



The **Caritas Solidarity Center in Senigallia** is an adult reception center that supports people facing vulnerability and social exclusion. The center offers essential services such as food distribution, basic assistance, and a safe space where individuals can feel heard, respected, and supported.

The guests at the center often face **various challenges, including economic hardship, unemployment, migration-related difficulties, loneliness, and social marginalization.** We also welcome homeless people without stable housing who live in conditions of severe hardship. Some guests may have psychological or psychiatric vulnerabilities, as well as health-related issues. For this reason, it is important to approach each person with care, attention, and awareness of their specific needs.

Managing the helping relationship professionally and respectfully is essential. Setting clear boundaries, showing empathy without over-involvement, and communicating effectively help prevent misunderstandings or dependency. This ensures that support remains constructive and sustainable over time. Working in this space also requires careful management of cohabitation, using a professional and experience-based approach so that everyone feels respected and protected. A well-organized environment protects both guests and volunteers, reducing the risk of future difficulties.

Because we work with vulnerable people, situations can sometimes be unstable, and conflicts or tension between guests may occur. For this reason, you will always be supported and guided by experienced volunteers. Especially at the beginning, you will never be left alone. For any specific situation, or if you are unsure how to relate to a guest or handle a particular circumstance, you can consult Denise and Eleonora, who know the guests very well and can provide guidance and practical advice.

It is very important **not to give money to guests** who ask for it, or to fulfill personal requests outside the center's activities and support. Doing so can create misunderstandings, dependency, or tension, and can compromise the professional boundaries that ensure a safe and respectful environment. If a guest makes a specific request or you are unsure how to respond, always consult your colleagues.

Denise, Eleonora, and the experienced local volunteers can guide you in handling these situations safely and appropriately. Maintaining this approach helps protect both guests and volunteers, promotes fairness, and ensures the center remains a reliable and secure place for everyone.

When moving around the center, please **dress appropriately at all times**, even when just walking through a corridor, to maintain a respectful and comfortable environment. **Do not leave personal belongings scattered**, and always **close doors behind you**. These simple precautions prevent accidents, protect personal items, and maintain the safety and privacy of guests and volunteers. Following these guidelines ensures a smooth and secure daily routine and helps create a positive environment where everyone feels safe and respected.

All activities at the center are organized and carried out by local volunteers, who are essential to maintaining daily operations and creating a welcoming environment.

ESC volunteers will work alongside them, supporting ongoing initiatives and contributing to the center's mission through collaboration and shared responsibility.



There are always volunteers on the night shift. The night team changes daily, but there is also a resident, Cisse (in room 6), who helps manage the facility. Night volunteers are responsible for handling emergencies and monitoring the situation during the night. They ensure that guests are in their rooms before going to sleep, and then they rest in their designated room (room 7). For any urgent matters during the night, you can contact them or call the emergency number.