

SUPPORT TO BABY AND MOTHER REFUGEES IN AND AROUND ASYLUM CENTRES AND IN BELGRADE

A GUIDE FOR MOTHER AND BABY ON THE MOVE



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APC/CZA

ASYLUM PROTECTION CENTER
CENTAR ZA ZAŠTITU I POMOĆ TRAŽIOCIMA AZILA

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ADDRESS: (Office) Mišarska 16, 11000 Belgrade
(Headquarters) Sime Igumanova 14, 11118 Belgrade
TELEPHONE: +381 11 323 30 70; +381 63 704 70 80
E-MAIL: sediste@apc-cza.org; rados.djurovic@apc-cza.org
FACEBOOK: www.facebook.com/AzilUSrbiji
TWITTER: www.twitter.com/APC_CZA

www.apc-cza.org
www.azilsrbija.rs

SMARTPHONE APPLICATION ASYLUM IN SERBIA

SEARCH FOR "ASYLUM IN SERBIA" ON GOOGLE PLAY
OR SCAN THE CODE AND DOWNLOAD THE APPLICATION



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UNITED STATES EMBASSY
SERBIA

Introduction:

Dear mothers, we have met a lot of you during our work and we deeply believe that you, mothers, are the bravest and those that are facing the hardest challenge on your journeys – how to protect your child in a hard and difficult situations. We all wish for our children to grow in a warm home and under proper conditions in which we can take care of them regularly and properly. However, when we are in situations outside of our home and our country, on the road or in a forest, as well as in a badly-equipped camp and generally in conditions that are not fit for babies and small children, it is not easy to find a way to keep good hygiene and to provide a proper care for a babies.

We give you this leaflet precisely because we have talked with a lot of mothers as you, that have fled from war and persecution, among whom were those who fled with very young babies and other which gave birth during the journey.

In this leaflet you will also find advice from a pediatrician who is a mother herself, and who works with babies and gives advice to mothers in a friendly and humane way.

We hope that you will use this leaflet and that it will be valuable for you. We wish you luck with the infinite respect for your bravery and dedication.

This leaflet is product of a project *Support to baby and mother refugees in and around asylum centres and in Belgrade*. It is carried out by the Asylum Protection Centre with the support of the Embassy of the United States of America in Serbia. We remain at your disposal if you were to have any additional questions.

Contact:

The Asylum Protection Centre (APC/CZA) is an organization with extensive experience in the field of asylum which is primarily focused on work with refugees and asylum seekers in Serbia and which, from the beginning of the asylum system in 2008, provides legal and psycho-social help all around the country. APC/CZA works with women and children on daily basis through legal and psycho-social strengthening, cultural, creative and health workshops. In the activities on the field we often involve representatives of the local communities in which there are asylum centers. Our organization provides consultation, help in applying for documents, integration, but also pays a lot of attention to health protection of women and children informing them about their rights in the context of health care and providing them assistance with the health institutions.

ADDRESS: (Office) Mišarska 16, 11000 Belgrade
(Headquarters) Sime Igumanova 14, 11118 Belgrade

TELEPHONE: +381 (0)69 267 05 03; +381 (0)63 704 70 90

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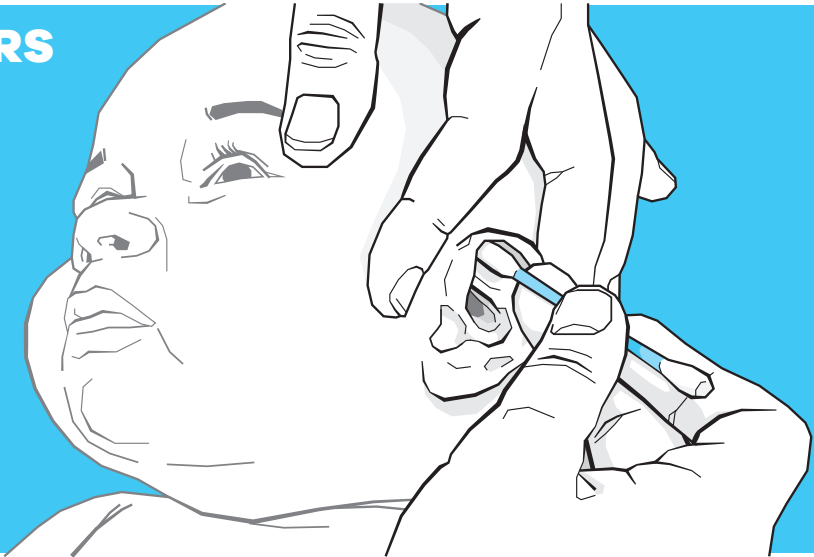
IF A BABY IS BORN DURING THE JOURNEY – WHAT HAPPENS DURING THE FIRST FEW DAYS

The first few days after childbirth, it is possible to maintain the baby's health with some fast and precise moves.

During the first few days, the newborn needs only basic and very light hygienic practice applied to the zones that are exposed to the air: the face, folds on the neck, hands, feet, genitalia and the bum. The belly button requires special care both before and after the falling off of the umbilical cord. Before the falling off of the umbilical cord, you can only use povidone-iodine. When the wound heals, then you can use water.

For cleaning your baby, you will need cotton puffs (which must be new and clean for each cleaning), clean gauze and fresh water. Avoid cleaning the ears and nostrils as they are covered with mucous membranes which allows them to clean themselves. You will need to unfold the legs of the newborn, which are still folded towards the body, very carefully in order to clean them.

EARS

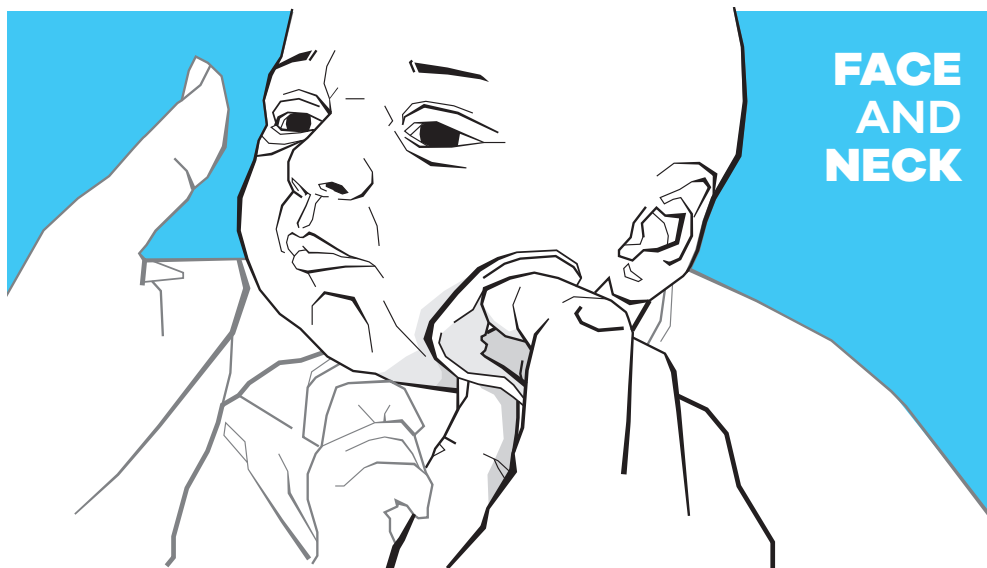


Take off your baby's clothes and lay it on a towel or a water-resistant blanket. With a piece of cotton gauze or with ear picks, either of which have been soaked in lukewarm boiled water, clean the ears making sure to avoid the inside area. For each ear use a different piece of gauze or pick since this can help you in avoiding a possible infection that can spread from one ear to another.



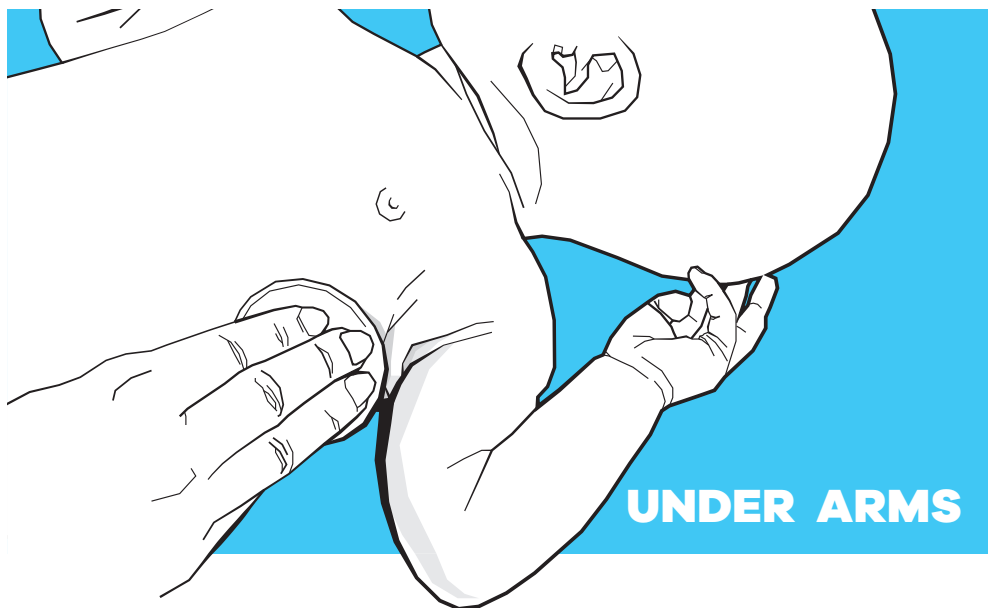
EYES

With a cotton puff that has been soaked in sterile water, clean the baby's eye moving from the outside of the eye towards the nose. For the other eye use a new cotton puff to prevent the possibility of an infection from spreading.



FACE AND NECK

Using cotton puffs that have been soaked in water for cleaning the face and the folds of the neck in order to remove any traces of sweat or dirt that can irritate the skin and cause redness. Dry the skin with light tapping. When you finish, put on a thin layer of a baby cream.



UNDER ARMS

Gently pick up the baby's hand and clean well the under arm area which can become red because of the folds that rub there. After that, dry off the baby very well but gently and with a soft towel. When baby is dry, put on a thin layer of baby cream.



HANDS AND FEET

With a soft towel, dry off the baby's hands well (after cleaning them). When you finish, move on to the feet, making sure not to miss the inner part of the toes, and

dry off the feet with a soft towel after finishing. Proper foot hygiene is very important because babies very often put their feet into their mouths. Always clean the possible dirt under the nails and cut the baby's nails.

DIAPER RASH

A diaper rash is a skin irritation caused by the baby's urine or feces. This is why it is useful to leave the baby's skin exposed to the air for as long as possible when changing diapers. After washing, put on a thin layer of baby cream on the bum and genitalia.

Diapers should be changed at least every three hours in the case that the baby has soiled it earlier.



Each baby has its own biological clock, but it is always important to breastfeed it every 2.5 to 3 hours. During the first few days, the baby should be woken up if it sleeps more than four hours. The mother's milk is the best choice, but if a mother for certain reasons does not have enough milk then the powdered milk can be added as a supplement (depending on the age). Between feedings, the baby should be offered boiled (boil the water for a short time and then cool it to room temperature and give it without adding sugar) or bottled water. Never give water with sugar in it.

THE MANNER OF BREASTFEEDING

For each breastfeeding session, the baby should be offered the breast and given it

until there is no milk left after which the other breast should be offered. The baby should definitely be burped after so that all the swallowed air can exit.

During the first month the baby will sleep on alternate sides. However, it is also good that it sleeps on its stomach so that extra air inhaled during breastfeeding can exit.

0-3 MONTHS

The mother's milk is the ideal food for the baby, but if there is a need and the mother does not have enough milk than it is recommended to combine breastfeeding with supplementary powdered milk. After every meal, the baby should be offered water with no added sugar because babies cannot do without water as adults.

FROM 4 MONTHS OLD

INTRODUCTION OF SOLID FOOD INTO THE DIET



A baby is born with a stomach the size of a marble and after 10 days it is already the size of a ping pong ball. As the baby grows older, the stomach becomes more elastic which allows the baby to eat. New babies are “pre-programmed” to eat 8 to 12 times every 24 hours. This applies to all babies during the first two months of life.

Grains (rice) can be added into the baby's diet starting at 4 months old.



Potato, zucchini, and cauliflower - from 4 months old

Mushroom and apple – from 4 months old

Banana – 6 months old

Egg yolk – only with 7 months old!

Fruit meals slowly take over meals from milk and are not a supplement but rather meals. Fruit juices can be given between meals but are not necessary.

From 4 to 6 months, babies can slowly start consuming meat and chicken combined with vegetables and grains.

USEFUL ADVICE ON EVERYDAY HYGIENE

- Teethers and toys with which children are constantly in contact should be washed with detergent and water
- Bottles should be washed after every use with water and detergent. Under the right conditions, bottles should also be sterilized for 15 minutes in boiling water
- Water used to make milk should be either boiled from controlled sources of water or bottled
- If you do not have the correct conditions for washing the baby, do not take the risk of making the child sick from a cold room or cold water, but rather use other means of maintaining good hygiene, such as body wipes or gauze

HELP TO A CHILD THAT HAS A HIGH FEVER

In most cases, fevers up to 38 degrees Celsius do not require special attention. If the fever is higher than this, the following measures should be taken:

- One of the first things is to take off the child's clothes but not to cover them with anything
- The over-heating of the child increases the fever and the risk of a complication
- When the fever is very high (over 39 or 39.5 degrees Celsius), one of the first measures is to shower the child with lukewarm water
- Do not use cold water as it can be very uncomfortable for the child
- It is necessary to check the room in which the child is several times a day
- The mother should also practice good hygiene by cleaning her breasts with boiled water and baking soda before every breastfeeding session, and should also clean out the baby's tongue with a pick and this solution so that a white residue is not left
- The baby should be washed every night and before the night's breastfeeding session (and at every opportunity)
- Besides showering, the child should definitely be given a syrup against fever such as brufen or paracetamol

The best piece of advice for mothers – How a mother feels, the child will feel as well!

PROTECTING CHILDREN FROM THE COLD

- Do not forget that children are much more vulnerable than adults to freezing so it is very important to limit exposure to low temperatures
- Pain, hands and feet turning white, and an itch are signs that you must not ignore
- It is important that the child is always wearing dry clothes and that it is dressed according to the conditions
- In case of freezing, the frozen areas of the body should be heated well
- A child that must be taken into a warm room should have every piece of wet clothing taken off its body and should be warmed in a thick blanket
- Never try to heat the skin with something that is too hot as there is a risk that a burn and a big pain will result
- Never rub or massage the frozen areas as an even greater damage can result from injured tissue
- If the numbness of the area continues even after heating it or blisters appear, medical assistance should be sought immediately

PROTECTING CHILDREN FROM THE COMMON COLD AND FLU

- Washing the child's hands regularly and well is the best way to prevent the spread of viruses, especially after coughing, sneezing, or being in contact with an already sick person
- Rooms should be regularly winded out, especially if living in a camp in a room with many people or a whole family

SPECIAL ATTENTION SHOULD BE GIVEN TO THE PROTECTION OF THE BABY

- Wash your hands with warm water and soap before dealing with the baby
- Do not share toys, teethingers or bottles with other children
- Make sure the baby is not in contact with people who have the common cold. If you have it then do not kiss the baby over its face
- Do not smoke in rooms in which the baby is
- Wind out the room in which the baby is and make sure it's temperature is not more than 19 degrees Celsius as this is the temperature that doctors usually recommend
- Do not forget that breastfeeding protects the baby from viruses as it gives the baby the mother's antibodies

BASIC STEPS IN CURING DIARRHEA IN CHILDREN

- Diarrhea is defined as having more than three liquid stools in a 24 hour period
- Pay attention to the hygiene of the cooking and eating utensils and that food as well as milk is not kept at room temperature. Also pay attention to the cleanliness of the water and the baby's hygiene

FIRST AID IN CASES OF DIARRHEA

1. Prevent dehydration if there are not yet any signs of it
2. Cure dehydration if it is already present
3. Nourish the child during and after the end of diarrhea so as to prevent a nutritional instability

The following foods are recommended:

For infants consuming natural foods the regular intake of the mother's milk is recommended alongside other goods such as rice, potato, mushrooms, meat (not

fatty), fish, bananas, peeled and baked apples and buns. Foods that contain a lot of sugar should be avoided as they can make diarrhea worse. Children should be offered food every 3 to hours and given as much as they wish.

FIRST AID IN CASES OF INJURY

CUTS

In cases of cuts, the wound should first be covered with a sterile dressing, a clean tissue or paper tissue so that the bleeding can be stopped.

In cases of cuts that are bleeding more profusely, the risk of an infection is lower because the bleeding “cleans out” most of the germs.

A cut that is larger than one centimeter should be looked at by a doctor and, if need be, should be closed. In cases of smaller cuts, the wound should be disinfected and a crust should be formed - if it does not form, the wound should be protected with a band aid.

SPRAINED JOINTS

The best aid is given by cold coverings. They will prevent swelling and will diminish the pain. If the sprain is not serious, the child can already walk well by tomorrow. However, if the child's foot is swollen the next day too, and the child cannot stand up on it, the child should be taken to a doctor.

SKINNED ANKLES/ELBOWS

As a first aid, the area should be rinsed with water. After this, iodine or three percent hydrogen should be applied as this will fasten the formation of a crust. The wound should be left uncovered during the night because it will heal faster.

Wounds that are mildly bleeding are an excelling breeding ground for infections. It is recommended that during the day they are regularly cleaned and covered with a sterile piece of gauze or band aid so that they are protected from dirt and bacteria.

BURNS FROM FIRE OR CHEMICALS

Burns are incredibly painful. The skin is stinging, red and covered with blisters. Alone you cannot do much besides cooling the burnt area with, for example, a piece of ice or by placing the burnt area under a stream of cold water. The rest should be done by a doctor.

THERE IS A SIGNICANT DIERENCE BETWEEN THE POSITION OF AN IRREGULAR MIGRANT AND ASYLUM SEEKER IN THE REPUBLIC OF SERBIA:

IRREGULAR MIGRANT is a person who has illegally crossed the border and who is staying illegally on the territory of the Republic of Serbia and hasn't contacted any police officer to seek asylum. He/She is responsible for the illegal entry and illegal residence and could be punished by imprisonment or money fine.

ASYLUM SEEKER is a person who has, after (legal or illegal) entering or residing in Serbia, contacted any police officer on the territory of the Republic of Serbia and has expressed intention to seek asylum. Such person is legally residing in Serbia and receives the police paper that confirms his asylum intention. Police paper is valid for 72 hours and with the paper you should report in the assigned center for asylum to be able to enjoy following rights:

AS AN ASYLUM SEEKER IN THE REPUBLIC OF SERBIA, YOU ARE ENTITLED TO:

- ✓ The right to legally stay in Serbia during the asylum procedure.
- ✓ The right to free accomodation in the center for asylum or in self paid private accomodation.
- ✓ The right to obtain identification document (identity card for asylum seekers).
- ✓ The right to move freely within the territory of Serbia if you have a valid asylum paper/identity card for asylum seekers.
- ✓ The right to free health care.
- ✓ The right to free interpreter and legal assistance during the entire asylum procedure.
- ✓ The right to free primary and secondary education.
- ✓ The right to receive social assistance if you are not accommodated in the center for asylum but in private accommodation.

ASYLUM CENTERS AND RECEPTION CENTERS IN SERBIA

There are 4 Asylum Centers in Serbia where asylum seekers are accommodated (Krnjača, Banja Koviljača, Sjenica, Tutin) and 6 Reception Centers (Subotica, Kanjiža, Principovac, Šid, Adaševci, Preševo.)

Distances:

Belgrade - Preševo = 383km

Belgrade - Tutin = 323km

Belgrade - Sjenica = 248km

Belgrade - Banja Koviljača = 149km

Belgrade (city center) - Krnjača = 10km

Belgrade - Šid = 109km

Belgrade - Subotica = 190km



PHASES OF ASYLUM PROCEDURE IN SERBIA

EXPRESSING THE ASYLUM INTENTION

72 HOURS TO REACH THE CENTER FOR ASYLUM

Asylum intention can be expressed to any police officer on the territory of Serbia, or upon entry into the center for asylum.



SUBMISSION OF ASYLUM REQUEST / FIRST INTERVIEW

FROM 15 DAYS TO 2 MONTHS AFTER REGISTRATION

After entering the camp and registration, Asylum Office (police) arrives to the center for asylum and does the first interview with you.



HEARING / SECOND INTERVIEW

FROM 1 DAY TO 2 MONTHS AFTER THE FIRST INTERVIEW

After the first interview, Asylum Office (police) arrives to the center for asylum and does the second interview with you.



DECISION OF THE ASYLUM OFFICE

UP TO 2 MONTHS AFTER THE FIRST INTERVIEW



ASYLUM GRANTED

Integration into Serbia.



ASYLUM DENIED



APPEAL

Submitted to the Asylum Commission.



DECISION OF THE ASYLUM COMMISSION



ASYLUM GRANTED

Integration into Serbia.



ASYLUM DENIED



LAWSUIT

Submitted to the Administrative Court.



DECISION OF THE ADMINISTRATIVE COURT



ASYLUM GRANTED

Integration into Serbia.



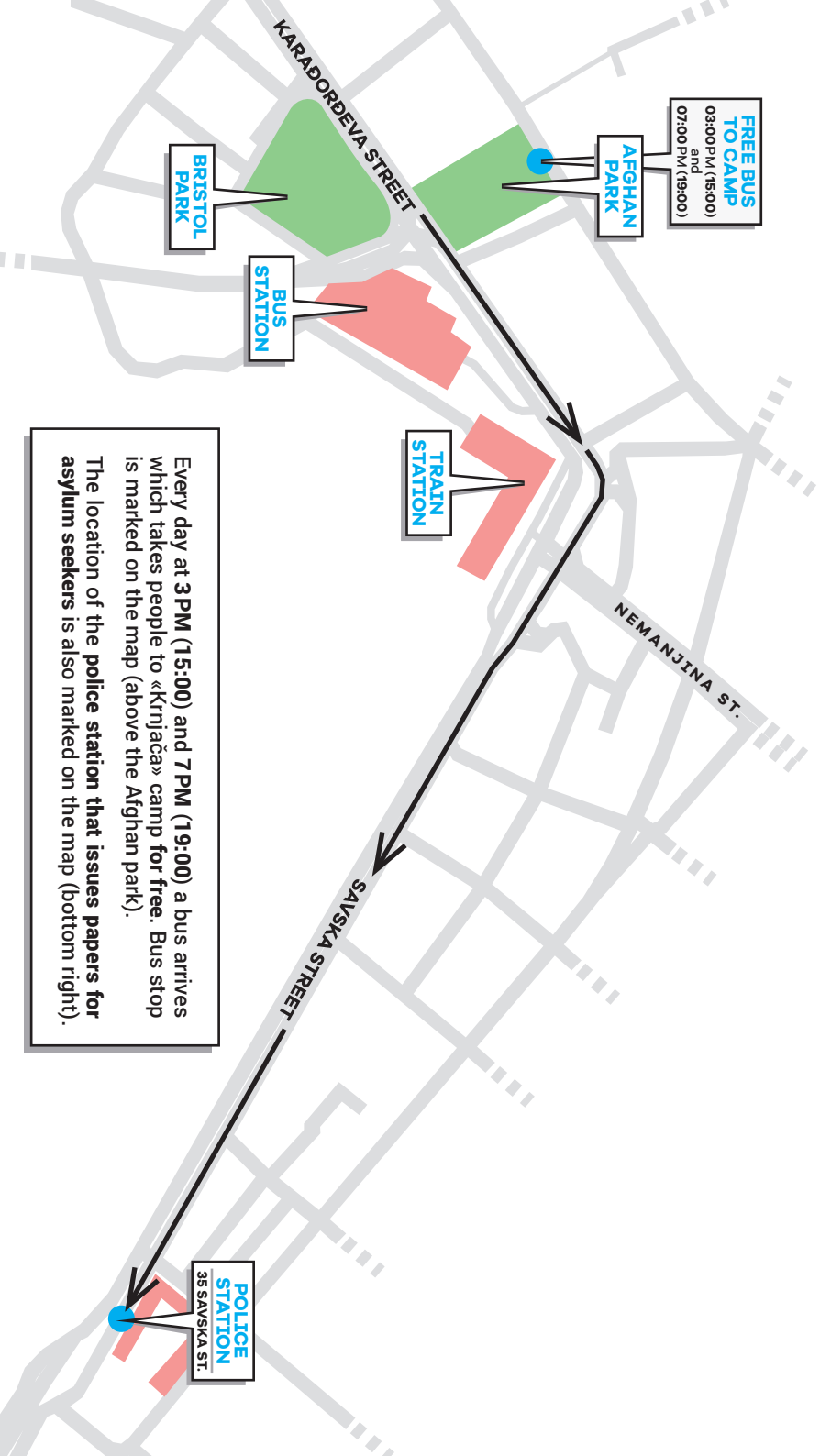
ASYLUM DENIED

Removal from Serbia.

AT THE END OF SUCCESSFUL ASYLUM PROCEDURE SERBIA PROVIDES 2 TYPES OF PROTECTION FOR ASYLUM SEEKERS:

- 1. **REFUGEE PROTECTION** – in the case when your life is in danger in your country of origin due to persecution upon the religion, race, nationality, political opinion, membership to the particular social group.
- 2. **SUBSIDIARY PROTECTION** – in the case when you would be exposed to the torture, inhuman or degrading treatment after you return to your country of origin, or your life, security and freedom would be endangered by violence, armed conflicts or massive violations of human rights in the country of origin.

IMPORTANT LOCATIONS IN AND AROUND PARKS SURROUNDING THE BUS STATION



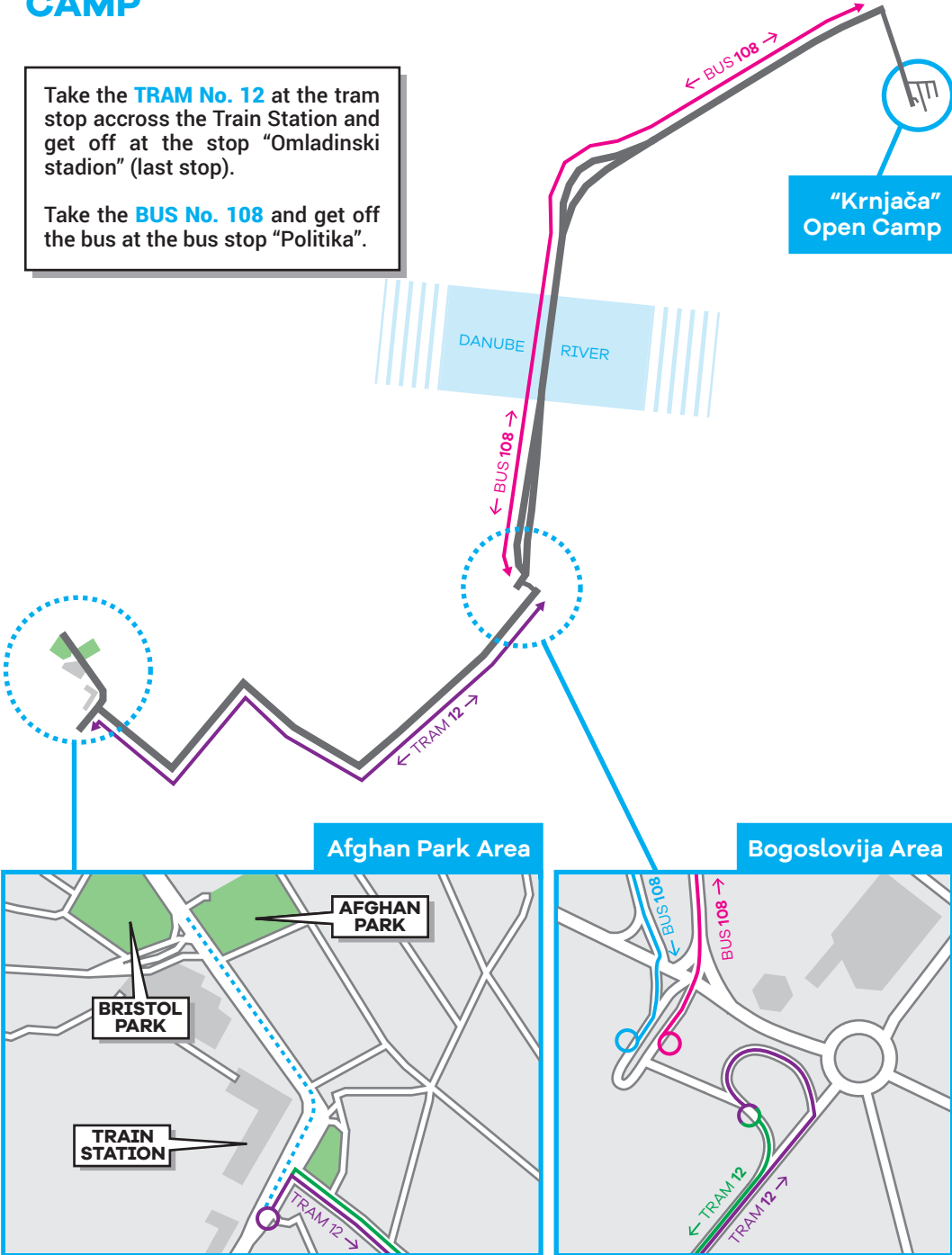
Every day at **3 PM (15:00)** and **7 PM (19:00)** a bus arrives which takes people to «Kriňača» camp for free. Bus stop is marked on the map (above the Afghan park).

The location of the **police station** that issues papers for asylum seekers is also marked on the map (bottom right).

PUBLIC TRANSPORT FROM AFGHAN PARK AREA TO «KRNJAČA» OPEN CAMP

Take the **TRAM No. 12** at the tram stop across the Train Station and get off at the stop “Omladinski stadion” (last stop).

Take the **BUS No. 108** and get off the bus at the bus stop “Politika”.



IMPORTANT TELEPHONE NUMBERS:

Emergency	+381 194
Police	+381 192
Asylum Centre Belgrade Pancevacki put St. (Krnjaca)	+381 64 8281 635
Asylum Centre Bogovadja Bogovadja St.	+381 14 78 035
Asylum Centre Sjenica Jablanicka St.	+381 63 8765 220
Asylum Centre Tutin 1 Vidrenjacka St.	+381 20 5724 304
Asylum Centre Banja Koviljaca Narodnog fronta St.	+381 15 820 267
Reception Centre Presevo 2 Vase Smajeveca St.	+381 17 664 152 +381 64 8281 689
Home for Children and Youth Belgrade 219 Bulevar Oslobođenja St.	+381 11 2492 301
Commissariat for Refugees and Migration (in Belgrade)	+381 11 311 7272
Red Cross Bogovadja	+381 14 78 006
Red Cross Belgrade	+381 11 2620 616 +381 11 3032 115
Organisation "Istocno-Evropska misija" (Subotica)	+381 24 781 787
Legal and psychosocial aid "Asylum Protection Center - Centar za zaštitu i pomoć tražiocima azila" (Belgrade)	+381 11 323 30 70 +381 11 407 94 65 +381 69 267 05 03 +381 63 704 70 80