



*Application
for the City of Banja Luka
to Become a Member
of the International Safe Community Network
for International Designation as a Safe Community
by the WHO Collaborating Centre
on Community Safety Promotion*

Mayor of the City of Banja Luka, Dragoljub Davidovic,
President of the Council for promotion
of security and prevention of injuries in the city of Banja Luka

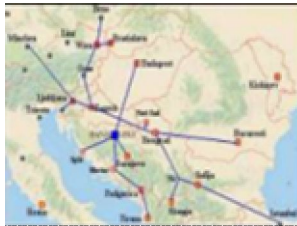
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1. Banja Luka

The city of Banja Luka is the second largest city in Bosnia and Herzegovina, the largest university, industrial, financial, political and administrative center of the Republic of Srpska (one of the two entities in Bosnia and Herzegovina). Banja Luka is located in a valley through which flow the rivers of Vrbas and Vrbanja, on the border between the Dinaric mountains on the south and the Panon basin on the north, at an altitude of 164 meters and the City belongs to the central European time zone (GMT+1) and has a moderate continental climate with mostly influences of the Panonic area. The median annual temperature is 10,7 degrees Celsius, the median January is 0,8, and the median July temperature is 21,3 degrees Celsius.



Map of the geographic position of the city of Banja Luka



View of Banja Luka

Due to a big number of green areas Banja Luka carries the epithet of a "city of green areas" and some also call it "a city of young people, sport and culture". Banja Luka was once a strong industrial center with a developed industrial structure, especially the machine, electrical, textile, food and cellulose. The past war events (1992 – 1995) and the post war social transition caused the collapse of most of industrial capacities and markets. In the post war period Banja Luka is opening up to countries of market economy and it sees its chance in the development of trade, tourism, agriculture and the food industry.

Demographical characteristics

According to estimates from 2009 in the city and the surrounding area has a population of 225 123 on an area of 1.239 km². The last census in Bosnia and Herzegovina was conducted in 1991. The problem was additionally worsened by movement of the population due to war events.

Basic vital demographic indicators for the city of Banja Luka birth rate 8,92‰; rate of mortality 7,67‰; rate of mortality for babies 5‰. In the year of 2009 the growth of population was 1,25‰.

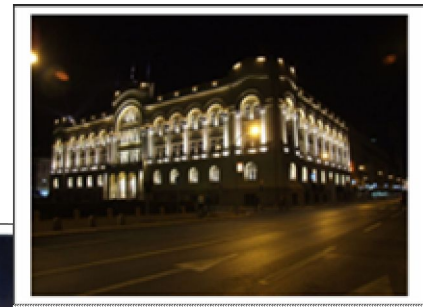
On the basis of vital statistics and administrative sources of data the greatest number of the population in the Republic of Srpska is between 40 and 54 years of age.

One of the characteristics of Banja Luka is that the city is located on an "earthquake area". Seismological area includes the area around the city of a diameter of circa 60 km. This natural, strong seismic activity of the terrain was deepened by the construction of the hydro power plant "Bocac" on the Vrbas river about 20 km south of the City. In the area of the city there are great risks of an occurrence of an earthquake of strength of 5-10 degrees of the Mercalli scale.

According to available data the first series of strong earthquakes which hit Banja Luka occurred in 1888 when the strongest earthquake of a strength of 7 degrees on a Mercalli scale and a magnitude of 6 degrees of the Richter scale, and in 1969 the most devastating earthquake in its history of a strength of 8 on the Mercalli scale and a magnitude of 6 degrees on the Richter scale, with huge human and material losses.

The last series of strong earthquakes occurred in Banja Luka in 1981 when it was strongest hit between 7 and 8 degrees on the Mercalli scale and a magnitude in the epicenter of 5,4 degrees on the Richter scale.

2. Organization of the City of Banja Luka



Banja Luka at night – ASC building and Temple

The City administration is made up of: the Mayor, City Assembly and Administrative Service.

The mayor represents the City and carries out executive functions in the City of Banja Luka. He is chosen for a period of four years in general direct elections.

The Municipality of the City of Banja Luka is made up of 31 board members who are chosen in local elections every four years. For considering of matters from the competency of the Assembly, proposing and consideration of acts, as well as for analysing and considering of other matters, educated are permanent and casual working bodies of the Assembly. Permanent working bodies of the Assembly are educated according to provisions of the Statute of the City such as the Health Board, Council for social policy and others.

The administrative service has nine departments, two sections and seven independent divisions.

City institutions and companies are: "Radnicki University", "City developmental agency", "Tourist organization of the city of Banja Luka", Public health institution of "Health Center", Public institution of "Center for social work", Public institution of "Center for preschool education", Public sports institution sports hall "Borik", Public institution "Banski dvor-Cultural Center", "Center for development and improvement of villages", Public Company "Aquana", d.o.o., Public company Regional City Dump "DEP-OT", ODKJP "City Cemetery", Institute for construction, a.d. Banja Luka.

In Banja Luka and on its administrative area there are 18 childcare centers, 30 primary schools, 16 high schools, 1 public university within which there are 16 organizational units-faculties, 4 private universities and three colleges, 1 pupils' hostel, 1 house for children without parents, 1 student dormitory etc.

Part of the students takes buses or trains from their suburbs to schools (transport is organized).

In 2008 adopted was the "Strategy of development of the City of Banja Luka in the period 2007-2015", and it represents a strategic document of local development by which health is given a primary role. Public health institutions on the territory of the city of Banja Luka are: Health Center, Clinical Center, Institute for protection of health of the Republic of Srpska, Institute for physical medicine and rehabilitation "Dr Miroslav Zotovic", Institute for transfusion medicine of RS, Institute for court medicine of RS, Institute for medicine of work and sport of Republic of Srpska, Medical electronics with the Center for medical research and numeral private health institutions.

In the Health Center of Banja Luka in the Department of general-family medicine 110 teams of family medicine are working, and in the Department of Ambulance 25 educated teams work with the education center. Transport is provided by medical vehicles or by helicopter for larger centres.

From a number of departments within the Center for public safety we would like to single out those that are the most important for a safe community and that is the department of crime police and traffic police with specially trained personnel for cases of domestic violence. Traffic police is not active only in the repressive part but also in preventative actions in which it was a direct carrier of promotional activities.

In the territory of the city there is a professional firefighting unit as part of the Department of civil protection of the City of Banja Luka where we established a System of civil protection. Additionally, there are also voluntary associations of citizens including the Voluntary firefighting society of Banja Luka and the Voluntary firefighting society of Vrbanja.



Vrbanja - Rafting track

In the territory of the city of Banja Luka 110 sports facilities have been built, as independent entities, which include 201 sports terrains and use a sports surface of 283.900 m². In Banja Luka there are 139 actively working sports organizations in 30 fields of sport.

In the city of Banja Luka there are over 260 non-government associations, and some of their activities are realized in the area of improvement of quality of life, prevention of injury and violence. City organization of the Red Cross through education, trainings and a realistic view of injuries and the condition, prepares and trains many different teams and the population in providing of first aid in case of a catastrophe and a state of emergency, and organizes and conducts training and examinations from the field of first aid.



Downtown – Temple of Christ Savior

3. City of Banja Luka as a safe community



RS Government

As a safe community the City of Banja Luka's goal is to promote safety through prevention of injuries, violence and suicides and through mitigation of consequences of natural catastrophes through activities directed towards all age groups.

Six indicators ensure that the activities of the City as a secure community which is effective in promoting of quality of life in the community. These indicators were established by the International network of safe communities and it has set them as global guidelines in order to ensure that organizations of safe communities share common goals and activities.

3.1 Indicator 1

Infrastructure based on partnership and cooperation, lead by an inter-sector group which is responsible for the promotion of safety in its community

Safe community Banja Luka is realized through a number of programs which are realized in cooperation with institutions and organizations of the public, private and non-government sector. By recognizing the experiences of good practice of providing of services in partnership, especially in the field of social protection, Banja Luka was awarded the Beacon status.

A preference in the direction of promotion of security and prevention of injuries is reflected through the vision, goals and the motto of a Safe community of Banja Luka.

VISION

BANJA LUKA AS A SAFE COMMUNITY WANTS TO CREATE CONDITIONS FOR
GENERAL SAFETY OF ITS CITIZENS.

GOALS

- Activities on creation of conditions for a safe and healthy school, home, living and working environment;
- Lifting of awareness of citizens about healthy lifestyles and the significance of prevention of injuries and promotion of safety of all citizens, especially vulnerable groups;
- Activities to decrease the number of injuries by supporting the existing programmes of prevention and prevention of injuries with their improvement;
- Development of a unique system for reporting on injuries according to recommendations of the World Health Organization.

Activities on achieving of goals include multi-partner cooperation and the work of public and private sectors, non-governmental organizations and the media.

The **MOTTO** of a safe community Banja Luka for promotion of safety and prevention of injuries is: Clean, safe and sound city!

Reference groups

Local authorities have through a number of activities proved that they are really putting a lot of effort into the promotion of safety and into the prevention of injuries on the territory of the City of Banja Luka, and that time in 2007 they officially raised their previous efforts in this are at higher level when they decided to apply systematic approach and invest in safety promotion and prevention of injuries.

For the purpose of caring for the health and safety of all citizens, in 2007 the City of Banja Luka has established a forum of safety, and after the decision of the Mayor for the City to become a candidate for entry into the Network of safe communities in October of 2009 the following body was formed – Coordination council for promotion of safety and prevention of injuries.

3.1.1. The Forum of Safety of the City of Banja Luka has been established on 11th July of 2007 and within the forum there are representatives of the Assembly of Banja Luka, the Centre of Public Safety, Department for social activities, Department of Communal Police, Public Institution of "Center for Social Work", Public Health Institution of "Health Center", Clinical-hospital Center, representatives of the judicial authorities, Department for civil protection, Firefighting units, representatives of the Inspection, Veterinary stations, a representative of the University in Banja Luka, representatives of Groups of principals of primary and secondary schools, representatives of the Youth council, representatives of religious communities and representatives of local communities.

For the purpose of preventative action and curbing of crime and other forms of asocial behavior, the Forum directly or through its work groups, achieves cooperation with state institutions and other subjects by coordinating common activities on lifting the level of safety, general security, a better quality of life, with permanent effort for the activities to be of a more massive character.

For the purpose of acting in certain segments of safety, formed have been work groups of the Forum which regularly during the year, in accordance with the established plan, deliver reports on the state in their field. Priority fields of acting of work groups are identification of the problem, the fight against crime, the fight against drugs, against begging, general safety of citizens, protection of the environment, developing of mutual communications of partners of the Forum and the annual publication.

3.1.2. Safe community Banja Luka is achieved through the work of the Coordination board for promotion of safety and prevention of injuries which has been formed by the decision of the Mayor in October of 2009 when initiated was the procedure for the candidature of the City of Banja Luka into the Network of safe communities.

Members of the Coordination board for promotion of safety and prevention of injuries are:

- Mayor of the City of Banja Luka,
- Institute for the protection of health of RS,
- Center of Public Safety Banja Luka,
- Public Health Institution "Health Center" Banja Luka,
- Public Institution "Center for social work" Banja Luka,
- Chief of the department for social activities in ASG,
- Department of civil protection,
- Institute for physical medicine and rehabilitation "Dr Miroslav Zotovic" Banja Luka,
- Ombudsman for the children of Republic of Srpska,
- City organization of the Red Cross Banja Luka,
- Representative of the Forum for safety of the City,
- Association of Citizens "Unified women" Banja Luka,
- Sports association "Trofej",

Council of a Safe community Banja Luka is made up of:

- President, Mayor,
- Coordinator of a safe community of Banja Luka, representative of the department for social activities in ASG, and
- Leaders.

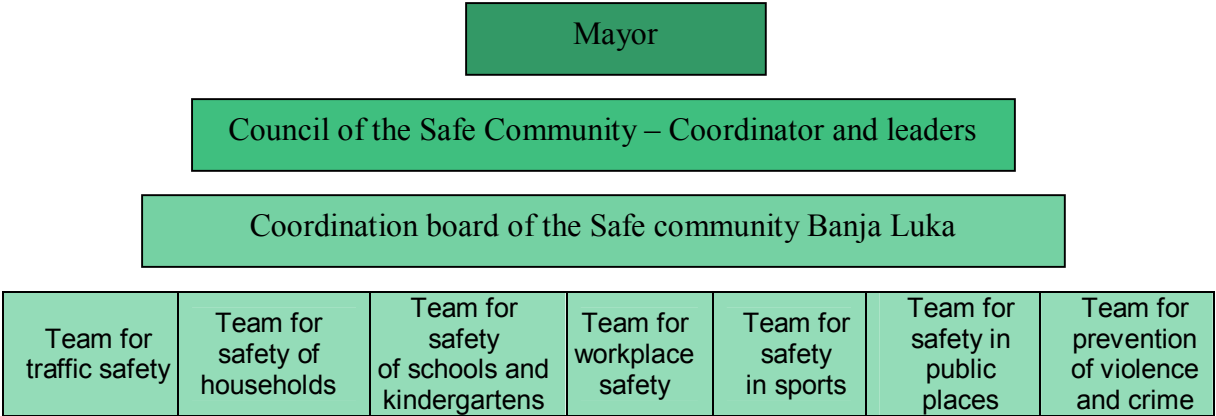


Session of the coordination board and teams

Coordination board has at its session which was held in December of 2009 appointed 7 teams with coordinators for the following priority areas:

- ❖ traffic safety
- ❖ household safety
- ❖ workplace safety
- ❖ sport safety
- ❖ safety in schools and kindergartens
- ❖ safety in public places
- ❖ prevention of violence and crime

Structure of a Safe Community Banja Luka



Teams are made up of professionals from different areas and institutions, representatives of the health sector, police, educational sector, civil society, state administration authorities, chamber of commerce and the media.

In addition to informing of the public, the task of the Coordination Board is collection of data, coordination of activities of teams and reporting of the World Health Organization about the state of safety in the City of Banja Luka, and the initiation of the programs whose purpose is the promotion of safety and prevention of injuries.

The objective of acting of the Coordination board is to secure a safe and sound environment for future generations in which they would be developing all their potentials, and for which everyone will take responsibility.

3.2. Indicator 2

Long-term, sustainable programs that include persons of all genders, all ages, environments and situations

Since the area of Banja Luka is seismogenic area where there are major risks of the occurrence of earthquakes in the Department of Civil Protection of the Administrative Service in Banja Luka, according to the Plans for protection and recovery from natural and other disasters, vulnerability assessment is made of people and property in the area of the city. Under the above assessment, assessment was made of possible vulnerability of Banja Luka from earthquakes.

Since earthquakes are among the most difficult and worst natural disasters of the largest and most severe consequences, in accordance with the above Assessment the Plan was made to protect and rescue from the ruins in the area of the city and measures were set out to eliminate the effects of earthquakes. Measures and activities have been determined prior to demolition, during the main shock and the time after the earthquake. To that end, formed is a specialized unit of civil protection and rescue from the ruins in the composition of which there are workers from construction companies, speleologists and other experts for rescue and care for victims. The unit is engaged according to order - a decision by the City headquarters of civil protection which manages the care and rescue action in the event of natural and other disasters.

In addition to this unit, the plan of protection and rescue from the ruins determined the involvement of other entities: enterprises, companies, agencies, authorities and institutions to implement measures of protection and rescue.

Given that different age groups require different approaches to promote safety and injury prevention, we have chosen to present the work of Banja Luka as a safe community through four age groups.

High-risk groups in our community are children, youth, elderly, disabled and mentally ill persons.

3.2.1. Children (0-14 years)

Various programs and activities to promote safety and injury prevention were realized in cooperation with many partners in the local community: Center for preschool education, schools (teachers, parents and students), Educational and Pedagogic Institute, health institutions, Police, Centre for Social Work, ministries, city authorities, civil society and media, in order to care for health and greater security of children. In order to promote safety and injury prevention in the city, implemented are the various Projects, education and training.

Doctors of family medicine at the Health Center carry out regular systematic check-ups of children and pupils of primary schools for the purpose of early detection of health disorders, vaccination, and advise parents to take preventive measures such as elimination of dangerous objects, locking medicines, securing of swimming pools and more.

Education and care for children is being implemented in kindergartens and schools: children are taught about personal hygiene, hygiene of housing, eating habits, socialization, friendship and tolerance, prevention of injuries and violence, safety at home and in public places, the importance of sport and physical activity et al.

1. Activity **"Training of children in road traffic"** refers to the education of children in preschool and early school age (5-9 years), by learning through play, simulation of real traffic on moving polygon. The training of children has been carried out since 2002 in kindergartens and city squares in Banja Luka.

In order to increase the safety of pupils, in 2002 the Department for Transport has done independently and successfully implemented the project **"SECURITY OF STUDENTS IN ELEMENTARY SCHOOLS IN THE CITY OF BANJA LUKA"**. Department of Transportation itself has done a first mobile ground for training of children in traffic which was first mounted in kindergarten "Radost" in Banja Luka. Polygon is a realistic simulation of the traffic situation at a crossroads with four lanes crossroads with traffic lights with entry and exit lanes and all the amenities of vertical, horizontal and lightning signalization. Movable polygon is designed to train children of preschool and early school age.



Training of children in traffic

"Let's protect children in traffic" - action relating to the education of children in order to secure safe participation in the traffic.

Action called **"Care for children in traffic"** within which the warnings are placed above road to warn drivers to drive carefully and carried out restoration of the horizontal and vertical traffic signals in the areas of elementary schools, as well as distribution of brochures and other materials related to safe participation of children - pupils in traffic.

The city has purchased uniforms for the children - traffic officers, in cooperation with traffic police to help the first grade pupils to cross the pedestrian crossing easily and safely.



Children in police uniforms and the Mayor on the footbridge



School policeman

The project **"Car seat"** in cooperation between the MUP RS, Association for the protection and safety of children "Djeca-djecije carstvo" from Sarajevo and the media helped the education of parents about the necessity of using car seats for children, with the aim of protecting children in traffic through which promotional material to drivers has been distributed.

Advisory body for traffic safety at the local level has good cooperation with the police, supervisors and citizens.

The aim is to raise the level of safety in transportation, basic traffic signs, road traffic injury prevention, and traffic workshops in the form of educational workshops for children in lower grades of primary school, as a new method of educational measures in traffic.

Education of drivers and passengers to put their seat belt, helmet and so on in order to reduce the degree of injury in an accident and first aid.

"Children in traffic" – educational competition involves theoretical (testing knowledge of traffic rules – obligation to wear protective helmets by the Law on protection in traffic) and practical part (riding a bike on the polygon).



Traffic-educational competition



Drivers drive cautiously – school year started

Children from 10 to 12 years of age have the right to participate at this competition, which is in accordance with the Regulations of the Technical Commission AIT, for the realization of the European traffic - educational competition.

"The school year has started - drivers drive cautiously" activity that the Auto Moto Alliance of the Republic of Srpska organize traditionally on the occasion of the beginning of the school year.



School year started – drivers, drive carefully



«Safe and dangerous actions in traffic - timetable»



«Parents, are you aware of your responsibility – leaflet for parents»

2. **"Firecracker is not a toy"** is a campaign that is conducted before the New Year holidays, and whose basic idea is to educate students and citizens on combating the use of pyrotechnical devices. The main focus was on students in the elementary school "Sveti Sava" in Banja Luka with sharing of written promotional material to all participants in traffic in those days



Lecture at a primary school

3. Center for Social Work has supported and organized service that bears the name **Refuge centers for children caught in the vagrancy** for six years, which is based on the principle of partnership activities of the police and social welfare authorities. In cases where the police have found, or a person tells that the child is in vagrancy without their parents or guardians supervision, the worker on duty is called who takes a child from the police and takes him to the Refuge where 24-hours-duty specialist with the child exists. The child stays in the Refuge up to five days during which employees of the Centre for Social Welfare are trying to contact the guardian of the child and to return the child to the family or institution from which it came. Refuge has great significance for the prevention of further exposure to the child at risk of being a victim of abuse, labor exploitation and trafficking.



Premises of the Refuge for children caught in vagrancy

For children in 5 primary schools there is **bus transportation** to school provided.



School bus

3.2.2 Young people (15-24 years of age)

The City of Banja Luka realizes the programs of measures and activities envisaged in the document adopted by the Assembly of the City of Banja Luka called "**Youth Policy of the City of Banja Luka, 2007 - 2011**". The main objective of the document Youth Policy of the City of Banja Luka is a long-term improvement of quality of life and the position of youth. This document identified the biggest problems of the young people and defined the strategic plan with specific programs - measures for a period of five years (2007-2011) from the most important spheres of social life of youth.

Some of the problems of youth are using tobacco, alcohol, drugs, vandalism and violence, reproductive health, contraception and organization of family, sexuality of young people with mental retardation and vulnerable groups, traffic safety and nutrition.

As part of regular preventive activities, the Team for prevention of the Center for Mental Health of the Health Center conducts a program entitled "**Prevention of violence in the peer group,**" to reduce the appearance of peer violence. The objectives are identification / detection of potential victims of violence and timely treatment of occurred disorders.

1. In November 2008, at the level of the Government of the Republic of Srpska, the relevant ministries (Ministry of Education and Culture, Ministry of Health and Social Welfare, Ministry of Internal Affairs) signed a **Protocol on the procedure in cases of peer violence** among children and youth in the educational system. This protocol governs the definition of violence, obligations of the competent institutions, forms, methods and contents of cooperation between the competent institutions, and other activities and obligations.
2. The realization of the program "**School policeman**" included a total of 10 secondary schools with the aim of combating juvenile delinquency and violence in general. Specific objectives are for students, teachers and parents that consider school as a safe place and relate to the sensitization and education of children and adults on the issue of violence in schools (detection and identification of violence, dealing with victims / perpetrators of violence and others), trying to give an answer to the question of how students and teachers can recognize the conflict that can turn into violence, strengthening the active participation of students, teachers, parents and local communities in the implementation of all activities that can contribute to combating violence in school and juvenile delinquency, organizing, coordinating and undertaking preventive activities in the suppression of events that endanger students, school staff or school property. Developing a "safety net" as a response to violence at school in which they would join.
3. The purpose of the Project "**By bike to the faculty**" is education of students and citizens about the importance of environmental protection and the adoption of healthy lifestyles



Cycling path toward the student campus

4. Education and training aimed at young people are directed toward the area of prevention of drug addiction, alcoholism and smoking, democracy and helping to resolve conflict situations, environmental safety, safety in a public place, traffic safety, nutrition and physical activity, first aid, safety in sports (good education for future teachers of physical education and sport and education of trainers that transfer their knowledge and skills to youth), TV and radio stations, magazines, newspapers.



Public presentations in primary and secondary schools

"The plan of preventive actions to prevent juvenile delinquency in elementary and secondary schools" shall be implemented in partnership with Public Safety Center and CSR Banja Luka and employees of both institutions go to schools where with children, teachers and parents they cover topics of juvenile delinquency, peer violence prevention, prevention of abuse of tobacco products, alcohol and drugs, safety of minors - the participants in the traffic intended for pupils of lower grades of primary school (until sixth grade), and threats of explosives (prevention and treatment in case of threats). The aim of the Plan is an indication of criminal and other socially unacceptable behavior in children and the youth with a focus on increasing the safety of students and adults in their environment with assistance of audio and video devices and printed materials.

3.2.3. Adults (25-64 years of age)

Position and participation in the transport are the most critical parameters for violations of this population and the responsibility to prevent is not only on the individual but there is a responsibility of both institutions and employers as well as reinforcing the necessary control and supervision of inspection and other services. According to statistics of the Republic inspection in the area covered by Banja Luka in 2009, out of the registered serious injuries at work, most of them happened in the field of forestry and timber industry.

Teams of family medicine of the Health Center in Banja Luka implement the measures from the Programme of prevention of mass non-communicable diseases and health preservation of the population reduces the risk of injury.

In order to provide health and safety in the workplace, medical examinations of persons for the purpose of employment are carried out as well as regular systematic medical examinations of workers, compliance with applicable laws in the local and national policies on the use of alcohol to prevent accidents and injuries in different environments and situations. Every year a training of employees on fire protection is carried out, and every two years training on safety at work - "Safety and health at work in the light of the new law on occupational safety, rights and obligations of safety at work".

In order to improve safety and prevent injuries at work, various campaigns, education and projects have been carried out in partnership with Inspection Service, Department of Occupational Medicine and Sports, Institute of protection, ecology and Information, Ministry of Labour and Veterans-Disability Welfare RS:

- Do not endanger others"
- "Young workers"- training and getting the workers acquainted with a safe workplace
- "The specific injuries at work"
- "Safe work in construction"
- "Safe work in agriculture"
- Promotion of a safe workplace
- Prevention of injuries at work (including accidents and illnesses related to work)
- Prevention of alcoholism as a significant cause of accidents at work

Projects, education and programs that contribute to preventing injuries and promoting safety of this population and all participants in traffic include the program **"Motorcycle"** of the Ministry of Internal Affairs of Republic of Srpska / Public Security Center Banja Luka, and AMS-RS.



Leaflet

Targets were the motorcyclists. Activities are implemented mostly in the summer period, depending on the assessment of security in the area of traffic in the area of Banja Luka and is implemented with the aim of improving safety of road users and consists in distributing promotional materials and enhanced control of compliance with traffic regulations

Information leaflets have been done to promote safety of tractor drivers and are distributed in the season of agricultural works.



Leaflet

Ministry of Internal Affairs also has prepared an informative leaflet on the prevention and action in the case of robbery.



Leaflet

Project **"Brzina"** by the Ministry of Internal Affairs of the Republic of Srpska / Public Security Center Banja Luka and Auto Moto Alliance of the Republic of Srpska has the drivers as the target group. Activities are implemented throughout the year in the area of Banja Luka, according to the assessment of security in the area of transportation.



Project "Brzina"



Project "Alkohol"

Activities are conducted in order to raise the level of safety of road users, and consists of distributing promotional materials and enhanced control of compliance with traffic regulations by drivers.

1. Activities of **"Police in community"** in which partners are the City Assembly, Department of Social Services of the City of Banja Luka, Department of Municipal Police in Banja Luka, The Center for Social Work Banja Luka, Health Center - Banja Luka Clinical Center, Justice, Civil Defense, Fire station, Inspection, Veterinary Station, University, Active of directors of elementary and secondary schools, youth organizations, religious groups and local communities, aimed at improving the ability of police to prevent and reduce crime and other deviant phenomena in the community with Improvement of cooperation by developing partnerships with all entities including schools and increase the level of trust for all citizens in the police.



Safe House for the women and children – victims of domestic violence



Seminar for pedagogues aimed at reduce of violence and abuse of children

4. **"Safe House"** was founded to care for victims of domestic violence through Partnership: City of Banja Luka, Association of Citizens, "United Women", the Public Security Centre in Banja Luka, Banja Luka Medical Center, Republic Prosecutor's Office, Ministry of Justice of the Republic of Srpska and the Center for Social Work Banja Luka

"Mobile Team for Domestic Violence"- Centre for Social Welfare, Citizens Association "United Women", Centre of Public Security, Health Center, City of Banja Luka. Mobile team for domestic violence has been in function for two years and is available 24 hours for the call to the police by the victims or third persons so that at the scene along with police comes a professional worker from the Public Institution "Center for Social Work" and the representative of the Association "United Women". In situations of acute violence, victims are if necessary accommodated in a Safe House in order to prevent further violence. Results in practice indicate significant decrease of relapse of violence in the family.



Mobile team

Iniciated by the NGO „United women“ every year we have the campaign „16 days of activism in fighting domestic violence“ when we organise public activities and media presentations and conferences aimed at raising awareness on presence and ways to prevent domestic violence.



Public campaign

3.2.4. The elderly (65 years and over)

At the field of City of Banja Luka exists Public institution of social protection Social Geriatric centre with capacities of 320 beds. This institution has offered services to 900 persons in the period between 2007 and 2010, and for that period of time they have registered 46 injuries of their beneficiaries.



Social worker with beneficiaries



Yard



Leisure

Nurses in primary health care visit the elderly, provide advice on prevention of trauma, they inform them about risk factors for injuries caused by osteoporosis and chronic disease, indicating the importance of safe floors and help when needed rehabilitation of the elderly. In case of need, they consult specialists in certain fields;

Center for Social Work is organized and in partnership with the Red Cross, Caritas and Merhamet and provides care services and home help for the elderly, health and personal assistance to vulnerable persons and families. The staff is trained to talk to old people, to assist personally in nursing homes in the daily work routine, control of taking pills and prevention of possible accidental overdose. In case of doubt of a depressed person or person who has serious medical or mental problems they consult a psychologist and a psychiatrist. It is regularly monitored customer satisfaction with the service provided and examined how the provision of services to be done can be improved. The greatest contribution of services is in the area of prevention of violations of this population.

Visit of a nurse that cares and helps to an old person in his/her house



1. Safety of older persons, primarily those who live alone, is ensured through their inclusion in "Day care center for the elderly. " Program is implemented and managed by the Centre for Social Welfare in collaboration with NGO" Club from 15 to 100' 'and the Association "Day care center for the elderly." There are currently two active daily centers for elderly persons where they have the space for creative work, physical activity, warm meal and friendship. The largest contribution to elderly persons living in the center is prevention and preservation of mental health.



Creative and social workshops in daily care centers for the elderly

2. "Let us help to cross the street safely" - preventive activity involves students of the faculties of traffic and teaching majors, who dressed in uniforms with labels AMS and AMD, help children and elderly persons when crossing the street, with the distribution of leaflets.
3. The representatives of the Center for Social Work have produced information sheet that includes basic information for the elderly on how to protect themselves and arrange the household in order to avoid falls (**Adjust your homes to avoid broken bones**). In addition to basic information about preventive measures to prevent falls and fractures, this pamphlet contains advice on what to do in the event fall and after fall.

The image shows a collection of informational leaflets and posters. The most prominent one is titled "PRILAGODITE VAŠE DOMOVE KAKO BISTE IZBIEGLI LOMLJE" (Adjust your homes to avoid broken bones). Other leaflets include "SILNANJE RIJEKE U SARAJEVU" (Strengthening the river in Sarajevo) and "OSTANETE STABILNI" (Stay stable). The posters contain various safety tips and advice for the elderly.

Leaflet for the elderly with advices

4. Refuge centers for the adults and older persons caught in the vagrancy as an expanded social welfare service has been operating for three years. Persons with mental health problems or dementia are often found in vagrancy and are not able to say where they live and who should be contacted to come and pick them up. In these cases, the police contacted the workers on duty in charge of the operation of the Refuge and persons are accommodated for a short time there until the representatives of the Centre for social work find their relatives or carers and the person returns to the family or institution from which he departed. In cases where a person has no relatives or guardians, competent center for social work provides further care about this person. Additional purpose and role of Reception station for adults and older persons caught in the vagrancy is also the possibility that persons who chose to live on the street as homeless can bathe in its bathroom, get the necessary care, meals and sleep during the winter and low temperatures.

3.2.5. Surroundings

Different population groups, especially at risk in order to prevent injury in the household are included in the system of health and social care to ensure their safety.

Patronage services within the regular nurses visit to pregnant women and newborn infants, children, chronic patients, mentally ill patients, talking with parents, the elderly, help and information about the risks of injury and the importance of preventive measures in relation to age, general service workers of Family Medicine within patronage and home visits can greatly affect the promotion of safety of their patients

Employees of the Center for Social Work in partnership visit vulnerable and disadvantaged groups of the population. All interventions are aimed at preventing injuries and accidents at home.

Continuous education and motivation to prevent falls, poisoning, injuries, fires and other disasters, in order to secure the home, conducted on several levels.

The education of families, especially children and the elderly living at home, included doctors, social workers, some non-governmental organizations, public and local media, and municipal structures.

"Save the children from drowning," the action is carried out by the Citizens' Association "All the children of the world" in partnership with the City of Banja Luka, Centre for Social Welfare and the Ministry of Family, Youth and Sports, where actions were carried out in order to raise public awareness, especially parents about the risks of drowning. In all the pools and beaches the promotional materials were distributed and campaign is followed by the media.



Leaflets distributed at beaches in Banja Luka and surroundings

In addition to the campaign carried out during the bathing season, created are the conditions for safe swimming also on beaches and pools.



Guard service at city pool



Rescue service on the river Vrbas



Measures were taken for protection of swimmers with clear instructions, surfaces that are not slippery, and rescue service in case of injuries.



City pool – aqua park – Aquana

Aimed at greater security and increasing the quality of life in general, several sports fields and swimming pools, children's playgrounds with safe surfaces - rubber surface to prevent injuries have been built. In the vicinity of schools placed are sleeping policeman and vibration strips.



Children playground Starcevica

Children playground with rubber surface



Children playground Center

Predispositions for realization of activities and programs in order to promote safety in sport and prevention of sports injuries are provided through well-trained teachers. Preventive measures and strategies aimed both at improving skills to deal with specific sports as well as application of a number of specific protective devices and architectural solutions to improve sports facilities and providing safe access to sports facilities for persons with disabilities supports the conclusion that the safety and injury prevention is an important part of the sports in the City of Banja Luka. Organization of professional services (emergency medical service, rescue service, police, parents), traffic control at the site of sporting activities (police, horizontal signals) tell us that sports clubs are facing stricter regulations on safety in their areas.



Sports field in Borik



Sports field Starcevica



Horizontal and vertical traffic signalization visible at night

Marking - renewal of horizontal **traffic signalization** is being done on a regular basis, maintenance and full development of vertical traffic signal and lighting maintenance of traffic signals on local streets and roads and at some traffic lights are built and sound signals to warn visually impaired and blind people when can get across the street.



Sound signalization and ramp for wheelchairs

At the time when priorities at the crossroads change, additional sign of STOP and additional blinkers are placed.



Crossroad with changed priorities



Cycling path

The project for set up special facilities on the road to reduce speed of vehicles in areas includes roads in zones of all primary schools and road sections where traffic accidents happen frequently, based on the stated needs of the citizens and the data obtained by the police.



Round road



Framed pedestrian passes

In order to increase pedestrian safety several **Footbridges** were made and underground passages in the Town because the aim is to divide pedestrian flows from motor traffic.



Over road footbridge



Under-ground pass

In areas of kindergartens and primary schools, speed of motor vehicles is limited, placed were **forced retardants, vibration and sound strips, etc.**



Vibration strips and speed bumps

On the occasion of celebration of "**Day without cars - 22nd September**", the mayor of Banja Luka distributed the brochure with short messages intended for cyclists and passengers as well as brochures on keeping utility equipment. Measuring of noise and air pollution, before and during the event, were performed.



Day without cars

“**Safe driving in winter conditions**” - Leaflet distributed to drivers at the beginning of winter season with information and instruction on safety of driving in the winter time

Medical provision of all public and mass gatherings in the city is provided by the Public Institution Health Center. ER team is at the spot to ensure safety of participants and visitors.



ER Ambulance team

The project "**Your Police - Police and citizens together,**" connected MUP RS, Media, EUPM through a campaign that began in 2009 and it is still in progress whose goal is to increase the safety of all citizens. Promotional material is distributed to citizens.



Leaflet – police and citizens together



Relation driver – pedestrian

The project "**Relation driver – pedestrian**" was initiated by the PSC and the target groups are pedestrians and drivers. The aim is to raise safety of traffic participants and is consisted of sharing promotional material and increased control of compliance with traffic regulations. City Administration in partnership with Diving Club "Buk" and Team for **removal of unexploded killing means** for several years has been performed cleaning of the bed of the Vrbas River, located and removed unexploded means on the occasion of World Water Day on 22nd March, and provided beach rescue teams.



Unexploded killing means found in the Vrbas and Vrbanja rivers

During employment, all workers have the obligation to check their health status in terms of occupations. Depending on the activities, obligatory is **the use of protective equipment** (gloves, masks, head protection, etc.). All employers are required to send staff on special courses for occupational safety and regular systematic examinations of persons working in places with special conditions.



Warnings to pedestrians to cross on the other side of the street – Construction area



Protective fence on the construction area

FIRE PREVENTION

In 2009 at the City level there was a plan of preventative action of operational implementation of the Municipal plan of protection from fire. There was assessment of endangerment by means of fire protection and listing of all high buildings in the city where all objects above 22 meters of height were listed. There are regular reconstructions and recovery of hydrant systems and network in all objects from over the fifth floor and purchase of fire extinguishers. Check ups are performed according to the plan adopted by the Head of firefighting unit. This plan includes all primary schools, preschool institutions, secondary schools and universities, public institutions of social type, clinical centre, health institutions, theatres and sports buildings, geriatric centre and, of course, all housing buildings in the City. Firefighting unit for repressive measures of fire prevention performs everyday trainings in accordance with the plan and program as well as training on first aid, diving, handling containers under pressure, etc. October is the month of fire protection and there is a public demonstration every year with instructions to citizens on how to handle technical equipment and dangers permanently present in everyday life and that are related to fire starting hazards and counseling on procedures in certain situations when fire starts as well as fire prevention counseling.



Firefighting unit – public demonstration

PREVENTION ON FALLS

Regarding prevention of falls we emphasize measures taken at the beginning and during the winter season which are related to distribution of salt on the frequently used roads, warnings to citizens that there are slippery surfaces and stairs, as well as regular cleaning and removal of snow from the roads and streets and warnings to drivers for safe driving.

Representatives of social protection services created informational leaflet for elderly people „Adjust your homes to avoid broken bones“ and they distribute it to elderly people in their homes. This leaflet contains information on how to prevent falls and what to do in case you fall.

Within sports educational programs there are regular activities related to improvement of skills for safe sports as well as use of protective equipment and obligatory warming up aimed at prevention of sports injuries and falls.

3.3. Indicator 3

Programs for various high-risk groups and environments and programs to promote safety or vulnerable groups

This indicator focuses on children and persons with special needs, disabled, mentally ill persons and the elderly, and prevention activities for these groups are conducted in a partnership of public sector of social and health care and non-government sectors:

- * Day care center for children with behavioral disorders
- * Reception station for children and youth caught in vagrancy
- * Daily stay center for addicts
- * Day care center for juvenile offenders
- * Day Care Center for people mentally ill
- * Day Care Center for people with moderate and severe mental retardation

1. Aware that psychological trauma and mental health have an important role in promotion of safety and injury prevention, the Centre for Social Welfare, City of Banja Luka, and association of citizens "Together" realize the project **"Day Care Centre for mentally ill persons"**. Association of Citizens "TOGETHER" takes care of the mentally ill, organizes day care for patients (socializing and working-occupational workshops) and provides for supervision by professionals. Organizes handicraft exhibitions, tours, games, visits and various other events and thus contribute indirectly to reduce of the suicides.



Exhibition of works and socializing in nature of the members of the Daily center for mentally ill persons

2. **Daily centre for persons with disabilities "Onix"** is designed for persons who have completed the special education program and after graduation they are left over to themselves and the family. For this reason, their mental abilities and skills that they learned during the school failed, and often were victims of domestic violations. Daily centre is a place where these individuals spend most part of the day and have been engaged in the production of various items which have counseling and professional help of a team of experts. Activities are designed with the aim of preserving the remaining abilities and learned skills, and learning activities for independent living, with the aim of

more autonomous and better quality of life and promote safety and injury prevention in the household (cooking, sewing, etc).



Practical training for independent life



Group of users of ONIX

3. Health Centre in Banja Luka, with the support of the Government of the Republic of Srpska, together with the Centre for Gender Equality, produced a manual titled **'Prevention and suppression of domestic violence in the Republic of Srpska'**. The basics are to educate all levels of the population groups concerning the prevention of crime, violence, and particularly the identified risk groups.
4. In the Program "Work of the Police in Multi-Ethnic Communities" partners are the Ministry for Refugees and Displaced Persons of Republic of Srpska, the Forum for Security, representatives of local communities, representatives of particular areas, Media, Ministry of Internal Affairs RS, and basically the goal is the improvement of cooperation of the constituent peoples, minority and religious groups and other members of the multi-ethnic environment in order to improve personal and general safety and exercise of democratic rights and freedoms.

The project **"Days of open doors"** includes cultural and religious centers in which activities were launched in order to enable to young people, ethnic associations, NGOs to visit police stations and community leaders.

5. **Removal of architectural barriers** at all frequency locations has been done systematically and is still being done, and when building new facilities it is the obligation that there are fully accessible. The Assembly of the City of Banja Luka has adopted and is currently working on the implementation of the Plan to improve life for people with disabilities in the city of Banja Luka, 2008-2013. This plan applies to all aspects of life of persons with disabilities.



Training to use the white stick



Elevator in ASG



Ramp at the street crossing

"Taxi service" for people with disabilities has been established for the purpose of facilitating the lives of persons with severe physical disabilities who use electrical and ordinary wheelchairs for easy inclusion in the community. The service is provided directly by the association of amputees "Udas", with their adapted van to transport disabled people.



Taxi vehicle for persons having a disability

Local beach on the Vrbas accessible also by the users of wheelchairs



Service of **Personal assistance** shall be implemented in partnership between the Center for Social Work and user associations. Trained assistants provide assistance to persons with disabilities and the service is of great importance for the promotion of safety of this category of the population and to prevent injuries. Besides, that goes to a large extent adapted infrastructure - signaling sound of traffic lights, access ramps on the sidewalks and many buildings, elevators available



ASG building – ramp



Creative workshop

With the help of assistants and friendly environment, people with disabilities feel a lot safer in their socialization.

3.4. Indicator 4

Programs that document frequency and causes of injuries

Injuries are one of the leading causes of death and disability of the population in the City of Banja Luka. Analysis of the data on mortality and deaths caused by violence as well as other causes of deaths in the city area of Banja Luka in the period between 2006 and 2008 we can make conclusions that traffic accidents are leading cause of injuries with mortal consequences (although there is tendency of reducing this number), after traffic there is intentional self-harming with hanging, strangling and choking; exposure to unidentified factors; intentional self-harming by burning from other and unidentified weapon.

Data that document the number of injuries that occur in our area are available on a monthly, quarterly, semiannual and annual basis.

From January 2009, the World Health Organization prefers to use a system of classifying according to the external causes of injuries.

Implementation of injury prevention program involves a multidisciplinary approach and active participation of public and private sectors, NGOs, citizens and the media.

From the data we have, we can not determine the type of injury or external cause of injury.

Our goal is, at the level of the city of Banja Luka to collect data and lead REGISTER of injuries, according to the exact cause of the injury, time and place of occurrence and basic characteristics of the victims in order to plan more effective prevention programs.

Using the data from the injury registry we would be able to set priorities in development and realization of activities focused on the place where injury happened and population of injured persons where injuries happen more frequently in the community. This way we would improve existing programs and take measures aimed at prevention of injuries and reduction of the injury caused rates.

Using the data from the registry of injuries would be priorities in the development and implementation of activities focused on the place of occurrence and the population in which

the most frequent injuries in the community are, and thus improve existing programs and took measures to prevent injury and reduce mortality rates from injuries.

Information about services provided and the injured victims in the medical sector can be obtained from the Health Centre on a monthly basis.

Institute for Health Protection of the Republic of Srpska, i.e. the service engaged in data processing publishes data annually, but the data may be required as monthly, quarterly, semiannual and annual reports.

Centre for Social Welfare, Banja Luka has a database about users where all the important data about users and their families are entered - a database SOTAK, in addition to each of the specialized jobs (jobs for domestic violence, jobs to work with addicts, activities for children without adequate parental care, activities for children with special needs, etc.) internal records about users are being kept.

In the Public Security Center Banja Luka there are the records - information about the disturbance of public peace and order, crime and traffic safety, which are maintained by various parameters and structure, for example: traffic accidents (the structure of deaths, the harder and more easily injured persons: a driver, co-driver, passenger), juvenile delinquency (age structure of victims, school and family status of the victims, measures taken against the victim).

3.5. Indicator 5

Evaluation measures to assess their programs, processes and consequences of changes

Data on the rate of injury for the City of Banja Luka is data from the official statistics of the **Institute for Health Care of the Republic of Srpska and the Republic Office of Statistics of the Republic of Srpska**. Data can be monitored quarterly.

The report is published annually and is available on the website of the Institute and the Republic Institute for Statistics.

Evaluation measures to assess programs, processes and effects of changes provide for monitoring the activities of our network.

Mortality:

The overall mortality rate for 2008: **1765**

Injuries: 91 or 5.15%

Morbidity:

Percentage participation of the treated for injuries, poisoning and consequences of action of external factors (group XIX) in the structure of morbidity for

- Hospital morbidity: **5.58%**

- Outpatient morbidity: **4.28%**

(Health Care 3.67% + Institute for Occupational Health and Sports of RS 0.61%)

	2005.	2006.	2007.	2008.	2009.
Number of injuries per 1.000 inhabitants	46.62	48.84	46.6	52.18	64.65

Table 1 - Number of injuries on 1.000 inhabitants for a year

INJURIES AT WORK

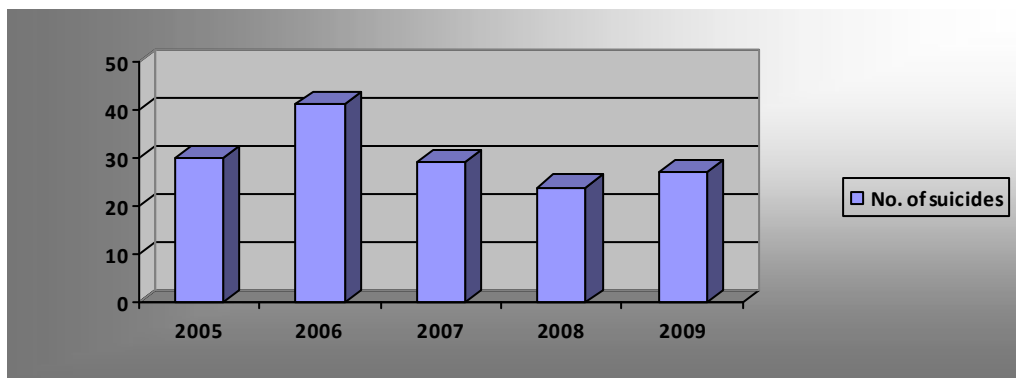
In 2008, the Institute for Health Protection was delivered 149 registrations about occupational injuries, out of which one resulted in death.

Working group within the Team for workplace safety has made the survey of the situation in this area and according to statistical data from the Republic Inspection agencies for the City of Banja Luka in 2009 there were 20 serious injuries at work, eight of them in forestry and wood industry, three of them in construction, one in electricity engineering and eight of them in other fields.

In 2009 there were two injuries that had fatal consequences and death of workers (one in construction and one in forestry).

Given that provisions related to the collection, processing and dissemination of data on injuries and occupational diseases are not clearly defined, the Institute was not able to provide us with accurate information regarding this issue.

SUICIDES



Graph 1. Number of suicides in the city of Banja Luka (it is possible to show manner of execution and gender structure). Source of data : Ministry of Internal Affairs of the Republic of Srpska, Public Security Center – Sector of crime police and Republic Institute for Statistics of the Republic of Srpska

There is assumption that we have bigger number of suicidal patients (psychiatric patients who already have suicidal ideas or attempted suicide) who are included in healing and rehabilitation programs, and the programs of suicide prevention that include treatment of family GP, psychiatrist, psychologist, social worker, NGO sector and sometimes police. With a goal to prevent suicides, family GP performs continuing monitoring aimed at detection of changes in psychological sphere that could indicate increased problems and repeated suicide attempts, as well as continuous monitoring of regular check ups of patients within psychiatric services.

Centre for mental health performs all forms of prevention, activities related to primary prevention, treatment as well as rehabilitation of patients with suicidal ideas or who already attempted suicide. Active participation of the Centre for mental health is also present in prevention of disorders and behaviors of students in primary and secondary schools that lead to suicidal behaviors and suicides (alcohol abuse, drug abuse, gambling, peer violence as well as domestic violence and abuse).

For persons with mental health issues there are also services of day care within Day Centre where occupational therapy is organized with a goal to raise quality of life and monitor therapy taking, as well as prevention of further problems in mental health and suicides.

3.6 Indicator 6

Permanent participation in national and international Networks of safe community

Participation at the **Conference of safe communities in Novi Sad 2009**

4. Plans

Our plan is to gather data at the City of Banja Luka level and to keep the **registry book of injuries**, with exact cause of injury, time and place of occurrence, and basic characteristics of the victim in order to plan preventative programs.

Use of data from the registry would enable us to create priorities in development and realization of activities focused on the place of occurrence and population that has most frequently been exposed to injuries in the community. This way we would improve existing programs and take measures aimed at prevention of injuries and reduction of mortality rate caused by injuries.

Taking into consideration the fact that the city area is seismogenic area where there are great risks of earthquakes, we plan to organize once a year **education of all citizens on preparations and procedures in case of greater natural catastrophe**.

Education of children in kindergartens on safety in traffic and in their own homes would be organized two times a year.

Continuous education of health professionals at the level of primary health protection would be organized with a goal of early detection of depressive persons and persons with suicidal ideas, as well as greater participation of multi disciplinary teams in treatment of these persons.

Creation of pamphlets with advice on how to avoid poisoning with medicaments and chemicals, what to do in cases of poisoning – emphasis on high risk groups in the community, especially children in their homes.

5. Contact



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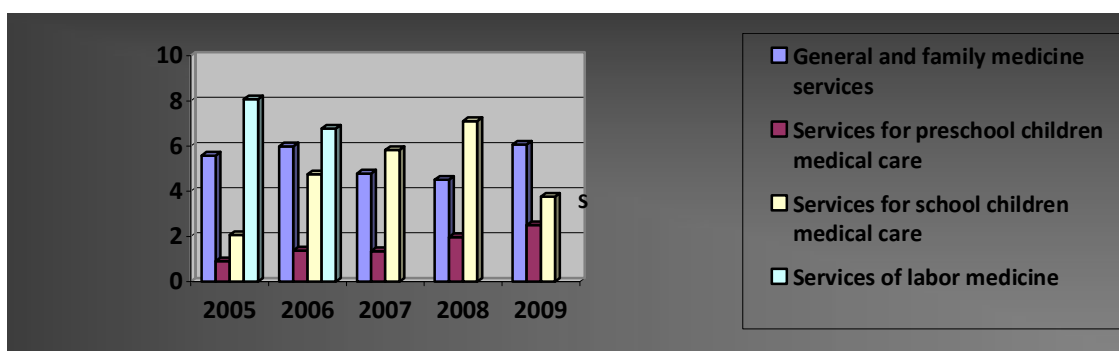
Web site: www.banjaluka.rs.ba

6. Appendix – Statistical data

Structure of outpatient treated patients from injuries, food poisoning and consequences of activity of external factors i.e. percentage share of group XIX in total structure of morbidity of particular services of Health center Banja Luka

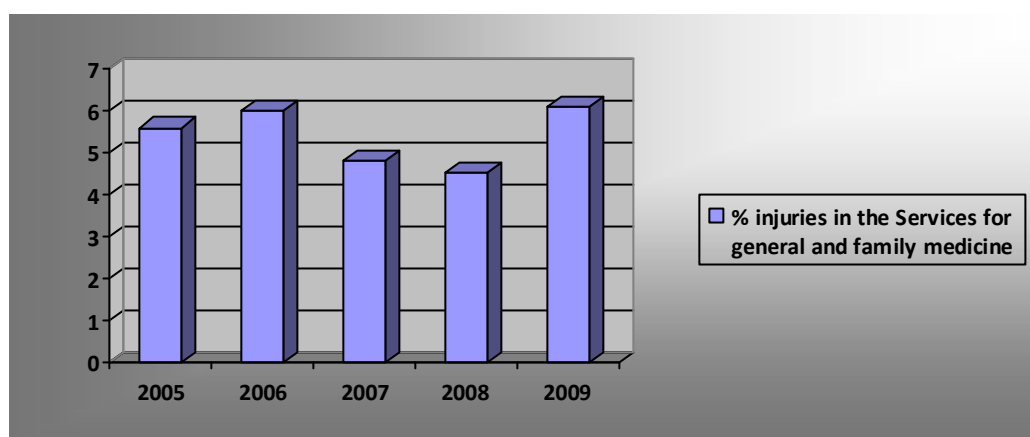
Services of Health Center Banja Luka	2005 % injuries	2006 % injuries	2007 % injuries	2008 % injuries	2009 % injuries
General and family medicine	5,58	5,99	4,79	4,51	6,07
Service for health care of pre-school children	0,90	1,38	1,35	1,97	2,50
Service of health care of school children	2,06	4,75	5,83	7,11	3,76
Service of occupational medicine	8,08	6,78	-	-	-

Table 2. Source: „Health condition of the population of the Republic of Srpska" Institute for Health Protection of the Republic of Srpska, Banja Luka, issues 2005 – 2009

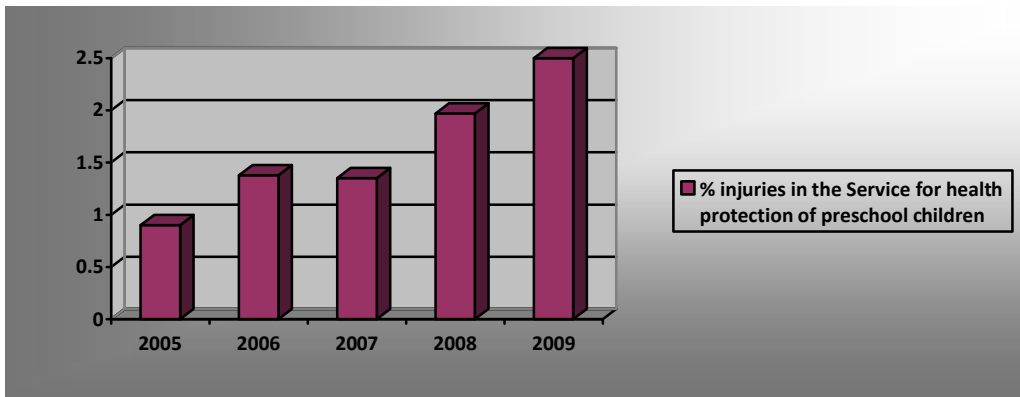


Graph 2. Percentage share of injuries in total structure of morbidity in Services of Health Center Banja Luka .

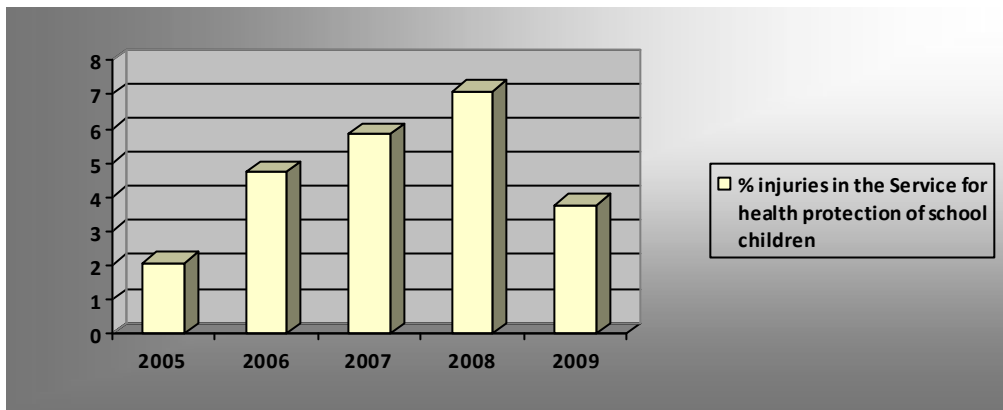
The mean number of injuries, poisoning and consequences of external factors (group XIX in ICD-10) in service for general and family medicine per year is 9 593.23. Injuries in 2008 occupy the eighth and in 2009 6th place on the list of "Established disease-state of the service users JZU "Health" in Banja Luka".



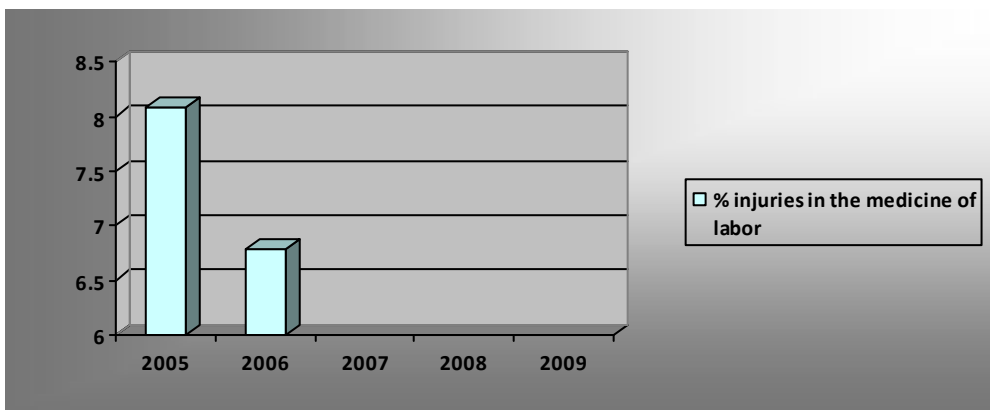
Graph 3. Percentage share of injuries in total structure of morbidity in Services of general and family medicine



Graph 4. Percentage share of injuries in total structure of morbidity in Services of Health Care of preschool children



Graph 5. Percentage share of injuries in total structure of morbidity in Services of Health Care of school children



Graph 6. Percentage share of injuries in total structure of morbidity in Services of Occupational medicine. In 2006, within Health Center, the service of occupational medicine was working which passed into Institute for occupational medicine and sports RS since 2007

Contents

1. <i>Banja Luka</i>	2
2. <i>Organization of the City of Banja Luka</i>	3
3. <i>City of Banja Luka as a safe community</i>	4
3.1 Indicator 1	5
3.2. Indicator 2	7
3.2.1. Children (0-14 years)	8
3.2.2 Young people (15-24 years of age)	11
3.2.3. Adults (25-64 years of age)	12
3.2.4. The elderly (65 years and over)	15
3.2.5. Surroundings	17
3.3. Indicator 3	23
3.4. Indicator 4	25
3.5. Indicator 5	26
3.6 Indicator 6	28
4. <i>Plans</i>	28
5. <i>Contact</i>	29
6. <i>Appendix - Statistical data</i>	30