

ANNUAL REPORT FOR 2020

Project Name:	Early identification and proper assistance to torture victims among refugees from Middle East and North Africa
Donors:	United Nations Voluntary Fund for Victims of Torture UNVFVT
Contact person and email:	Jelena Lončarević jbakalic@ian.org.rs
<p>Short project description: The project seeks to improve health status and overall well-being of torture victims and their family members among refugees from Middle East and Africa currently residing in Serbia, through provision of comprehensive rehabilitation assistance including psychological, psychiatric and medical services. In close collaboration with relevant stakeholders (OHCHR, UNHCR, SCRM, Ministry of health, Ombudsperson's office, Asylum centers, international and national NGOs) IAN provides adequate and timely referrals to other needed services, such as legal, accommodation, asylum procedure, social services, etc. Holistic, victim-oriented approach in provision of rehabilitation services is essential first step in victims' recovery process. Psychological assistance includes psychological first aid, individual and group psychotherapy and psycho-education. Medical assistance includes first medical check-up and assistance, general and specialized diagnostic and therapy, including psychiatric interventions, and provision of pharmacotherapy. Assistance is provided through visits to asylum and refugee centers and at IAN's premises in Belgrade.</p> <p>Project duration: January 2020 – December 2020.</p>	
<p>Results in 2020: During the lifetime of this project IAN provided comprehensive rehabilitation assistance to 110 torture victims and their family members. Aiming to improve health status and overall well-being of beneficiaries', IAN's assistance included diagnoses and treatment of physical and mental consequences of survived trauma, but also treatment of some acute health conditions. Medical assistance included basic and specialized examinations including psychiatric interventions, diagnostic and laboratory tests, and provision of recommended medicines. Due to the Covid-19 pandemic, apart from several upper respiratory tract infections and gynaecologist examinations, the most common health problems were abdominal, cardiological, neurological, hypertension, diabetes, constant body pain, headaches, thyroid gland disorders, and mental health problems. Majority of these health issues can be related to torture experience. Psychiatric interventions were provided to the beneficiaries with serious mental health problems. The most common mental health problems were anxiety, depression, agitation, irritability, insomnia caused by survived torture and trauma, and aggravated by deprivation of movement, confinement and other restrictions caused by the Covid-19 pandemic, increased hostility towards refugees/migrants, in addition to stressors usual for refugee population: uncertainty of their future, living in overcrowded facilities with no privacy, worries about family members left in places of origin, family problems, economic problems, etc. Psychological assistance included individual and group psychotherapy sessions that was provided to all victims and their family members. All beneficiaries were also provided with regular follow up on their physical mental health status. Moreover, IAN team provided beneficiaries with the information regarding asylum procedure and basic information regarding life in Serbia relevant to their integration. Beneficiaries provided feed back regarding assistance received from IAN, and expressed their gratitude for the intervention.</p>	

They pointed out the usefulness and significance of such assistance, and especially of the working ethic among IAN staff in particular the atmosphere of confidentiality, respect and professionalism, which brought them back the human dignity after the ordeals they survived.



Project Name:	Holistic Action against Torture
Donors:	European Commission – European Instrument for Democracy and Human Rights
Contact person and email:	Jelena Lončarević jbakalic@ian.org.rs
<p>Short project description: Project objective is to contribute to effective prevention of torture, fight against impunity and healing from consequences of torture in the Balkans. The objective of the action will be achieved through a model encompassing three interrelated and interacting domains of activity clusters—prevention, accountability and rehabilitation cluster. Prevention activities include: advocacy for implementation of UN CAT recommendations; advocating through Shadow report before UN CAT; Trainings for police staff; Providing support to NPM; Commemoration of UN Day in Support to Torture Victims; Raising awareness on importance of early identification of torture victims among refugees and asylum seekers. Accountability activities include: Provision of legal support and forensic examinations and Trainings on Istanbul protocol and UN Convention against Torture for legal and medical staff. Rehabilitation activities include: Establishment of the Centre for Rehabilitation of Torture Victims in North Macedonia; Holistic rehabilitation of torture victims; Capacity building of women torture survivors and women members of their families; and Research on mental status and early identification of torture victims among refugees and asylum seekers.</p> <p>Project is implemented in partnership with Centre for human Rights Nis and Centre for Civic Initiatives, Prilep, FYROM.</p> <p>Project duration: January 2018 – April 2021.</p>	
<p>Results in 2020: During 2020, due to COVID 19 pandemic, introduction of state of emergency and other related restrictions in both Republic of Serbia and North Macedonia,</p>	

project partners had to adjust project implementation to new circumstances. Therefore, some of the project activities were temporarily suspended, some were implemented online, and some had to be cancelled.

Prevention activities implemented in 2020:

- 1 round table for relevant stakeholders was held on 27th November 2020 in Hotel Kristal Palas in Prilep. 20 participants were present. The topic of this round table was presentation of the project results and discussion on existence of torture in the places of detention and the role of media in violence and torture prevention.

- 1 meeting of the NGO Coalition held.

- 1 training on International and National standards for prevention of torture for police officers and prison staff organized in Prilep. Themes discussed were related to national standards for prevention of torture and the role of prison personal in prevention of violence. All the legal remedies and laws that are related to prevention from torture were presented and participants discussed about the challenges that police officers and prison personnel are facing during their work. 20 participants took part at the training.

- 4 events organized on the occasion of 26th June - The street performance "Path in Support of Victims of Torture" was organized as a musical-scenic performance which shows what people who suffer from various forms of psychological and physical violence go through, in order to draw public attention to the importance of supporting victims of torture; a press conference; a screening of the documentary film "Reminescence" by Radoslav Cebic was organized at the Nis Cultural Center, as well as a discussion about the film and the author. The film most directly presents our users, victims of torture, who have experienced various types of torture in war and peace, and reminds us of many forgotten traumas, events, injustices, violations of the law and violations of human rights. Commemoration of 26th June in North Macedonia was restricted due to COVID 19 pandemic measures. In accordance with existing measures, CCI organized open meeting with representatives from public institutions, civil society organizations, business sector and media. IAN's movie "Remembrance – experiences of the torture victims" was presented to the public. All of the attendees received information flyers that were also distributed to the citizens in the town.

- 1 press conference organized in Nis with the aim to present results of work and activities related to legal assistance and representation before the courts of torture victims.

Accountability activities implemented in 2020:

- 2 trainings on the use of Istanbul Protocol were held, one in Serbia and one online for professionals in North Macedonia. Overall 44 professionals were trained.

- 3 medical examinations using Istanbul protocol provided to document alleged torture for 3 beneficiaries

- 3 Medico legal reports issued by forensic experts

- 4 Cases of torture presented before the court with forensic evidence

Rehabilitation activities implemented in 2020:

- 87 torture survivors and their family members received comprehensive assistance including psychological, medical and legal support in North Macedonia

- 115 torture survivors and their family members provided with specialised, holistic rehabilitation services, including psychological, medical and legal assistance in Serbia

-20 self-support groups for women torture survivors or family members held

-20 art craft workshops for women torture survivors or family members held



Project Name:	Support to victims in war crime trials
Donors:	UK Government and United Nations Development Program (UNDP) through the Regional War Crimes Project (RWC)
Contact person and email:	Tijana Jovanović-Dačić tijanaeror@gmail.com
<p>Short project description: The overall objective of the project is to contribute to the strengthening of the rule of law and the process of transitional justice in the Western Balkans.</p> <p>The specific objectives of the project are:</p> <ul style="list-style-type: none"> -Mitigating the effects and levels of re-traumatization of victim witnesses while participating in war crimes trials through the provision of psychological, psychiatric and medical support. -Empowering and encouraging victims, potential witnesses to become involved in the war crimes trials in BiH. <p>Target group of the project are victims of war crimes committed in the war camps in Bosnia and Herzegovina during the wars in the territory of the former Yugoslavia, and their family members.</p> <p>Project duration: January 2020 - October 2020</p>	
Main results:	

A total of 62 beneficiaries, witnesses in war crimes trials, potential witnesses, and family members of victims were supported. Out of the total number of users, 23 are women and 39 are men.

A total of 9 psychological support groups were held. The group sessions were attended by 37 participants (12 women and 25 men). During the group meetings, clients discussed various topics such as experiences of testifying at trials, emotions and thoughts related to planned trials, the experiences of torture itself and the consequences that remain today, life after torture and the way in which clients struggle with the consequences. The participants of the groups assessed that they liked group psychological meetings on several levels, they felt that someone cared about them and was interested in their problems, it meant that they shared their experiences with people who went through the same or similar. On the one hand, they felt relieved and better when they talked about topics that some of them had never talked about before, and on the other hand, their symptoms, fears, anxiety, dreams and memories returned, which they then had the opportunity to work on at the next group meeting or during individual conversations with a psychologist and / or psychiatrist.

Psychiatric assistance was provided in vivo, during field visits, while several follow-up examinations were performed by phone. 35 psychiatric interventions were provided for 20 beneficiaries.

A total of 63 medical interventions were provided for 31 users. Medical examinations were performed in Belgrade and during one visit to Bratunac.

When it comes to project promotion, two press conferences were held, one in Belgrade and one in Bratunac. Project activities were also covered by media during one field visit to Bratunac.



Project Name:	Community support training for asylum seekers
Donors:	UNHCR
Contact person and email:	Biljana Petrovic bpetrovic@ian.org.rs
Short project description: The aim of the project is to empower and support asylum seekers to provide adequate and efficient help and support to other persons who are in the same or similar situation.	
The training is designed for asylum seekers accommodated in asylum centres who will be able to knowledge gained in the training, use to communicate effectively with each other in the community and influence their status and the status of others in the community in	

which they live.

The goal of the training is to enable trainees through specific knowledge about mental health and self-help techniques to help themselves but also to be able to support other asylum seekers, with whom they live in centres and who need support. Selected participants will be trained and sensitized regarding traumatic experiences – their own and those survived by others, will gain some knowledge about torture and other topics that make them vulnerable, psychological problems, mental health disorders, LGBT, violence, STI.

Project duration: September 2020 – December 2020

Main Results:

A total of **10 days of trainings** were conducted: two days of training in Banja Koviljaca, two days in Bogovadja, four days in Belgrade, and two days in Tutin. A total of Trainings covered the following topics: Traumatic experience and psychological consequences, Psychological and psychiatric problems among beneficiaries – reactions with support, Self-support - taking care of yourself, and Individual PEER support and group PEER support.

A total of **14 lectures** were conducted. The following topics were covered through the lectures: Sexually Transmitted Infections and Other Epidemiological Topics (COVID 19), Gender norms, inequalities, consequences - gender-based violence, Stigma and discrimination - impact on life, and Using psychoactive substances - risks and harm reduction programs.

A total of **7 evaluation sessions** were conducted. Through focus group discussion, beneficiaries answered the questions and expressed their opinion related to undergone trainings: if the topics were relevant and interesting, if they want to hear more of some topics and which new topics, if the trainers and lecturers presented topics in understandable and adequate manner, if trainings met the beneficiaries' needs, if obtained knowledge and information is useful and applicable. This evaluation also served as assessment of beneficiaries needs and interests. The findings were used for tailoring development of IAN's project proposals for 2021.

A total of **104 beneficiaries (96 male, 8 female)** participated in trainings at four locations. Beneficiaries were asylum seekers and those granted refugee status accommodated at Asylum Centers Banja Koviljaca, Bogovadja, Tutin, and Krnjaca, and private accommodation in Belgrade. Interest for trainings was very high and planned number of beneficiaries (40) was exceeded multiple times.

The total of 152 interventions was provided to project beneficiaries. Interventions include participation in trainings, individual psychiatric and psychosocial intervention. On account of other IAN's projects supported by UNVFVT and EC, we were able to respond to the requests of SCRМ and individual beneficiaries, and provide additional services: individual psychiatric and psychosocial support, thus enhancing the overall impact of the project.



Project Name:	Support to Sustainable Return and Reintegration in Serbia And Albania
Donors:	German Ministry for Economic Development and Cooperation, and GIZ-Germany International Cooperation Organization.
Contact person and email:	Sanja Djurica sdjurica@ian.org.rs
<p>Short project description: Since the signing of the Readmission agreement between the Republic of Serbia and the European Community, a large number of people was voluntarily or forcibly deported to their country of origin, Serbia and Albania. Over 20000 Serbian citizens were deported from EU, out of which 75% is Roma population.</p> <p>The main objective of this project is to improve mental health and overall wellbeing of returnees and refugees/migrants in Serbia and Albania. IAN and Albanian Helsinki Committee (AHC) are closely collaborating with relevant actors, governmental and NGOs, who are providing support to the returnees, in order to achieve this objective through implementation of project activities including provision of psychological support to highly traumatized persons (individual and group psychotherapy sessions), psychiatric interventions (psychiatric check-ups and treatment), psychosocial support to returnee families/schoolchildren through a network of voluntary case managers, and capacity building trainings for volunteers and first responders/field workers on “Readmission and Reintegration & Proper referral pathway for beneficiaries with mental health symptomatology”.</p> <p>Project duration: February 2019 – June 2020</p>	
<p>Main results:</p> <p>Project activities were implemented in following locations: Belgrade, Niska Banja, Loznica, Novi Sad, Banja Koviljaca and Slankamen in Serbia, and Tirana, Shkodra, Gjirokastra and Durres in Albania. Services were provided to total 301 beneficiaries from all target groups: 199 returnees, 75 from local marginalized groups and 27 refugees/migrants. Case management approach was the basis of the work with the beneficiaries on this project. It included working with the family/individual beneficiary at several levels, continuous evaluation of beneficiary satisfaction, changed needs and reintegration/integration effectiveness. Active participation of beneficiaries in designing of action plans ensured their commitment to the anticipated change and set goals.</p> <p>Provision of psychological support and in most cases specialized psychotherapy in the form of individual, family or group psychotherapy sessions was provided to 219 beneficiaries. Psychological support was strengthening the capacities of the individuals and empowering them for the change and taking an active role in their life thus increasing their potentials for</p>	

durable reintegration/integration.

Psychiatric consultations provided through this project used as a prevention of escalation and deterioration of beneficiary's mental status which is possible reaction when a person is struggling to integrate and accept life in readmission/exile as it is very often full of challenges and frustrations. Total **54 beneficiaries** were supported through 221 (112 Serbia, 109 Albania) psychiatric interventions during the project.

Volunteer case managers were the main implementers of the case management methodology and providers of comprehensive intensive psychosocial support. Total of **35 families** were provided **intensive psychosocial support in reintegration** through volunteer network. Guided by three-months action plans, volunteer case managers provided interventions shaped by the unique reintegration needs of each family that helped faster and sustainable reintegration, starting with information sharing regarding available services, rights and obligations, points of access to different public institutions and services, and continuing with actual assistance in communication with different public institutions, development of social skills, development of business skills, linking with job market, assistance with job search. Special attention was given to children and activities that blend together educational, social and amusement elements in order to strengthen their adjustment to the new life settings. Using creative approaches and variety of educational tools, volunteers assisted children in learning Serbian language, and regular school curriculums, but also worked on development of their learning habits and social skills. Schoolchildren were additionally provided school books and materials. Huge impact of educational activities was evident through improved results of school tests and teachers' feedback, in addition to children and parents' satisfaction.



Project Name:	Valuing Childcare and Housework
Donors:	Government of the United Kingdom and the British Embassy and UN Women
Contact person and email:	Bojana Trivuncic, bzivanovic@ian.org.rs
Short project description:	
Project activities are aimed at:	
– Economic empowerment of women and protection of their rights through development and membership in professional organization	
– Identifying and targeting problems related to recognition of nanny profession and finding best solutions through meetings with relevant stakeholders and organization of the Conference	
– Encouraging men to equally participate in housework and childcare	

Project duration: June 2020 – January 2021

Main results in 2020:

- The Association of nannies formally registered under the name Udruženje dadilja Srbije, according to the confirmation of Serbian Business Registers Agency (APR)
- 23 nannies actively involved in the process of registration of the Association of Nannies and its work
- Total of 16 capacity building trainings for women of the Association held, covering the following topics: Project Cycle Management; Baby and children health, care and nutrition; First Aid for Infants and Children; Specificities of working in private home; Basics of psychosocial development; Self-help and self-support groups; Educational styles, developmental phases according to Piaget, pedagogical directions; Modern principles in the education of children; Techniques for the development of emotional intelligence; Access to children undergoing parental divorce; Stress management; Feedback as the key to successful communication; Financial management; Advocacy and lobbying; Gender equality and women's rights.
- 3 Meetings with relevant stakeholders held
- One 3-day training on Balancing childcare and housework for men



RODNO ZASNOVANO NASILJE

- o Nasilje koje se dešava u porodici (fizičko, mentalno, seksualno...)
- o Nasilje koje se dešava u zajednici (silovanje, trgovina žena, seksualno uznemiravanje i ucenjivanje, nepoštovanje reproduktivnih sloboda, seksualna eksploatacija i sl.)
- o Nasilje koje čini ili odobrava država (unutar institucija sistema)
- o Kršenje ljudskih prava u doba oružanog sukoba (silovanje kao oružje u ratu, prisilne trudnoće, sex ropstvo...)