

Information Guide Children's Services Centre 2024-2025

Introduction

Welcome to the Children's Services Centre (Kinderdienstencentrum, KDC) at Lunet. The place for the treatment of children aged 1 year and older with developmental delays. It is important to stimulate a child's development as early as possible. To give them opportunities. To discover talents. So that a child can grow. We are happy to help with that. That's what we call working together on a good life.

Your child can come to us for group treatment. You can find our Children's Services Centre in Eindhoven, Eersel, Geldrop and Maarheeze.

In this guide, you will find more information about our methods and practices. We also provide practical details about treatment, attendance, reporting illness, days off and (taxi)transportation.



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How we work

The Children's Services Centre is there especially for children aged 1 to 6 years with developmental delays. At our centre, we offer development-oriented day treatment in groups that match each child's capabilities, interests and developmental age. Each group consists of eight children and two supervisors. We provide both group and individual treatment.

In order to develop optimally, children need a safe environment. A place where they are stimulated and receive the support they need. We strive to create a clear and understandable setting where children feel comfortable because when a child feels at ease and valued, it can learn new skills every day.

The treatment activities are organised both in groups and on an individual level. We create a personalised plan for each child that aligns with their capabilities and interests. Learning at our centre is playful, and we adjust our guidance style, environment, and materials to suit each child's experiences and needs. During treatment, we employ various methods.

Pyramid method

All KDC groups work with the Pyramid method. This approach was developed by Cito and is suitable for children with a (developmental) age of 0 to 7 years. It is an educational method designed to stimulate children's development in a playful way. We do this by offering themes that resonate with children, such as 'this is me', the seasons, music, living and public holidays. The whole group and the KDC are then centred around that theme. Each year, we cover about ten themes, which are integrated into all our activities: during meals, playtime, crafts, and circle time. Adapted to the abilities of the children in the group.

Floorplay

Floorplay is a developmental play methodology specifically designed for young children whose development is less straightforward. With Floorplay, the child's interests always take precedence. The counsellor follows the child's lead in what they enjoy and playfully encourages them to discover and learn new things, whether it's play, making contact or communicating. Since every child is unique, we tailor the goals and play techniques to meet individual needs.

Principles from Applied Behaviour Analysis

In development-oriented day treatment, children learn new skills through behaviour therapy, which takes into account each child's motivation and interests. Desired behaviour is rewarded, and new skills are taught step by step with frequent repetition. These incremental steps eventually build the entire skill. By immediately rewarding desired actions and providing help when needed, children learn skills more quickly and can apply them better in daily life.

TEACCH

The TEACCH method (Treatment and Education of Autistic and related Communication Handicapped Children) is a treatment method that aligns with the thinking and learning of young children with an autism spectrum disorder and/or developmental delay. This method uses individually tailored programmes and an environment adapted to be clear and predictable for the child.

Other methods

We use a variety of methods and tools to help children feel comfortable and promote their development. The choice of methods depends on each child's needs and capabilities. Your child's client counsellor will keep you informed about the methods being used. For example, some groups use the Sherborne method, a movement-based methodology. With this method, children gain learning experiences through various movement games. This allows children to gain more self-confidence and become aware of their bodies and surroundings.

Multidisciplinary teams

We work in teams with various specialists: client supervisors, behaviour specialists, speech therapists, physiotherapists, play supervisors and communication trainers. As a parent, you know your child best. That is why we also like to work closely with you. We listen to your concerns and ideas and share information. We keep each other informed about what your child practices and learns at home and during treatment. This way, we can tailor our approach to meet your child's needs. Together, we can achieve the best outcomes for your child's treatment.

Personal Support Plan

Before your child begins at the KDC, you will have an intake meeting with the behavioural specialist and the client counsellor. During this meeting, we will ask you various practical questions to gain a comprehensive understanding of your child. What does your child enjoy? Does your child play with other children? How does your child approach social interactions? What is going well, and what could be improved? How does your child communicate when he or she want to express something? Together, we will set goals for your child. All this information will be included in your child's Personal Support Plan, or PSP.

The initial goals in the PSP focus on familiarisation, so your child can get to know the counsellors, and the counsellor can learn about your child. Support and treatment are continuously adjusted to meet your child's goals.

The Personal Support Plan covers the following topics:

- Profile: Who is your child, and what is important to him or her?
- Goals: What are we focusing on?
- Future: What do we expect for the future?
- Home situation: Are there any support needs at home?
- Questions: What questions do you have as a parent?

Evaluation

Every six months, we will evaluate the Personal Support Plan with you. The client counsellor and behavioural specialist will be present at this meeting. For optimal coordination, it is helpful if the municipal consultant and, if applicable, the outpatient supervisor also attend. After the meeting, we will update the plan and share the final version with you. You can access the final version of the plan through Caren, Lunet's client portal, or receive it digitally via a secure platform.

Client portal Caren

Lunet uses a client portal called Caren. With Caren, you can access your Lunet file online anytime, anywhere. Here's what you can do with the Caren client portal:

- View your personal information.
- Access your personal file, which includes the Personal Support Plan and reports.
- Invite trusted people to view your file.
- Share messages with everyone who has access to your file.
- Schedule and view your appointments and Lunet appointments on a calendar.

If you want access to the client portal, you will need a special code – the linking code – for your first login. This code connects the Caren client portal to your Lunet file. Discuss with your child's client counsellor if you want access to the client portal. For more information, please visit www.lunet.nl/clientportaal.

Divorced parents

If parents are divorced and both have legal custody, both parents are entitled to information about their child. We will inform both parents about the Personal Support Plan unless the parents choose a single point of contact. If one parent no longer has custody, this must be demonstrated with an extract from the custody register. This document can be obtained free of charge from the district court. We will keep this extract in the child's Personal Support Plan.

Together, we will determine
the goals for your child.

Continuity and treatment

Before your child starts at the KDC, you will have had a placement meeting with the client counsellor and the behavioural specialist. During this meeting, we will agree on the start date of the treatment and the days your child will attend the KDC. We will also discuss the importance of a valid authorisation and review the care agreement.

Attendance

For the treatment to progress effectively, it is essential for your child to be present on the agreed days. We can only successfully work toward your child's treatment goals if they are present. We assume that your child will attend on the days/parts of days agreed upon during the placement meeting. The child's client counsellor oversees attendance. Absences negatively affect the progress of treatment, and it is also important for our staff to be informed in advance if a child will be absent.

Definitions and glossary

It is important to clearly define what attendance and absence mean and to have agreement on these terms. We use the following definitions and terms:

Attendance: A child is considered present if they attend the KDC and participate in the treatment according to the agreed schedule.

Absence: A child is considered absent if they are not present at the KDC on the agreed days, and a parent/guardian has notified the absence in advance. The child should be reported absent at least four days prior, with an appropriate reason.

Sick: A child who is ill or partially absent due to a medical appointment. The child must be reported sick by phone to the group before 9:00 AM.

No Show: The child is not present at the KDC and was not reported absent in a timely manner.

The child's attendance and absence at the KDC, as well as their absence at out-of-school supervision (buitenschoolse begeleiding, BSB), are monitored according to the above definitions.

Policy regarding illness and No Show

Illness

If a child is reported sick three times within the duration of their Personal Support Plan (six months), we will invite the parents or guardians to a meeting. During this meeting, we will discuss both the frequency and duration of the absences, as well as how these absences impact the child's treatment or guidance. After the meeting, parents or guardians will receive a written summary of the discussion.

No Show

In the case of a No Show, we are obliged to charge parents/guardians for not cancelling (on time). They will receive an invoice for these costs. Additionally, a meeting will be scheduled with the parents/guardians, the client counsellor, and/or the behavioural specialist to discuss ways to prevent further No Shows and ensure the continuity of the child's treatment. Follow-up actions will be agreed upon as necessary.

Days off and public holidays

Our treatment services at the KDC are offered 52 weeks per year. As mentioned, we expect a child to attend the KDC on all agreed-upon days. However, we understand the need for occasional breaks. Below are the guidelines for the number of days a child can take off.

- If a child attends 5 days a week, they can take up to 25 days off per year.
- If a child attends 4 days a week, they can take up to 20 days off per year.
- If a child attends 3 days a week, they can take up to 15 days off per year.

We recommend taking a maximum of three consecutive weeks off, preferably between 19 July and 9 August 2025.

Reporting days off

Twice a year, you will receive a form to indicate your child's days off. This helps us plan for when your child will not be attending the KDC.

- Submit your child's days off before 1 September for the period up to 15 January 2025.
- Submit your child's days off before 1 December for the period up to and including August 2025.

Closure dates for 2024/2025

The Children's Services Centre will be closed on the following (public) holidays:

- 25 December 2024, Christmas Day
- 26 December 2024, Boxing Day
- 27 December 2024
- 1 January 2025, New Year's Day
- 21 April 2025, Easter Monday
- 27 April 2025, King's Day
- 5 May 2025, Liberation Day
- 29 May 2025, Ascension Day
- 30 May 2025
- 9 June 2025, Whit Monday

On these days, there will also be no out-of-school supervision (BSB). Additionally, on 5 December, St. Nicholas' Eve, we will not provide BSB services.



Out-of-school supervision (BSB)

Out-of-school supervision (buitenschoolse begeleiding, BSB) is available for children who attend the Children's Services Centre of Lunet during the day. Due to their unique needs, these children require additional support and cannot attend regular after-school programmes.

BSB locations

For children attending the Children's Services Centre in Eindhoven, the BSB services are available at locations De Vuurtoren or Het Koraal. The exact location depends on where your child attends at the KDC. The client counsellor will inform you of the exact location. BSB is also offered at the locations De Kempen and Geldrop. There are always two staff members present at each location. However, BSB services are not available at the location Maarheeze.

BSB opening hours

Before-school supervision is available from 8:00 AM to 9:00 AM and takes place at the child's group location.

Out-of-school supervision is available from 3:30 PM to 5:00 PM or 6:00 PM, depending on the location.

On Wednesdays, children can attend BSB starting at 12:30 PM.

Cancelling BSB attendance

We expect your child to attend BSB on the agreed-upon days. Unfortunately, flexible attendance options are not possible. If your child will be arriving later to BSB, please inform the group supervisor in advance. If your child will not attend the Out-of-school supervision or is sick, please notify the KDC in a timely manner. The same procedures apply as for reporting sick for group treatment within the KDC. You can find these procedures on page 10 under "Continuity and treatment". The KDC will inform the BSB of the sickness report. You must personally cancel your child's taxi transportation.

In order to develop optimally, children need a safe environment.

Taxi transportation to BSB

In addition to being picked up by you or a family member, your child can be picked up by taxi. For taxi transportation, you need a transport permit (in Dutch: vervoersbeschikking), which can be requested from the municipality. The municipality will determine if you qualify for service. You are personally responsible for cancelling or changing taxi transportation.

For any interim taxi rides, such as from location Nuenenseweg to location Het Koraal, a permit is not required. You also do not need to cancel or adjust an interim ride yourself. Lunet will take care of this.

BSB authorisation

Under the Youth Act, a separate authorisation is required for out-of-school supervision. This authorisation can be requested from your municipal contact person. If you encounter any difficulties, a care coordinator from Lunet can assist you. Our care coordinators are available on weekdays from 8:30 AM to 5:00 PM at phone number 088 - 551 60 00.



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Communication about your child & privacy

We understand the importance of knowing how your child experiences their day. You can expect to receive a message or photo twice a week. Every parent will also receive a welcome booklet from the counsellor, containing practical information about their child's group.

Questions about your child?

If you have questions about your child's support, your first point of contact is your child's client counsellor. They can be reached via e-mail or phone, and you can also schedule a meeting at the location. For questions regarding specific treatments, please contact the client counsellor, who will direct you to the appropriate person for assistance.

Privacy

Photos and information about your child

Within and outside the KDC, we occasionally use photos and videos to enhance a child's treatment, such as discussing observations with a child. These photos might also be used for the weekly board, for example. We ask you to complete a consent form for the use of visual materials. We do not share any information about your child with external agencies without your written permission.

Taking photos yourself

Parents often take photos during birthdays or summer parties. Please be mindful to only take photos of your own child. Due to privacy legislation, it is not allowed to take photos of other children in the group.

Social media

Posting photos or messages on social media that involve or depict colleagues or children other than your own is discouraged.

Client transportation

Taxi transportation

Your child can use taxi transportation if you have a transport permit, which can be requested from the municipality. The municipality decides if you are eligible for this service. If your child uses taxi transportation, they will be transported from their home address to the KDC and back home. The taxi may also transport other children from the KDC.

Safe transportation

To transport your child safely, you have been provided with a car seat on loan. However, starting 1 January 2025, this will change. Parents will be responsible for providing their own car seat and ensuring they have the proper materials to safely transport their child. If special safety measures are necessary, we will make specific arrangements with you.

To ensure safe transportation, it is important that the car seat matches your child's weight and height. Some children may also require additional safety equipment. Please begin searching for the appropriate seat and materials early, so your child can continue to be transported safely after 1 January 2025. If you need help with this, feel free to ask your community or client counsellor for advice. They can help you determine what your child needs.

Cancelling taxi transportation

Does your child use taxi transportation? You are personally responsible for cancelling or changing this service as needed. This includes notifying us of planned absences or illness. Please do this as soon as you know your child will not be attending the KDC. If your child has recovered, you must report this as well. This can be done up to one hour before the scheduled pickup time, starting at 6:00 AM.

More information

If you have questions about client transport, such as taxis not running due to adverse weather, please read the leaflet '[On the Way to Lunet Together](#)'.

We learn by playing.



Practicalities

Opening hours

The opening hours of the Children's Services Centre are as follows:

- Monday from 9:00 AM to 3:30 PM
- Tuesday from 9:00 AM to 3:30 PM
- Wednesday from 9:00 AM to 12:30 PM
- Thursday from 9:00 AM to 3:30 PM
- Friday from 9:00 AM to 3:30 PM

Staff are present at the locations from 8:30 AM to 4:00 PM.

Drop-off and pick-up

The drop-off and pick-up times vary by location. During the placement meeting or before the start of treatment, the staff will inform you of the specific times for your child's group. It is important to adhere to these times to avoid causing disruption to the group. This ensures that the time needed for the children's treatment is not compromised.

Safety

For the safety of the children, the front doors of our locations are locked. The interior doors and doors to technical rooms have turn locks. The doors of the groups are generally not locked unless we have agreed otherwise with you.

Medicines and hazardous substances

Medicines, as well as toxic or flammable substances, are stored securely in locked cabinets.

Food and drinks

We have three scheduled meal times in each group: fruit time, a healthy lunch, and a snack with a drink whereby children can choose something to eat or drink. Children are expected to bring fruit from home, while we provide lunch, drinks, and snacks following the Nutrition Centre's guidelines. Additionally, children can always drink water whenever they are thirsty. If your child has a special diet, please have them bring suitable food from home.

Sleeping

Some children like to take a nap in the afternoon. The KDCs Het Koraal and De Vuurtoren have designated sleeping areas. Children up to three years old sleep in enclosed cribs, while older children have beds they can get out of on their own. During nap time, we use a baby monitor. The bedroom door is not locked but has a door closer for fire safety, and the window remains closed. If your child is at a different location and still requires a nap, we will discuss how to accommodate this with you.

Diapers

If your child wears diapers, please provide them from home, as Lunet does not supply diapers.

Spare clothing

Children's clothes can occasionally get wet or dirty, so it's helpful to have a spare set of clothes available in the group. Please label your child's clothing with their name.

Emergency contact

It is important that you are reachable in case of emergencies. We ask that you provide a secondary phone number, which we will only use for emergencies. The client counsellor will coordinate this with you. For example, you can agree that you may be contacted at work or on your mobile phone only for emergencies between 9:00 AM and 3:30 PM.

Liability insurance

If any injury or damage is caused by Lunet or one of our employees, you can hold us liable. However, if your child causes damage or injury to someone or something else, you, as the parent, are liable. You can cover this risk with liability insurance (in Dutch: aansprakelijkheidsverzekering, AVP).

Birthday celebrations

When a child has a birthday, we naturally celebrate it in the group. The specifics of the celebration vary by group, and you can arrange details with the client counsellor. Your child is welcome to bring a small treat to share.

Teacher's Day

We often celebrate the birthdays of the group's counsellors collectively on 'Teacher's Day'. Each group has its own way of celebrating, and the counsellors will be happy to share more information with you.

Gifts

We enjoy doing our work and have agreed not to accept gifts.

Labelling items

Please label your child's belongings with their name. This ensures that we return the correct clothes, jacket, bag and fruit container to your child to take home.

Coffee morning and summer party

Twice a year, the group invites you to a coffee morning or afternoon. In June, we organize a summer party for all the children of the KDC and their parents.

Smoking

The KDC and its surrounding area are smoke-free zones.

Manners

We treat each other with respect and kindness. Anyone not adhering to this standard may be denied access to the building for a definite or indefinite period.



Medical affairs

Medications

If your child needs to take medications at the KDC, you will receive an implementation request from the client counsellor. This is a form where you specify which medications need to be administered and how this should be done. Please note that we can only administer medications that have been prescribed by a doctor.

Medical procedures

For any medical procedures that your child requires, such as tube feeding or injections, we establish clear written agreements. Lunet follows nationally established protocols for this.

Specialist care

There are cases in which we may not be able to perform certain specialised procedures, like administering oxygen. In such cases, you can arrange for specialised home care providers to visit the KDC to perform these tasks.

Supervision by the GGD

In the Netherlands, the GGD monitors the general health of schoolchildren. If your child is 5 years or older and not yet attending school, you will receive a letter inviting you to a GGD health examination. The GGD assesses the overall physical development and health of your child, and as a parent, you are typically expected to be present during this examination. GGD staff visit the Eindhoven locations several times a year to monitor the children. If your child attends a location in Geldrop, Maarheeze, or De Kempen, you will be invited to see the GGD doctor at the nearest school.

Infectious diseases

If your child contracts a contagious illness or exhibits symptoms that could be infectious, please inform your child's group as soon as possible. In many cases, your child can still attend the KDC, but we must notify the parents of children with weakened immune systems and our pregnant colleagues. We adhere to the guidelines set by the GGD and RIVM (National Institute for Public Health and the Environment). Should there be an outbreak of an infectious disease among staff or children, a group or location may need to be temporarily closed.

We evaluate your child's personal support plan with you every six months.

Contact details for Children's Services Centre

Would you like to phone us? The groups are best reached between 8:30 and 9:00 or between 15:30 and 16:00.

KDC De Vuurtoren

Mgr. Swinkelsstraat 1
5623 AP Eindhoven
Central telephone number: 040 - 244 54 80

Each group has its own telephone number:

- Pinguïns: 06 - 57 74 52 80
- Zeepaardjes: 06 - 12 41 22 58
- Zeesterren: 06 - 82 20 40 00
- Dolfijnen: 06 - 47 21 24 38
- IJsberen: 06 - 20 12 35 53
- Zeehonden: 06 - 12 92 58 71

KDC Het Koraal

Van Vorststraat 1a
5622 CV Eindhoven

Each group has its own telephone number:

- Schildpadden: 06 - 13 58 56 15
- Inktvissen: 06 - 20 10 42 33
- Walvissen: 06 - 20 12 29 60
- Maanvissen: 06 - 22 53 85 67
- Pelikanen: 06 - 12 79 82 90
- Zeemeeuwen: 06 - 20 33 38 62
- IJsvogels: 06 - 13 95 83 15
- Stormvogels: 06 - 20 48 55 99

Are you unable to reach the groups at Het Koraal?
Then contact us on 06 - 13 58 56 15.

KDC Nuenenseweg 4

Nuenenseweg 4
5631 KB Eindhoven

- Otters: 06 - 46 27 84 23
- Bevers: 06 - 46 21 70 16

KDC De Kempen, location De Groote Aard

Mortel 1
5521 TP Eersel

- Egels: 06 - 10 19 54 11
- Vossen: 06 - 10 72 07 31
- Eekhoorns: 06 - 33 01 24 68

KDC Maarheeze

Stationsstraat 52
6026 CW Maarheeze

- Kikkers: 06 - 82 77 64 82

KDC Geldrop

Stationsstraat 38
5664 AS Geldrop

- Vlinders: 06 - 57 30 52 08
- Kevers: 06 - 17 22 45 56





Contact persons

Team leaders

Location de Vuurtoren and Geldrop:

Mirjam Braat

06 - 12 40 04 83

m.braat@lunet.nl

Location Koraal and Maarheeze:

Jolande van Eyck

06 - 10 51 68 53

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Coordinating supervisor KDC

Janet Kuijken

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Head of Treatment, Child, Youth & Family

Mellanie Spiertz

m.spiertz@lunet.nl

Director, Child, Youth & Family

Marius Nabuurs

m.nabuurs@lunet.nl

Do you have a problem or complaint?

If you are not satisfied with the support your child is receiving or have a complaint, please let us know so we can work together to resolve the issue. Start by contacting your child's counsellor or the team leader at your location. If the issue remains unresolved, reach out to the confidential counsellor at Lunet. More information is available on www.lunet.nl/klacht.

Parental involvement

The Child, Youth & Family department, which includes the KDC, has a parent council. We encourage parents to share their thoughts and ideas with us. If you are interested in learning more, please contact Rian van der Burgt, Executive Secretary, Secretariat Board of Directors, via e-mail: ri.v.d.burgt@lunet.nl. She will connect you with the appropriate person.

Want to know more?

Postal address

PO Box 270
5600 AG Eindhoven

088 - 551 50 00

www.lunet.nl

