbeing.
- RMF Balkans maintains excellent cooperation with governmental and other non-governmental organizations in order to improve refugees' difficult social and economic circumstances.
- Through the winterization project, RMF Balkans continues to provide hygiene and dignity kits to migrants and refugees, consequently improving hygiene at six camps in Serbia.
- RMF Balkans acts as a bridge between refugees/migrants and public institutions in Serbia while also reducing the burden on the public sector by providing medical and dental care to project beneficiaries.
- All employees at the Obrenovac camp can also seek medical or dental assistance at our mobile clinics.
- RMF contributes to the reduction of unemployment at the local level by providing full-time jobs to local doctors and medical staff.

12. Number of indirect project beneficiaries (geographic coverage):

Current Context in Serbia

According to UNHCR and other partners, the number of newly arrived refugees, asylum seekers, and migrants has increased in relation to the previous reporting period. From October to December 2018, 45% of people who claimed to have entered Serbia irregularly came through FYR Macedonia, 31% through Bulgaria, and 16% by air. Most came from Afghanistan (38%), Pakistan (18%), and Iran (20%), followed by Iraq (6%), Bangladesh (3%), and Syria (2%). 61% were adult men, 26% were children, and 10% were adult women. 4,011, or 92%, were accommodated in 15 governmental reception/transit centers (RTCs) or asylum centers.

Northern Serbia

There are currently five camps in the northern part of Serbia: Subotica, Kikinda, Sombor, Adaševci, and Principovac reception and transit centers. Most refugees in this region reside near the Croatian border in the Adaševci and Principovac camps. According to the Commissariat for Refugees and Migration, Kikinda Reception and Transit Centre sheltered 204 refugees, mostly men from Afghanistan. There are currently 183 migrants in Šid, 696 at the Adaševci camp, and 349 at the Principovac camp, mostly men from Afghanistan, Pakistan, and Iran. In Sombor, there are 105 refugees and migrants, a vast majority of whom are from Iraq (90%). 64 people reside in the camp at Subotica, most of whom come from Afghanistan (61%).

Greater Belgrade

In Belgrade, there are 516 migrants in the camp in Krnjača, most of whom are from Afghanistan (83%). Most of them are children, at 71%. The population of the largest refugee camp in Serbia, Obrenovac Reception and Transit Centre, is comprised of men and boys, mainly from Pakistan (44%) and Afghanistan (49%). The total number of refugees at Obrenovac Reception and Transit Centre was 823 at the end of December.

Western Serbia

According to the Commissariat for Refugees and Migration's data for the month of December, 134 persons were registered at the Bogovađa camp. There were also 91 migrants at the Banja Koviljača camp, mostly from Iran (68%).

Southwestern and Southern Serbia

Vranje, Tutin, and Sjenica are the largest refugee camps in the southwestern parts of the country. 165 people are registered at Tutin and 229 at Sjenica. According to the Commissariat's data, 566 refugees and migrants were accommodated in three reception centers in the south of Serbia, including 183 in Pirot, 190 in Vranje, and 228 registered at the Bujanovac camp.

13. If applicable, please list the medical services provided:

Over this 3-month period, RMF Balkans provided a total of 3,355 men with health services in Obrenovac Reception and Transit Centre and the Belgrade city center. A total of 2,331 men were examined and received primary, secondary, or tertiary healthcare services in Belgrade and at the Obrenovac camp through the RMF Mobile Medical Clinic. RMF Balkans also supports the work of the Danish Refugee Council (DRC) and the Obrenovac Health Centre by financing part of their staff, one doctor and one nurse who are working at the stationary clinic in Obrenovac Reception and Transit Centre. We also supply the clinic with medical equipment and medicines. The DRC staff members financed by RMF performed 1,024 consultations during this period. 751 patients were examined for scabies and body lice.

From October to December 2018, RMF doctors treated many patients with acute upper respiratory tract infections, such as the common cold, pharyngitis, rhinitis, sinusitis, and tonsillitis, for a total of 843 patients. The most common symptoms in this period were sore throat, rash, runny nose, fever, productive and dry cough, headache, and muscle ache. Our team treated 179 beneficiaries with different types of wounds and insect bites. Due to poor hygiene and living conditions in the camps, 144 patients were treated for scabies and 176 for local skin infections. RMF doctors treated 121 patients with injuries, and 155 patients presented with muscle aches and/or joint pain. Currently, 5 patients visit the RMF clinic regularly for chronic ailments, and our medical team is providing therapy and/or monitoring their conditions on a daily basis.

RMF Balkans continues to be the only organization at the Obrenovac camp which provides medical transportation and escort services for refugees and migrants, available from 7:00 AM to 10:00 PM, seven days a week. By providing a medical team consisting of one to two doctors per shift, one cultural mediator/translator, and two drivers, 20 to 40 health consultations can be facilitated per day, as well as referrals to secondary and tertiary care facilities. During this reporting period, 238 patients were referred and transported to secondary and tertiary healthcare facilities in Belgrade and Obrenovac. The number of people referred to secondary and tertiary healthcare facilities has been increasing since July 2018. By providing these services and bridging linguistic and cultural barriers, RMF's team acts as mediators between the migrant population and Belgrade health institutions.

14. Please list the most common health problems treated through this project.

- Common cold
- Pharyngitis
- Local skin/subcutaneous tissue infection (unspecified)
- Scabies
- Contusions
- Wounds
- Headaches (unspecified)
- Myalgia
- Joint pain

15. Notable project challenges and obstacles:

- Facilities in the camps are not designed to accommodate such a large number of people, so it often happens that one room is shared among 30 persons. There is a lack of personal space and basic amenities, such as heating.

- Camps are unsanitary, and most facilities require renovation—the living conditions of project beneficiaries are extremely poor.
- Refugees and migrants cannot access comprehensive health care, as the Serbian health system limits foreigners to receiving only basic health care, which also includes all emergency performed procedures.
- Refugees and migrants cannot obtain work permits in Serbia, so they are forced to live in camps, which also prevents them from integrating into local communities.
- Since only elementary education is compulsory in Serbia, older refugees and migrants cannot continue their education.
- Refugees and migrants are exposed to exploitation, violence, and human trafficking, often as a result of smuggling and violent pushback at the borders.
- Scabies and body lice infestations remain a challenge due to poor hygiene and overcrowded spaces.
- Due to poor living conditions, poor hygiene, lack of privacy, unfavorable social and economic circumstances, and high rates of substance abuse, the number of refugees who need psychosocial protection is rapidly increasing.
- Linguistic and cultural barriers are difficult to overcome, and refugees face many obstacles to integrate into the local community.
- Due to protracted stays within the camps with no viable alternatives, project beneficiaries feel insecure about their prospects. This unease has contributed to persistent feelings of distress and anxiety.
- Project beneficiaries are usually poorly educated on personal and oral hygiene and the importance of preventive health care.

16. If applicable, plans for next reporting period:

- Continue to provide primary medical and dental care at the Obrenovac Reception and Transit Centre through mobile medical and dental clinics.
- Continue to refer patients to secondary and tertiary health institutions in Serbia.
- Continue to distribute hygiene and dignity kits to persons of concern.
- Organize educational and business skills workshops for refugees and migrants at the Obrenovac camp.
- Continue to serve as a link between refugees and the healthcare system in Serbia.
- Investigate possibilities for providing psychosocial support to refugees and migrants.
- Dedicate a significant amount of time to the Asylum Resource Centre project, as this is the only place where project beneficiaries can be entertained, socialize, and enjoy themselves.
- In the next reporting period, our team will strive to maintain and improve the quality of existing projects.

17. If applicable, summary of RMF-sponsored medical supply distribution and use:

During this reporting period, the most commonly used medications were analgesics and antipyretics:

- Paracetamol 500 mg
- Brufen 400 mg and 800 mg
- Defrinol 400 mg and 60 mg
- Nimulid 100 mg
- Diklofen gel 1% 50 g
- Diclofenac-Duo 75 mg
- Diklofen 50 mg

Skin disease medications were the second most commonly used:

- Benzil benzoate 25%
- Gentamicin ointment 0.1% 15 g
- Zink vitamin ointment
- Diclofen gel 1% 50 g
- Panthenol cream 5% 30 g
- Triderm ointment 15 g
- Flogocid ointment 50 g
- Didermal cream 15 g
- Hydrocycloin ointment 20 g
- Sanaderm cream 50 g
- Sinoderm ointment 15 g

- Ekoped A shampoo 50 ml
- Emoliens 100 g

Vitamins were the third most commonly used medicine distributed by the RMF team:

- Vitamin C 500 mg
- Panthenol/Vitamin C
- Beviplex
- Magnesium/Vitamin C
- Vitamin B6 20 mg

18. Success story(s) highlighting project impact:

Lal Mohammad Ahmady is a 21-year-old refugee from Afghanistan currently residing at Obrenovac Reception and Transit Centre. Like the vast majority of the refugees, Lal started his trip to Western Europe in search of a better life and financial stability so that he can help his family who stayed in war-torn Afghanistan. Our team first met Lal one month ago, when he came to our clinic to seek medical assistance. Initially, his symptoms seemed to indicate the common cold, because his only complaints were a runny nose and itchy throat. However, thanks to the thorough approach and dedication of our team, he was found to have a severe heart murmur. RMF doctors acted promptly, and he was referred to a heart disease specialist at Obrenovac Medical Centre and diagnosed with severe stenosis of the pulmonary artery with cardiomyopathy. Considering this serious condition and the fact that he would soon need an operation, Lal was referred to the Institute for Cardiovascular Diseases, Clinical Centre of Serbia, the most prominent center for heart disease in the country. An appointment was made for a coronarography, a diagnostic procedure which is required before the operation. While Lal waits for this examination, he remains under the constant medical supervision of our team. We hope that, with RMF's help, this young man will receive the best possible treatment so that he can continue his journey and achieve his plans for a better life.



Dr. Radonjić examining Lal at the RMF clinic

Asfma Efrem is a 24-year-old young man from Eritrea. On his journey to Western Europe, winter caught Asfma somewhere in the Serbian woods, and he will never forget his first encounter with snow, ice, and freezing temperatures. Asfma was attempting to warm up, but being unaccustomed to subzero temperatures, he made a terrible mistake: he put his rubber boots next to a fire to heat them up, but the high temperature caused them to melt and glue to his feet, causing severe burns. A couple of days later, his friends brought him to our mobile clinic to seek medical assistance, and Asfma's condition was poor. He had a fever, and he couldn't walk. His feet were swollen and in extreme pain, his wounds were large, and there was dead skin and foul-smelling pus. We knew

that gangrene could easily set in, with a major possibility of Asfma losing several toes or even both of his feet if we didn't act promptly and efficiently.

As always, RMF's medical team reacted with great determination, putting forth all available resources in order to help the patient. Dead skin was removed from the wounds, and Asfma was given a high dose of antibiotics. The wounds were dressed twice a day, and some of the best Serbian surgeons were contacted. As a result, the treatments have led to a great improvement in Asfma's condition. Although he is still under constant medical supervision, he is able to walk by himself, and will make a full recovery.



Asfma Efrem with RMF Balkans doctors

Hamayoun Ahmed, a 30-year-old young man, was diagnosed with a life-threatening blood disease, polycythemia, in Afghanistan four years ago. For the last two-and-a-half years, he has been on the road desperately trying to escape from the war and economic chaos that has torn apart his homeland.

Hamayoun has sought medical help for his condition several times, but as a refugee, he was unable to receive any medical treatment until he met RMF Balkans' team. Our medical officers were the first who listened, cared, and put their efforts into making sure that adequate therapy was available for Hamayoun. This prevented the worst possible outcome, which would have been a reality if the RMF team didn't react in time. Hamayoun is deeply grateful for everything RMF Balkans has done for him.



Dr. Milosavljević with Hamayoun Ahmed in front of RMF's clinic

19. Photos of project activities (file attachment is fine):

Please refer to Appendices.

III. Financial Information

20. Detailed summary of expenditures within each budget category as presented in your funded proposal (file attachment is fine). Please note any changes from plans.

Sent separately.

APPENDIX A: Mobile Medical Clinic



Refugees and migrants in front of RMF Balkans' Mobile Medic Clinic



Dr. Stefanović with one of RMF Balkans' patients



One of RMF Balkans' patients

APPENDIX B: Mobile Dental Clinic



Mobile dental clinic daily activities

APPENDIX C: Hygiene and Dignity Kits



Women's dignity kits being distributed at Krnjača Asylum Centre



Women's dignity kits being distributed at Krnjača Asylum Centre



Hygiene kits being distributed at Krnjača Asylum Centre



Distribution of male hygiene kits at Bogovađa Reception and Transit Centre



Refugees receive the kits at the Kikinda camp



Distribution of dignity kits at the Bosilegrad camp



APPENDIX D: Obrenovac Refugee Camp Improvements



Asylum Resource Centre (ARC) – Education Monday





Beneficiaries using the computers in the Asylum Resource Centre



The movie theater during a movie night



An exhibition at the movie theater

