Elder abuse and neglect in nursing homes.

IPPNW Balkan Meeting
Sarajevo
24-26 April 2020

BoHeMSA
The heart of Bosnia and Herzegovina is the capital Sarajevo, best known for its centuries-old tradition of hospitality. This vibrant city can penetrate as deep into the traveler’s soul as it does for residents. Sarajevo is a city where even strangers can feel at home.

With a population of about 400,000 Sarajevo makes full use of its abundance of bustling cafés, local eateries and handicraft shops. The city’s breathtaking backdrop of seemingly endless hills and towering mountains have in a sense always isolated the city, creating a timeless world, which despite its seclusion has always kept its doors open to the rest of the world.

This city’s long-standing tradition of multi-ethnicity enables it to thrive in its diversity. Indeed, few places on Earth feature an Orthodox and a Catholic church, a mosque and a synagogue within easy walking distance of each other, which termed Sarajevo as European Jerusalem.

If there is any city in Europe that effortlessly straddles east and west, it is Sarajevo. A walk through Sarajevo is a walk through its past. From the oriental Ottoman quarters lined with sweet shops, café’s and handicraft workshops, to the administrative and cultural center of Austro-Hungarian times, Sarajevo encompasses the very best of both worlds.

Sarajevo is the administrative and cultural capital of Bosnia and Herzegovina. Situated at the far southern end of the Dinaric Alps, it lies between the mountains of Romanija, Bjelašnica, Igman and Trebević, and through it flows the narrow, shallow Miljaca River, which rises close to Pale, five miles due east of the city.

First Settlements

Sarajevo is stretched across an area known as Sarajevo Field, and there are numerous archeological findings attesting to settlements in this area dating back to the Neolithic period, as well as records that point to a significant Illyrian presence in the area. A primary Neolithic site was found at Butmir, outside Sarajevo. Illyrian tribes flourished in the region from about 1,000 BC until their final conquest by the Romans around 9AD.

The Ottomans

Sarajevo was founded in the 15th century by the Ottoman governor of Bosnia - Isa-bey Ishakovic. The actual name of the city comes from the Turkish words saray and ovasi, meaning “court” and “field” respectively. The initial expansion of the city occurred during the first 150 years or so of Ottoman rule. Many of the city’s architectural gems were built during this period, such as Gazi Husrev Bey’s and The Emperor’s Mosques. Baščaršija - the city’s once-great bazaar - was also constructed during the same period. By the beginning of the 17th century, Sarajevo grew into a vibrant community of artisans and an important merchant trading post, as
well as one of the most significant cities in the European part of the Ottoman Empire. In 1697 Sarajevo was attacked and burnt by Prince Eugene of Savoy, the final of series of unremitting attacks by the Hapsburgs and the Venetians.

**Austro-Hungarian**

The city’s second architectural expansion started following the Austro-Hungarian occupation in the late 19th century and lasted until the beginning of World War I in 1914. Austro-Hungarians established the city’s first public transportation system and the first telephone lines. Many cultural and educational institutions were founded in this period as well. The National (Land) Museum, the First Sharia Law High School and the National Theatre. Sarajevo City Hall, Ashkenazi Synagogue, and Catholic Cathedral were also added to the expanding city. Austro-Hungarian occupation of Sarajevo was interrupted on June 28, 1914 when Gavrilo Princip assassinated Austro-Hungarian Archduke Franz Ferdinand and his wife Sophia during their visit to Sarajevo, setting off the chain of events that led to the start of World War I.

**Kingdom of Yugoslavia**

Following the Treaty of Versailles in 1918 that ended World War I, Sarajevo, along with Bosnia and Herzegovina, became a part of the newly-formed Kingdom of Serbs, Croats, and Slovenes. It remained within the later-renamed Kingdom of Yugoslavia until the beginning of World War II, when the monarchy was abolished and, following the end of the war, the new socialist Yugoslavia was created.

**Yugoslavia and Socialism**

In 1943 Josip Broz Tito established the basis of the post-war Yugoslavia, of which Bosnia would be one of six republics. Sarajevo was not only rebuilt but considerably expanded as well. It almost tripled in size during its third expansion which took place during the formative years of socialist Yugoslavia. By 1984, when the city hosted the 14th Winter Olympic Games, Sarajevo was a modern capital city of around 500,000 people.

It was during this period of Yugoslavia that Sarajevo developed a reputation as something of a cultural center, a party town, and acquired the rather cliché adjective that is so often used to describe it: cosmopolitan. But it was a tougher, fiercely independent and gutsier series of characteristics that was to carry it through the years of the 1992-1995 war.

**War**

The Siege of Sarajevo was the longest siege of a capital city in the history of modern warfare. Sarajevo was besieged by the Army of Republika Srpska from 5 April 1992 to 29 February 1996 (1,425 days) during the Bosnian War.

A total of 11,541 people were killed during the siege, including 1,601 children.

**Sarajevo today**

Most of Sarajevo’s national and cultural monuments have now been repaired or reconstructed. It is once again the center of political, cultural and spiritual life and its tradition of hospitality has not diminished. Wars, conflicts and the longest city siege in the history of modern warfare left their trace, but did not destroy the welcoming spirit of Sarajevo.

Today, in a new-old cover, the city welcomes visitors from all over the world. It is the ultimate sight for eyes and the best haven to a soul. Recently, the world’s leading travel magazines and sites such as Lonely Planet, National Geographic Traveler and many others recommend Sarajevo as one of the most exciting tourist destinations in the world.
BASIC INFORMATION

**Location**: Bosnia and Herzegovina

**Area**: 141.5 km²

**Altitude**: 500 m above sea level

**Climate**: Mild continental climate

**Population**: cca. 438,000 citizens (291,000 citizens in four City of Sarajevo municipalities; 2013)

**Population ethnic diversity**: Bosniaks, Croats, Serbs, Jews and other ethnic groups

**Time Zone** – European Time Zone (GMT +1)

**Power Supply** – The electric supply is 220V with 50Hz frequency

**Water** – It is safe to drink tap water in Sarajevo

**Money**

- The Bosnian currency is the Convertible Mark (BAM or KM).

- Foreign currencies should be exchanged to the official local currency Convertible Mark.

- You can change money at banks or any post office. The differences in exchange rates are negligible.

- You can find ATMs of the major banks present in the country all over the city. Cards widely acceptable in Sarajevo are VISA, VISA Electron, MasterCard, Maestro, Diners Club and American Express. You can buy almost all goods and services with credit cards. You will need cash for green markets, some small shops and bars, kiosks, parking fees and taxis.

How much does stuff cost?

<table>
<thead>
<tr>
<th>Price Level</th>
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<tbody>
<tr>
<td>Loaf of white bread</td>
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<tr>
<td>Snickers bar</td>
<td>1.30 KM</td>
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<tr>
<td>Liter of vodka</td>
<td>18 KM</td>
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<tr>
<td>Can of local beer (0,5 liter)</td>
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<td>Pack of Marlboros</td>
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</tr>
<tr>
<td>Public transport ticket</td>
<td>1.80 KM</td>
</tr>
</tbody>
</table>

Postal services

- Postal services are provided by the state-owned company JP BH Posta d.o.o., which has post outlets all over the city: (www.bhp.ba/en/)

- Telephone service – Telephone cards for the public pay phones are available at all newsstands and post offices.

- Mobile telephone service – The following three operators provide mobile telephone service in Sarajevo: BH Mobile (061, 062), Eronet (063) and m:tel (065, 066).

- Internet – Internet connections and WiFi are available in most hotels and cafés throughout the city.

Working hours

<table>
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<tr>
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<th>Saturday</th>
<th>Sunday</th>
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<td>Banks</td>
<td>8:30 – 20:00</td>
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<tr>
<td>Post Offices</td>
<td>9:00 – 16:00</td>
<td>9:00 – 15:00</td>
<td>Closed</td>
</tr>
<tr>
<td>Main Post office</td>
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<td>7:00 – 20:00</td>
<td>7:00 – 20:00</td>
</tr>
<tr>
<td>Grocery Stores and Shopping Mall</td>
<td>8:00 – 22:00</td>
<td>8:00 – 22:00</td>
<td>8:00 – 21:00</td>
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<tr>
<td>Market Place</td>
<td>7:00 – 16:00</td>
<td>7:00 – 16:00</td>
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## Important phone numbers

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<thead>
<tr>
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<th>Number 2</th>
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<tbody>
<tr>
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</tr>
<tr>
<td>Police</td>
<td>122</td>
<td></td>
</tr>
<tr>
<td>Fire</td>
<td>123</td>
<td></td>
</tr>
<tr>
<td>Emergency</td>
<td>124</td>
<td></td>
</tr>
<tr>
<td>University Clinical Center Sarajevo</td>
<td>033 297000</td>
<td>033 278000</td>
</tr>
<tr>
<td>General Hospital „Prim dr. Abdullah Nakaš“</td>
<td>033 285 100</td>
<td></td>
</tr>
<tr>
<td>Dental Clinic</td>
<td>033 214 249</td>
<td></td>
</tr>
<tr>
<td>24-hour Pharmacy Baščaršija</td>
<td>033 272 300</td>
<td>033 272 301</td>
</tr>
<tr>
<td>BIHAMK- Road Assistance</td>
<td>1282</td>
<td></td>
</tr>
<tr>
<td>Telephone Information</td>
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<td></td>
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<tr>
<td>International Airport Sarajevo</td>
<td>033 289 100</td>
<td></td>
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<tr>
<td>Bus Station Sarajevo</td>
<td>033 213 100</td>
<td>033 213 310</td>
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<tr>
<td>Bus Station Lukavica</td>
<td>057 317 277</td>
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<tr>
<td>Railway Station Sarajevo</td>
<td>033 555 330</td>
<td></td>
</tr>
<tr>
<td>Žuti / Yellow Taxi</td>
<td>033 663 555</td>
<td></td>
</tr>
<tr>
<td>Sarajevo Taxi</td>
<td>033 660 600</td>
<td></td>
</tr>
<tr>
<td>Crveni / Red Taxi</td>
<td>033 760 600</td>
<td></td>
</tr>
<tr>
<td>Samir &amp; Emir Taxi</td>
<td>1516</td>
<td></td>
</tr>
</tbody>
</table>

## Public transportation
- Sarajevo is well connected with different means of public transportation. Tram and trolleybus tickets are available at kiosks (single fare 1,60 KM) or in a tram/trolleybus (single fare 1,80 KM).
- Please note that you must punch a ticket as you get in a vehicle.
- Bus and mini-bus tickets are available in a vehicle at a price of 1.60 KM.
- For more information, visit www.gras.co.ba.

## Tourist information
- The main tourist information center in Sarajevo region is located in the center not far from the Catholic cathedral (tel: 033 238 886; fax: 033 238 885; email: tour.off@bih.net.ba; web: [www.sarajevo-tourism.com](http://www.sarajevo-tourism.com)). The address is Zelene beretke 22a.
- Information about hotels, museums, excursions, city tours and other activities is all readily available. The staff speak English, German, Turkish and French and are very keen to give any information and help.

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“When you get lost in Sarajevo, just go down the hill”
LODGING

Sarajevo Hostel Franz Ferdinand is the first and only real *Boutique Hostel in the centre of Sarajevo.*

In a charming building, built in the **Austro-Hungarian** period, young architects and designers refurbished the space and shaped a *hostel* that tells the story of the event that initiated the First World War and forever marked Sarajevo on the map of the world – the assassination of the **Austro-Hungarian** archduke and Royal Prince **Franz Ferdinand** and his wife Sophie. Everything is close at hand from the quiet street where the *Franz Ferdinand Hostel* is located. The street leads you to the main pedestrian zone. Popular gathering places, clubs and restaurants are in the street right across it. The old part of the city, Baščaršija, is only a couple of minutes walking distance away from our hostel, and the distance is approximately the same to the center of the Sarajevo festivals, by which the city became well known in the period after the war. If you want to see all the landmarks of the city, which we cordially recommend, you can take a short walk to most of them from the *Franz Ferdinand Hostel Sarajevo.*

IMPORTANT: DEPOSIT

Apart from a comfortable bed, a clean and air-conditioned room and bathroom, irresistible design and the central location, we offer you a continental breakfast included in the price.
HEALTH CARE SYSTEM IN SARAJEVO

The city of Sarajevo, has always had the most advanced health care that is provided not only to the citizens of capital but also to the whole Bosnia and Herzegovina. Even before the aggression, in Sarajevo was concentrated between 30 and 40% of capacity and personnel. Health care reform and reconstruction of health infrastructure are set as priority tasks of postwar reconstruction.

Today in Sarajevo residents, but also the numerous visitors to our city have access to well-developed forms of primary health care, but also consultative and specialist services at the health centers. With this they can use a secondary and highly differentiated hospital care with the ideal combination of young and promising, and the most experienced staff.

Primary health care

1. Health Centers

Services in the field of primary care are realized within public Health Centers called „Dom Zdravlja“, which has its four central point - the health center in the area of four city municipalities. In addition to the health centers in the city there are services such as Center for Women’s Health and Maternity, Cantonal Institute of Occupational Health, Department of Transfusion Medicine, Department of Sports Medicine, Department of Student Health Care University of Sarajevo, Public Institution Sarajevo Pharmacies and their checkpoints there and public health Institute of the Sarajevo Canton. In addition to these public health institutions inhabitants can look for specific needs for health care and a number of private clinics and private health institutions in Sarajevo.

2. Health Stations

Health stations are field posts for the health centers and are known as “ambulante”. They are outpatient clinics, which employ general practitioners, dentists and community health nurses. They are sometimes attached to a health center; otherwise, they are run as private practices.

3. Emergency medical assistance center

EMS is an organization that carried out the treatment of urgent patients (suddenly ill or injured) in the pre hospital phase of care. Emergency medical assistance is provided by an independent medical institution EMS Sarajevo non-stop, which includes emergency medical attention at the scene, during transport and at the institution and on the remote points of the EMS. Through a single, generally known telephone number (124) it receives calls for immediate medical intervention at the site of events. All patients in the course of 24 hours turn into EMS Sarajevo, whether they come alone, or they have been transported by emergency medical teams in the field, getting relevant pre hospital care in the medical sector, and then be sent home (definitive treatment) or the Clinical Center University of Sarajevo.

Secondary Health Care

Hospitals provide care emergency care and treatment for both inpatients and outpatients once a patient is referred by a doctor. There are two General Hospitals in Sarajevo.

1. General Hospital “Prim dr. Abdula Na-kaš” has 280 beds and a well-organized diagnostics laboratory and radiological services. The departments of general surgery, internal medicine, diseases of the ear, nose and throat, eye diseases, obstetrics and intensive care unit are operating in high capacity.

2. There is a second hospital in the Sarajevo area-itis a Cantonal Psychiatric Hospital, which has 75 beds and it’s work is autonomous.

The said capacities of health facilities are available to everyone, not just the citizens of Sarajevo, who decide to look for necessary assistance.

And now, the teritary health care...
University Clinical Center Sarajevo

The University Clinical Center Sarajevo (UCCS) is the leading professional, educational, teaching and scientific-research medical institution in Bosnia and Herzegovina.

The objective of the Institution is to provide the best medical care to patients in accordance with the European and global standards, through team work, developing responsibility for the community, respecting the ethical code, strategic resource management, continuous improvement of diagnostic-therapeutic procedures and treatment methodologies by professional and trained staff, which finally contributes to a better level of satisfaction of the crucial interest group of the Center – healthcare beneficiaries.

Our hospital is pavilion type (located at multiple locations and includes about 45 buildings). Therefore, orientation sometimes is not easy. If you are not sure how to get around, please contact the staff at the reception which are located on the ground floor of all major hospital buildings.

Map is available at: http://www.kcus.ba/map

How to get to the University Clinical Center

• Address of the Clinical Center: Bolnička 25, 71000 Sarajevo

• Telephone number: +387 33 297 000

• Going with city bus: Bus lines no. 14 and no. 17 go straight to the Clinical Center. The starting point for the buses is in front of Dom Armije.

• From the main bus station or train station: take the tram no. 1 to the station Drvenija Bridge, and then walk to the city bus station Dom Armije. Take the buses no. 14 or 17 to UCCS.

• The taxi stand is next to the main gate of the UCCS.

• Department of Pediatrics is located in Jezero, address is Patriotske lige 81.

List of departments

Clinical Center has 1867 beds. Surgical clinics are:

• Neurosurgery,
• General and abdominal surgery,
• Urology,
• Thoracic surgery,
• Orthopedics,
• Reconstructive and plastic surgery,
• Vascular surgery and transplantation,
• Children’s surgery,
• Oncology,
• Ear Nose and Throat,
• Ophthalmology,
• Maxillofacial Surgery,
• Gynecology and obstetrics,
• Anesthesia
• Resuscitation cardiac surgery.

Medical clinics are:

• Gastroenterology,
• Heart disease and rheumatism,
• Nephrology,
• Vascular diseases,
• Nuclear medicine,
• Hematology,
• Endocrinology and metabolic diseases,
• Pediatrics,
• Pulmonary diseases and tuberculosis,
• Infectious diseases,
• Skin and venereal diseases,
• Oncology,
• Neurology,
• Psychiatry,
• Pathology and toxicology.
WHERE TO EAT

Restaurants

1. Woki
Restaurant Woki opened with the intention to provide guests with top quality food, taste and freshness. From this intention they never gave up. Tastes differ, but all agree on one thing - the quality of this food is undeniable.

For great food on a budget with a relaxed atmosphere, Woki is not to be missed.

Address: Pruščakova 8
Telephone: 061 848 848

2. Avlija
Located slightly uphill outside of the touristy centre, Avlija is the place to be. The interior can be described as cozy, charming and funky. The menu lists traditional dishes such as klepe, palenta and Bosnian grill alongside international dishes.

Address: Sumbula Avde 2
Telephone: 033 444 483

3. Dveri
Though located in the city center, Dveri’s interior transports diners to the countryside. Traditional dishes like polenta, goulash and stuffed veal are served alongside non-traditional options including squid, risotto and pork dishes. Diners can top off the meal with one of Dveri’s wide range of fruit rakija or a traditional Bosnian coffee.

Address: Prote Bakovica 12, Old Town
Telephone: 033 537 020

4. Karuzo
Sarajevo may be a meat-lover’s paradise, but vegetarians should head over to Karuzo. The only meat-free and smoke-free place in the city. Its interior is decorated with a nautical theme, which is fitting, since the menu serves Mediterranean-style seafood dishes along with vegetarian and vegan options.

Address: Dženetića Čikma bb
Telephone: 033 444 647
5. Kibe Mahala
Located on a hillside overlooking the city, the Kibe Mahala offers one of the most stunning views of Sarajevo. It also serves delicious Bosnian dishes, including the house specialty: spit-roast lamb. Adding to the ambience of the restaurant, two guitarists play traditional Bosnian music and even take requests. As the restaurant is very popular it is best to make reservations in advance.

Address: Vrbanjuša 164
Telephone: 033 441 936

6.4 Sobe Gospođe Safije
“The Four Rooms of Mrs. Safije”, is located in a beautifully restored house that was built in 1910 by an Austrian count that fell in love with a beautiful woman from Sarajevo named Safija. The house now encompasses an elegant restaurant, charming garden, sophisticated wine bar and a cosy lounge. The restaurant’s chefs have created two menus, one for Safije that offers Bosnian dishes with a modern twist, and one for Johan that includes a blend of culinary influences ranging from India to Mexico.

Address: Čekaluša 61
Telephone: 033 202 745

7. Barhana
Barhana’s remarkably reasonable prices pair unbeatably with its charming part-wooden cottage interior whose centrepiece is the large brick pizza oven and open kitchen, partly masked by collections of bottles and candles. Tables spill out onto a shared courtyard. Myriad varieties of chilled rakija are served in tear-drop shaped phials.

Address: Dulagina 8

8. Food Market
Food Market-place, located on the top floor of Sarajevo City Center, where you can taste the specialties of various world cuisines, and enjoy the natural surroundings and a unique view on the town.

Address: Sarajevo City Center, Vrbanja 1
Fast food

1. Pirpa
Address: Čobanija 2
Telephone: 033 208 183

2. Karkin
Address: Čekaluša 64a
Telephone: 033 444 483

3. Vanni
Address: Zelenih beretki 12
Telephone: 033 217 666

4. McDonalds
Address: Maršala Tita 36
Telephone: 033 838 400

5. Mrkva
Address: Bravadžiluk 13
Telephone: 033 532 519

6. Željo
Address: Kundurdžiluk 19
Telephone: 033 447 000

7. Fan Ferhatović
Address: Čizmedžiluk br. 1
Telephone: 033 236 000

8. U2 Pizzeria
Address: Kulovića 13
Telephone: 033 215700

9. Pizzeria Mahir
Address: Kovači 57
Telephone: 033 531 532

10. Oklagija
Address: Bravadžiluk 17a
Telephone: 033 572 222
WHERE TO DRINK

Cheers
In the heart of Sarajevo, you can find the real traditional English pub called “Cheers”. This pub serves everything from beer to exclusive cocktails as well as some quick snacks. Wood and brick, which are prevalent in the Cheers pub are not only catering facility, but a warm piece of art, where each guest can feel very comfortable.

Address: Muvekita 4

Sloga
The “mecca” of old-school Sarajevo bars and clubs. The music style depends on the night and they tend to host lots of live shows, mostly rock music. However, you could stumble upon some jazz or similar. Monday is definitely the best day to come to the club as they usually have a Latino night with many people hitting the floor. Cheap bear and old-school, simple service is what you will get – an authentic taste of a pre-war bar in Sarajevo.

Address: Mehmeda Spahe 20

Aquarius
By day Aquarius is ideal for coffee, breakfast or lunch, with light, unobtrusive music, great food and very efficient service, while in the evening it transforms into a club, which also offers great entertainment with performances by top DJs and bands.

Address: Vilsonovo šetalište, Zmaja od Bosne 13
**Bosna cinema**

Kino bosna is a huge bar located inside of an old cinema. This place is so special and unique for anyone who wants to feel the genuine atmosphere of Sarajevo- Mondays, Thursdays and Saturdays have live music and the other nights are a bit quieter, but lovely still. You can bring many friends with you, and expect to have great time, and in summer, people even hang out in front of it, since it gets quite full. See it, feel it - enjoy it.

Address: Alipašina 19

**Zlatna ribica**

A must-see cafe in Sarajevo. Full of character and charm, Zlatna Ribica is a place you find yourself calling home. Great oldies music, the songs they play are the sing-a-longs that you find yourself feeling nostalgic and happy about. Don't forget to use the restroom as well - it's like traveling back in time.

Address: Kaptol 5

**Jazz Club Monument**

Laid-back atmosphere, excellent music, friendly staff and cheap drinks...what else do you need for a good night out.

Address: Štrosmajerova 3

**Rock & Jazz Club Underground**

Great live music, great people, good for all ages. If you are tired, you can sit, because everyone's dancing.

Address: Maršala Tita 56

**Celtic pub**

A traditional local bar that just happens to have Celtic memorabilia on the walls. Cheap local beer and full of locals. On a Friday night there is a great little covers band playing in the corner, which creates a great atmosphere in the place.

Address: Ferhadija 12

**Birtija**

A very nice interior with smooth ambiance. They play mostly jazz and lounge music that softens the atmosphere and gives you a relaxing mood. It is located in the center of the Old Town Bascarsija, so you have to visit it if you come to Sarajevo. The prices are more than welcoming.

Address: Kovači 5
The Brew Pub
True brew pub, serving their own brews on tap. Also a good selection of mass market and bottled craft brews. Cool atmosphere with friendly staff. Definitely worth checking it out.
Address: Kranjčevićeva 18

SHOPPING IN SARAJEVO

Ever since the medieval period, Sarajevo has been known as a trading center.
For over five centuries in the heart of the old town, Kazandžiluk Street has cherished the work and melody of the craftsmen’s hammer in hand-crafting copper and tin-plated dishes. Kazandžije – craftsmen who produce such items are well known for their skills and quality. This is a perfect memorabilia or a gift from Sarajevo.

Sarajevo’s fashion scene is quite unusual and Sarači Street has plenty to offer. Sarači Street is the central street leading to Baščaršija, named after “sarač”, a craftsman who makes and sells leather items. From traditional craftsmen selling traditional leather goods, traditional Bosnian slippers and folklore dresses to modern fabrics.

Local fashion designers incorporate the city’s spirit into the material and offer exquisite modern or traditional creations such as:
• MODIKO (www.modiko.ba, Gazi Husrev-begova 50, T: +387 62 116 310),
• BH Crafts (www.bhcrafts.org, Muhameda Hadžijahića 29, +387 33 551 535),
• Bosnian Kingdom (www.bosniankingdom.ba)

Fashion brands can be found in one of the shopping centers such as
• Alta (www.alta.ba),
• BBI (www.bbicentar.ba),
• Importanne (www.importanne.ba) and
• Sarajevo City Center (www.sarajevocitycenter.com).
WHAT TO SEE – THE OLD TOWN

The historic center of Sarajevo is best explored on foot. Though there are numerous interesting areas to walk in the city, most of any walking tour through Sarajevo centers around the old town Ottoman quarters and Marijin Dvor, both of which are situated in the flat valley of the Miljacka river.

1. Start your visit from Baščaršija which was the center of life during the Ottoman rule. Much of its original flavor has been preserved.

2. The heart of Baščaršija, Sebilj Square, is the famous pigeon square where the main public fountain is located. This fountain, looking more like an enclosed Oriental gazebo, is not the original and only dates from 1891. From the square a series of parallel lanes, cross alleys and open courtyards strike off in all directions to a boundary of the Vijećnica in the east and Gazi-Husrevbey Mosque in the west.

3. Just outside the square is Kazandžiluk Street, the famous copper-smith trading place. Here you’ll find great antiques, hand-carved copper dishes and oriental decor. Make sure to bargain with the friendly vendors.

4. Not far from Sebilj, on the bank of Miljacka river is the City Hall (Vijećnica), which was turned into National Library of Bosnia and Herzegovina. Storybook neo-Moorish facades make the Vijećnica Sarajevo’s most beautiful Austro-Hungarian-era building. Exactly 100 years after construction began, centuries of history went up in flames when Serbian forces deliberately targeted the National Library on the night of 25th August 1992. Seriously damaged during the 1990s siege, it has been laboriously restored and reopened in 2014.
5. **Ferhadija (street)** walkway is perhaps the most charming part of town. It stretches from Sebilj, all the way to Eternal Flames.

6. **Gazi Husrevbey’s Mosque** on Ferhadija is the most significant Islamic object in Bosnia and Herzegovina. It is perhaps the finest example of Ottoman Islamic architecture on Balkan. Built in 1531, this mosque with its beautiful courtyard fountain, a 45m minaret and a splendidly proportioned interior forms the greatest centerpiece of Baščaršija.

7. Right next to the mosque is the famous Clock Tower, which is the only clock tower in the world that still shows lunartime.

8. At the end of the marble-like walkway in the old quarters is the **Bezistan**. This 16th-century stone-vaulted covered bazaar is little more than 100m long but squat and you could be in Istanbul. Most of the 50+ shops sell inexpensive souvenirs, scarves, cheap handbags and knock-off sunglasses.

9. Through a small passageway between Ferhadija and Bašeskija street is the **Jewish Museum**. More religiously open-minded than most of Western Europe in its day, the 15th-century Ottoman Empire offered refuge to the Sephardic Jews who had been evicted en masse from Spain in 1492. While conditions varied, Bosnian Jews mostly prospered until WWII, that is, when most of the 14,000-strong community fled or were murdered by Nazis. The community’s story is well told in this 1581 **Sephardic synagogue** that still sees active worship during Jewish New Year.

10. To get a look at an authentic Ottoman house from 18th century pay a visit to the **Svrzo’s House**. The balconies are made of carved wood and the large sitting rooms are typical of Ottoman homes created to receive a large extended family. This house-museum is brilliantly restored and appropriately furnished, helping visitors imagine Sarajevo life of the wealthier beys.

11. The **Catholic cathedral** was completed in 1889 when the Austrians had gained full control of the city. This neo-Gothic style cathedral with some elements of Romanesque is dedicated to the **Most Holy Heart of Jesus**. It has a contrasting colorful interior and three fine stained-glass windows above the finely carved altarpiece. A 2014 statue of Pope John Paul II outside commemorates the mass he served here during a 1997 visit.

12. Behind the cathedral is the **Bosniak Institute**. The institute
is dedicated to the history of the Bosnian Muslims, or Bosniacs. It offers an interesting insight into the national identity of the Bosnian Muslims.

13. On the left side of the cathedral is the **11/07/95 Gallery**. This new gallery uses stirring visual imagery to create a powerful memorial to over 8000 victims of the **Srebrenica massacre**, one of the most infamous events of the Bosnian civil war. You’ll need several hours if you want to watch the two movies, listen to the half-hour guided tour and follow some of the ‘genocide mapping’.

14. Following Ferhadija to **Square of Alija Izetbegović (or Liberation Square)** is the **Sab-orna crkva**. This is the largest **Orthodox Church** in Sarajevo. The church is an example of a mixture of baroque and Byzantine style. The church was supported by the Ottoman Sultan Abdul-Aziz and the Russian czar’s family.

15. Across the street from the orthodox church is the **National Gallery**. Behind the sturdy Austro-Hungarian facade this small but inspired three-level gallery hosts a changing series of exhibitions, mostly featuring bold contemporary art.

16. As Ferhadija meets Tito Street the **Vječna Vatra (Eternal Flame)** burns in memory of the Partisans who gave their lives in the liberation of Sarajevo from the fascists in the Second World War.

17. At the end of Tito Street is **Alipašina mosque** that was built in 1560 and it is considered to be the most harmonious mosque in Sarajevo. The architect was a scholar of Mimar Sinan, the most famous Ottoman architect.

18. Across the Miljacka river is the **Skenderija Mall** that was built during the 1984 Olympics in Sarajevo. The pedestrian path on the south side of the Miljacka river leads to the only evangelist church in Bosnia and Herzegovina. However, it is no longer a church. It was donated to the city and turned into the Arts Academy of Sarajevo and it is probably one of the most beautiful buildings here.
19. The end of pedestrian path takes you to Čobanija bridge. Crossing over the bridge you will find the main post office building, which is the finest example of Austrian architecture in town. Next to it is the National Theatre, representing the neo-Renaissance style.

20. Walking east you will pass the Despić House Museum, a Serbian tradesmen house from Ottoman time that is preserved in its original form.

21. Opposite this museum is the Latin Bridge and the Museum of Sarajevo. Despite an earlier unsuccessful assassination attempt that day, Austrian Archduke Franz Ferdinand and his wife Sophie rode west along the riverside in an open car to the Latin Bridge. It was here that Gavrilo Princip stepped forward to fire his pistol, killing them both and sparking off war between Austria-Hungary and Serbia. Thanks to a series of European alliances, this escalated into WWI.

22. By crossing the Latin bridge, you enter the Bistrik district of the old town. The park along the river is a favorite gathering spot during the summer. Up river is the Careva Mosque. The original mosque was built in 1457 and it was a gift for Sultan Mehmed II. It was built by Isa-bey Ishaković who is considered to be the founder of Sarajevo. The present day mosque was built in 1566 by order of Sulejman the Great.

23. Up the street is Sarajevo's Brewery. You can visit the Brewery Museum to learn about the history of making the finest Sarajevo’s beer.
<table>
<thead>
<tr>
<th><strong>NATIONAL MUSEUM</strong></th>
<th><strong>HISTORICAL MUSEUM</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Address: Zmaja od Bosne 7</td>
<td>Address: Zmaja od Bosne 5</td>
</tr>
<tr>
<td>Web page: <a href="http://www.zemaljskimuzej.ba">http://www.zemaljskimuzej.ba</a></td>
<td>Working hours: Every day from 9:00 to 19:00</td>
</tr>
<tr>
<td>Working hours:</td>
<td>Entrance fee: 5 KM ( 2.6 EUR)</td>
</tr>
<tr>
<td>Thursday – Friday 10-19 h</td>
<td></td>
</tr>
<tr>
<td>Saturday and Sunday 10-14 h</td>
<td></td>
</tr>
<tr>
<td>The museum is closed on Monday.</td>
<td></td>
</tr>
<tr>
<td>Entrance fee: 6 KM ( 3 EUR)</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>MUSEUM OF SARAJEVO 1878 – 1918</strong></th>
<th><strong>VIJEĆNICA MUSEUM</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Address: Zelenih Beretki 1</td>
<td>Address: Obala Kulina Bana 1</td>
</tr>
<tr>
<td>Web page: <a href="http://www.muzejsarajeva.ba">www.muzejsarajeva.ba</a></td>
<td>Web page: <a href="http://www.vijecnica.ba">www.vijecnica.ba</a></td>
</tr>
<tr>
<td>Working hours:</td>
<td>Working hours:</td>
</tr>
<tr>
<td>Monday – Friday 10:00 – 18:00</td>
<td>Thursday – Sunday 10:00 – 20:00</td>
</tr>
<tr>
<td>Saturday 10:00 – 15:00</td>
<td>Closed on Monday</td>
</tr>
<tr>
<td>Closed on Sunday</td>
<td></td>
</tr>
<tr>
<td>Entrance fee: 4 KM ( 2 EUR)</td>
<td>Entrance fee: 3 KM (1.5 EUR)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>SVRZO’S HOUSE</strong></th>
<th><strong>THE JEWISH MUSEUM</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Address: Glođina 8</td>
<td>Address: Velika Avlija bb</td>
</tr>
<tr>
<td>Working hours:</td>
<td>Working hours:</td>
</tr>
<tr>
<td>Monday – Friday 10:00 – 18:00</td>
<td>Monday – Friday 10:00 – 18:00</td>
</tr>
<tr>
<td>Saturday 10:00 – 15:00</td>
<td>Sunday 10:00 – 13:00</td>
</tr>
<tr>
<td>Closed on Sunday</td>
<td>Closed on Saturday</td>
</tr>
<tr>
<td>Entrance fee: 3 KM (1.5 EUR)</td>
<td>Entrance fee: 3 KM (1.5 EUR)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>BRUSA BEZISTAN</strong></th>
<th><strong>THE DESPIĆ HOUSE</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Address: Abadžiluk 10</td>
<td>Address: Despićeva 2</td>
</tr>
<tr>
<td>Working hours:</td>
<td>Working hours:</td>
</tr>
<tr>
<td>Monday – Friday 10:00 – 18:00</td>
<td>Monday – Friday 10:00 – 18:00</td>
</tr>
<tr>
<td>Saturday 10:00 – 15:00</td>
<td>Saturday 10:00 – 15:00</td>
</tr>
<tr>
<td>Closed on Sunday</td>
<td>Closed on Sunday</td>
</tr>
<tr>
<td>Entrance fee: 3 KM (1.5 EUR)</td>
<td>Entrance fee: 3 KM (1.5 EUR)</td>
</tr>
</tbody>
</table>

Joint ticket for all five facilities (Museum of Sarajevo, Svrzo’s house, The Jewish museum, Brusa Bezistan and The Despić house) is 10 KM (5.1 EUR)
## SARAJEVO'S BREWERY MUSEUM

**Address:** Franjevačka 15  
**Web page:** [www.sarajevska-pivara.com/muzej](http://www.sarajevska-pivara.com/muzej)  
**Working hours:**  
Monday – Saturday 10:00 – 18:00  
Sunday 12:00 – 16:00  
**Entrance fee:** 3 KM (1.5 EUR)

## MUSEUM OF ALIJA IZETBEGOVIĆ

**Address:** Ploča 2  
**Web page:** [www.muzejalijaizetbegovic.ba](http://www.muzejalijaizetbegovic.ba)  
**Working hours:**  
Monday – Friday 10:00 – 18:00  
Saturday 10:00 – 15:00  
Closed on Sunday  
**Entrance fee:** free

### Galleries

#### NATIONAL GALLERY

**Address:** Zelenih beretki 8  
**Web page:** [www.ugbih.ba](http://www.ugbih.ba)  
**Working hours:**  
Monday – Saturday 10:00 – 20:00  
Closed on Sunday  
**Entrance fee:** free

#### 11/07/95 GALLERY – SREBRENICA

**Address:** Trg Fra Grge Martića 2/III  
**Web page:** [www.galerija110795.ba](http://www.galerija110795.ba)  
**Working hours:**  
Every day from 10:00 – 20:00  
**Entrance fee:** 12 KM (6 EUR)  
Tickets allow re-entry for 72 hours.

#### BOSNIAK INSTITUTE

**Address:** Mula Mustafe Bašeskije 21  
**Web page:** [www.bosnjackiinstitut.ba](http://www.bosnjackiinstitut.ba)  
**Working hours:**  
Monday – Saturday 08:00 – 16:30  
Closed on Sunday  
**Entrance fee:** free
## Useful Phrases in Bosnian

<table>
<thead>
<tr>
<th>English</th>
<th>Bosanski (Bosnian)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Welcome</td>
<td>Dobrodošli</td>
</tr>
<tr>
<td>Hello (General greeting)</td>
<td>Zdravo</td>
</tr>
<tr>
<td>Hello (on phone)</td>
<td>Halo</td>
</tr>
<tr>
<td></td>
<td>Molim</td>
</tr>
<tr>
<td>How are you?</td>
<td>Kako si?</td>
</tr>
<tr>
<td>Reply to ‘How are you?’</td>
<td>Ja sam dobro, hvala. A ti? (inf)</td>
</tr>
<tr>
<td>What’s your name?</td>
<td>Kako se zoveš?</td>
</tr>
<tr>
<td>Where are you from?</td>
<td>Odakle dolaziš?</td>
</tr>
<tr>
<td>Good morning</td>
<td>Dobro jutro</td>
</tr>
<tr>
<td>(Morning greeting)</td>
<td></td>
</tr>
<tr>
<td>Good afternoon</td>
<td>Dobar dan</td>
</tr>
<tr>
<td>(Afternoon greeting)</td>
<td></td>
</tr>
<tr>
<td>Good evening</td>
<td>Dobro večer</td>
</tr>
<tr>
<td>(Evening greeting)</td>
<td></td>
</tr>
<tr>
<td>Good night</td>
<td>Laku noć</td>
</tr>
<tr>
<td>Goodbye (Parting phrases)</td>
<td>Zbogom</td>
</tr>
<tr>
<td></td>
<td>Doviđenja</td>
</tr>
<tr>
<td></td>
<td>Čao</td>
</tr>
<tr>
<td></td>
<td>Zdravo</td>
</tr>
<tr>
<td>Good luck</td>
<td>Sretno!</td>
</tr>
<tr>
<td>Cheers! Good Health!</td>
<td>Živjeli!</td>
</tr>
<tr>
<td><em>(Toasts used when drinking)</em></td>
<td></td>
</tr>
<tr>
<td>Bon appetit /</td>
<td>Prijatno!</td>
</tr>
<tr>
<td>Have a nice meal</td>
<td></td>
</tr>
<tr>
<td>Bon voyage /</td>
<td>Sretan put!</td>
</tr>
<tr>
<td>Have a good journey</td>
<td></td>
</tr>
<tr>
<td>I understand</td>
<td>Razumijem</td>
</tr>
<tr>
<td>I don’t understand</td>
<td>Ne razumijem</td>
</tr>
<tr>
<td>Excuse me</td>
<td>Izvinite! Oprostite!</td>
</tr>
<tr>
<td>How much is this?</td>
<td>Koliko košta ovo?</td>
</tr>
<tr>
<td>Sorry</td>
<td>Oprostite</td>
</tr>
<tr>
<td>Please</td>
<td>Molim</td>
</tr>
<tr>
<td>Thank you</td>
<td>Hvala</td>
</tr>
<tr>
<td>Reply to thank you</td>
<td>Nema na čemu!</td>
</tr>
<tr>
<td>I love you</td>
<td>Volim te</td>
</tr>
<tr>
<td>Help!</td>
<td>Upomoć!</td>
</tr>
<tr>
<td>Birthday greetings</td>
<td>Sretan rođendan</td>
</tr>
</tbody>
</table>
WE BELIEVE YOU WILL HAVE AN AMAZING TIME!