

Information Guide Children's Services Centre 2022-2023

Introduction

Welcome to the Children's Services Centre (KDC) at Lunet. The place to be for young children with developmental delays.

It is important to stimulate your child's development as early as possible. To give them opportunities. To discover talents.

So that your child can grow. We are happy to help with that. We call that working together on a good life.

Your child can come to us for before-school group treatment and out-of-school supervision (BSB). You can find our children's services centres in Eindhoven, Eersel, Geldrop and Maarheeze.

In this guide, you can read more about our way of working and the methods we use. You will also find practical information about reporting sick, school holidays and taxi transport.



Contents

1. This is How We Work	6
2. Personal Support Plan	8
3. Out-of-school Supervision (BSB)	10
4. Communication About Your Child & Privacy	13
5. Client Transport	14
6. Practicalities	16
7. Medical Affairs	19
8. School Holidays and Public Holidays	20
9. Contact Details for Children's Service Centres	23
10. Contact Details for Coordinators, Team Leaders and Managers	24
11. Do you have a problem or complaint?	26

1

How We Work

In order to develop optimally, children need a safe environment. A place where they are stimulated and given the support they need. We strive for a clear and understandable environment. We want your child to feel comfortable. Because if your child feels comfortable and appreciated, they can learn new skills. Every day.

We learn by playing. We look at what your child needs. We adapt our guidance style, the space and the materials to your child's subjective experience and needs.

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

Pyramid Method: Learning by Playing

All groups at the KDC use 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 to stimulate children in a playful way in their development. We do this by offering themes that are close to the child, such as 'this is me', the seasons, music, the home and the holidays. There are about ten themes every year. The whole group and the KDC are then dominated by that theme. It is reflected in everything we do: during the group or the language lesson, but also during meals, games, crafts and other activities. The power of repetition makes the theme stick better.

Own Input

The Pyramid method also allows room for input and initiatives from counsellors, the children themselves and parents. When we start a new theme, you will receive an announcement and explanation of the theme.

'Total' Communication

For many children at the KDC, communication, language and speech require special attention. For some children, language development is not a given; for others, it takes more time or occurs differently. At the KDC, all means necessary for good and effective communication can -and may- be used. We call this 'total communication'. It is not so much a method as a philosophy. The basic idea is that communication and language make us human. Because when your child learns to communicate, they learn to express themselves. Your child can then make their own wishes clear and ask for help, for example.

Talking, Seeing and Feeling

To make language easier to understand, we also let the children see or feel what we are saying. We use objects and images, such as pictures, drawings and pictograms. We can also use gestures to depict or refer to something.

ALD: Card with Pictograms

When we talk to your child, we make the most important words visible. For this we have a card with pictograms of frequently used words and gestures. This card is called an ALD (Aided Language Display). We encourage children who are not yet able to speak well to use visual aids in their contact with others. This is how we work towards successful communication: when you understand the other person and are understood yourself.

Sherborne

Sherborne is a movement method. By playing all kinds of movement games with your child, they can gain learning experiences. Your child will gain self-confidence, become aware of their own body, learn about space and get to know other children. Although playing is goal-oriented, we find having fun together is just as important. We watch carefully when your child takes the initiative, in making contact or a movement, and follow your child in this.

Other Methods

We use several methods that make the children feel at ease and that promote their development, for example TEACCH, ABA and FloorPlay. Which method we use depends on your child's needs and abilities. The client counsellor keeps abreast of this situation.

2

Personal Support Plan

Before your child starts at the KDC, you have a placement interview with the behavioral expert and the client counsellor. We will ask you all kinds of practical questions in order to get as complete a picture as possible of your child. What does your child like? Does your child play with other children? How does your child handle this? What is going well and what could be improved? What does your child do when he wants to make something clear? Together, we determine the goals for your child. We put all of this in the personal support plan, the POP, for your child.

The first goals in the POP have to do with becoming acquainted. This is so that your child can get used to the counsellors and the counsellors can get to know your child. For the rest, they always adapt the support and treatment to your child's goals.

Topics

The personal support plan contains the following topics:

- Opinion-forming: who is your child and what things are important to him or her?
- Goals: what do we emphasise?
- Future: what do we expect from the future together?
- Questions: What questions do you have as a parent?

Evaluation

We will evaluate the personal support plan with you every six months. The client counsellor and behavioral expert are present at this meeting. Depending on the topic, other specialists join in, such as the speech therapist, physiotherapist and counsellor liaison. After the discussion, we adjust the plan. You will receive the final version by email a few weeks after the meeting. If you agree with the plan, sign the signature sheet and send it back to us.

Digital or On Paper

The POP and other reports are sent digitally. You will only receive the signature sheet on paper. You will receive this by post or we will give it to you in person; for reasons of privacy we cannot give it to your child. Would you like to receive a paper copy of the POP in addition to the digital version? If so, please inform the client counsellor.

Divorced Parents

If parents are divorced and both have custody, both have the right to information about their child. We inform both parents of the personal support plan, unless the parents choose a single point of contact. If one of the parents 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 put this extract in your child's personal support plan.



3

Out-of-school Supervision (BSB)

The out-of-school supervision (BSB) is for children who have a developmental delay. During the day they go to the children's services centre at Lunet. Because of their disabilities, they need extra support and cannot attend regular after-school care.

BSB Locations

For the children who go to the children's services centre in Eindhoven, the BSB is at the De Vuurtoren location. BSB also can be offered at the De Kempen, Geldrop and Maarheeze locations. There are always two staff members present at each location.

BSB Opening Hours

Your child can attend before-school care from 8:00 to 9:00 in the morning. The before-school supervision is always at the location of your child's group.

Out-of-school supervision is available every day from 15:30 to 17:00 or 18:00, depending on the location. On Wednesdays, your child can attend the BSB from 12:30.

On Wednesday afternoons you can have your child picked up by taxi at 15:30, if you wish.

BSB Group Size

The minimum group size for the BSB is three children. We assess the size of the group twice a year: at the beginning of the school year and after the Christmas holidays. If there are fewer than three children in the group at those times, the BSB is cancelled. If the demand for BSB increases later on, we will see if we can still offer the supervision. If fewer than three children make use of the BSB in the meantime, this has no consequences.

Absence From BSB

We expect your child at the BSB on the agreed days. Unfortunately, it is not possible to purchase flexible care. If your child is going to be late to the BSB, please inform the group leader in advance. If your child will not be attending the after-school group, please notify us of this at least 24 hours in advance. Otherwise, we will unfortunately have to charge you if you pay for the BSB yourself. If your child is ill, please inform the KDC. The KDC will pass on the sick report to the BSB. You must also notify the taxi transport if your child will not be attending.

Wijziging in BSB-opvangdagen

If there is a change in the care days, you will be informed six weeks in advance. You will then get the proposal to swap days or to go to the BSB at another Lunet location. Of course, you can always look for an alternative yourself.

During School Holidays

Every school holiday, we check whether there are enough children to offer BSB. If there are too few children, we can ask you to swap days. It can also happen that there is no BSB.

Taxi Transport to BSB

Apart from you or a family member, your child can be picked up by taxi. For taxi transport, you need a so-called transport decision. You can apply for this at the municipality. You are responsible for cancelling or changing taxi transport. You do not need a decision for a possible intermediate ride with the taxi, for example from location Koraal to location De Vuurtoren. You also don't have to cancel or change such an intermediate journey yourself. Lunet takes care of this. We also arrange taxi transport for the BSB during school holidays. The counsellors will ensure that this information is passed on correctly.

Costs of BSB

For out-of-school supervision, you need a decision under the Youth Act or the Wlz. You can apply for this at the municipality or care administration office. Can't figure it out? A care mediator from Lunet can help you. Our care mediators can be reached on 088 - 551 60 00 on workdays from 8:30 to 17:00.

Together, we determine the goals for your child.



4

Communication About Your Child & Privacy

It is always nice to know how your child experienced the day. You can expect a message or a picture twice a week. At the beginning of the school year, the counsellor will give you a welcome booklet with practical information about your child's group.

Questions about your child?

Do you have questions about the support for your child? Your first point of contact is your child's client counsellor. He or she can be reached by email or telephone. You can also make an appointment for a meeting at the location. If you have any questions after the meeting, please ask the location coordinator. You can also contact the coordinator with questions about organisational matters. Do you have questions about a specific treatment? Contact the practitioner. You can reach him or her via the general number of De Vuurtoren: 040 - 244 54 80.

Privacy

Photos and Information About Your Child

At the KDC and elsewhere, we sometimes use photos and videos to improve your child's treatment. For example, to discuss what we see happening with your child. We use the photos, for example, for the weekly board. We ask you to complete a consent form for the use of visual material. We do not share information about your child with outside agencies without your written permission.

Taking Photos Yourself

Parents frequently take photos at birthdays or the summer party. Please take photos only of your own child. Due to privacy laws, it is not permitted to take pictures of other children in the group.

Social media

We would prefer that no photos be posted to social media relating to colleagues or children other than your own child or in which colleagues or children other than your child are recognisable.

5

Client Transport

Taxi Transport

Your child can use taxi transport if you have a so-called transport decision. You can apply for this at the municipality. Your child will then be taken from the home address to the children's service centre and back home again. Other children from the KDC will also be in the taxi. To transport your child safely, you can borrow a car seat for these journeys. Are there any special safety measures required? Then arrangements will be made with you about this.

Taxi Transport During School Holidays

During school holidays Lunet arranges taxi transport. The KDC counsellors will ensure that this information is passed on correctly. During the holiday period, the roads are quiet and fewer children use taxi transport. It is therefore possible that the driver may pick up or bring home your child a little earlier than usual.

Cancel Taxi Transport

You are responsible for cancelling or changing taxi transport. If your child is ill or has recovered, you must inform us of this yourself. Read the leaflet, ['On the Way to Lunet Together'](#), to find out how to do so.

More Information

Do you have any questions about client transport, or example, if taxis are not running due to a weather warning?

Read the leaflet ['On the Way to Lunet Together'](#).

We learn
by playing..



Practicalities

Opening Hours Children's Services Centre

Monday, Tuesday, Thursday and Friday: from 9:00 to 15:30 and on Wednesday from 9:00 to 12:30. Staff are present at the locations from 8:30 to 16:00.

Drop-off and Pick-up

The times at which you can drop-off and pick-up your child vary from location to location.

The counsellors will inform you of the times of your child's group. We ask that you keep to these times. If the children come in at different times, it creates unrest for the whole group. It also takes up time, which we prefer to spend on supporting and treating the children in the group.

The counsellors will pick up your child at the front door and bring them back there at the end of the day. The parents wait outside.

Reporting Absence

Children from the age of five are subject to compulsory education. We therefore expect them at the KDC every day. Is your child ill or absent for another reason? Please inform the group by telephone or email before 9:00. Does your child use client transport? Notify this service of your child's absence as well. [Here's](#) how you can do this.

Safety

The front doors of our locations are locked in the interest of the children's safety. The connecting doors and the doors to technical rooms have a twist lock. In principle, the doors of the groups are not locked, unless we have agreed otherwise with you.

Medicines and Hazardous Substances

Medicines and toxic or flammable substances are kept safely in locked cabinets.

Food and Drink

We have three fixed meal times in the group: fruit, a sensible lunch, a drink and a snack. Your child can choose something. Your child will bring the fruit from home. We provide lunch, drinks and snacks according to the guidelines of the Netherlands Nutrition Centre. Your child may also drink water whenever they are thirsty. Does your child have a special diet? Then bring something from home to eat.

Sleep

Some children still like to take an afternoon nap. The KDC's Het Koraal and De Vuurtoren have a nap room. Children up to the age of three can sleep in an enclosed cot. Older children are given a bed they can get out of by themselves. The nap room door is not locked, but it has a fire safety catch; the window is closed. If your child is at another location and still needs an afternoon nap, we will discuss with you how we can arrange this.

Nappies

Does your child wear a nappy? Please provide these from home. Lunet does not provide nappies.

Spare Clothing

It can happen that your child's clothes accidentally get wet or dirty. It is nice, therefore, to have a spare set of clothes at the group. Please label the clothing with your child's name.

Reaching Us in Emergencies

It is important that you can always be reached in an emergency. We therefore ask you to provide us with a second telephone number on which we will call you only in case of an emergency. The client counsellor will discuss this with you. For example, you can agree that you may only be called on your work or mobile phone in an emergency between 9:00 and 15:30.

Liability Insurance

Injury or damage caused by Lunet or one of our employees can be recovered from us. Should your child cause damage or injury to something or someone else, you as parent are liable. You can insure yourself for this with liability insurance (AVP).

Birthdays

When your child celebrates his or her birthday, we of course celebrate it in the group. How exactly we do this varies from group to group. You can make arrangements for this with the client counsellor. Your child may hand out a small treat.

Teacher's Day

We often celebrate the birthdays of the group leaders together on 'teacher's day'. Each group does this in its own way. Your child's counsellors will be happy to tell you more.

Gifts

At the end of the school year or on teacher's day, parents sometimes want to give a present to the counsellors. That is very thoughtful, but an additional reward is not necessary. We enjoy our work and have agreed not to accept gifts. A craft or handmade card is always nice, of course!

Labelling Items

It is useful to label your child's belongings with their name. We then know for certain that we are sending home the right clothing, jacket, bag and fruit container for your child.

Coffee Morning

Twice a year the group invites you to a coffee morning or afternoon. Photographer The photographer visits all the KDC locations. As soon as a date is known, we will let you know.

Photographer

The photographer visits all the KDC locations. As soon as a date is known, we will let you know.

Smoking

The KDC and the grounds around it are smoke-free.

Manners

We treat each other with respect and kindness. If there are people who do not comply with this, access to the building may be denied for a definite or indefinite period of time.



7

Medische zaken

Medicine

Does your child need to take medicine at the KDC? Then you will receive a so-called execution request from the client counsellor. It is a form on which you fill in which medicines we have to administer and how this has to be done. We are only allowed to give medicines that have been prescribed by a doctor.

Medical Practices

For any medical practices that your child may need, such as feeding tubes or injections, we will make clear written agreements. Lunet uses the protocols that have been established nationally for this.

Specialised Care

Sometimes we are unable to perform specialised operations, such as administering oxygen. You can instead employ specialised home care to come to the KDC.

Supervision by the GGD

In the Netherlands, the GGD monitors the general health of schoolchildren. Is your child of primary school age, 5 years or older, but not yet in school? Then you will receive a letter with an invitation for the GGD examination. The GGD looks at the general physical development and health of your child. In principle, parents attend this appointment as well. Employees of the GGD come to De Vuurtoren a few times a year to monitor the children. If your child attends one of the locations in Geldrop, Maarheeze or De Kempen, you will receive an invitation to visit the GGD doctor at the school closest to you.

Infectious Diseases

Does your child have a childhood disease? Or other ailments that could be contagious? Please let your child's group know as soon as possible. Often your child will still be welcome, but we must warn the parents of children with weakened immunity and pregnant colleagues. We follow the guidelines of the GGD and RIVM in this regard. Should there be an outbreak of a contagious disease among staff or children, a group or location may be temporarily closed.

We evaluate the personal support plan with you every six months.

School Holidays and Public Holidays

During school holidays, the KDC remains open and your child is welcome. We emphasise free play rather than development-oriented activities and therapies; after all, it's holiday! Because there are fewer children in the holiday period, we merge some groups. It is also possible that your child will play in another group for a day or that other staff members will accompany the group temporarily. It is, of course, best for your child if he or she knows the counsellors; we always do our best to ensure this. We also ensure a good handover.

Please Notify Us of Your Holidays

Before the school holidays begin, you will receive a form on which you can indicate your child's holidays or days off. We will then know when your child is not coming to the KDC.

School holidays 2022–2023

Autumn holidays: 22 through 30 October 2022
 Christmas holidays: 24 December 2022 through 8 January 2023
 Carnival holiday: 18 through 26 February 2023
 May holiday: 29 April to 7 May 2023
 Summer holidays: 15 July to 27 August 2023

Closed Days 2022–2023

The KDC is only closed on a number of public holidays. There is no out-of-school supervision (BSB) on those days either. On 5 December, Saint Nicholas Eve, the BSB closes at 15:15.

The KDCs are closed on these holidays:

- 26 December 2022, Boxing Day
- 10 April 2023, Easter Monday
- 27 April 2023, King's Day
- 28 April 2023
- 5 May 2023, Liberation Day
- 18 May 2023, Ascension Day
- 19 May 2023
- 29 May 2023, Whit Monday
- 14 July 2023, from 12:30

On Holiday Outside School Holidays

Do you want to go on holiday outside the school holidays? Please discuss this with the group leaders first. You also need the approval of the coordinating counsellor.





9

Contact Details for Children's Service Centres

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:

- Penguins: 06 - 51 94 51 71
- Seahorses: 06 - 12 41 22 58
- Starfish: 06 - 82 20 40 00
- Dolphins: 06 - 47 21 24 38
- Polar Bears: 06 - 20 12 35 53
- Seals: 06 - 12 92 58 71

KDC Het Koraal

Van Vorststraat 1a
5622 CV Eindhoven

Each group has its own telephone number:

- Turtles: 06 - 13 58 56 15
- Squids: 06 - 20 10 42 33
- Whales: 088 - 551 62 89 or 06 - 20 12 29 60
- Angelfish: 088 - 551 62 88 or 06 - 22 53 85 67
- Pelicans: 088 - 551 62 87 or 06 - 12 79 82 90
- Seagulls: 088 - 551 62 86 or 06 - 20 33 38 62
- Kingfishers: 06 - 13 95 83 15
- Petrels: 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
- Beavers: 06 - 46 21 70 16

KDC De Kempen, location De Groote Aard

Mortel 1
5521 TP Eersel

- Hedgehogs: 06 - 10 19 54 11
- Foxes: 06 - 10 72 07 31

KDC Maarheeze

Stationsstraat 52
6026 CW Maarheeze

- Frogs: 06 - 82 77 64 82

KDC Geldrop

Stationstraat 38
5664 AS Geldrop

- Butterflies: 06 - 57 30 52 08
- Beetles: 06 - 17 22 45 56

10

Contact Details for Coordinators, Team Leader and Managers

Coordinators

De Vuurtoren, Nuenenseweg 4 en Maarheeze:
Sanne van den Corput
06 - 12 61 35 77
s.v.d.corput@lunet.nl

Koraal, Geldrop en De Kempen:
Janet Kuijken
06 - 41 01 22 61
j.kuijken@lunet.nl

Team Leader

Jolande van Eyck
j.veyck@lunet.nl

Operational Manager

Suzie van Dijk
s.v.dijk@lunet.nl

Manager of the Child and Youth Cluster

Marianne Kuijpers
m.kuijpers@lunet.nl



11

Do you have a problem or complaint?

Are you not satisfied with the support your child receives? Or do you have a complaint? If so, please let us know so that we can solve the problem together. Please first contact your child's counsellors and coordinating counsellor. Can't figure it out? Then contact the confidential counsellor at Lunet. You can read more about it on [our website](#).

Want to know more?

Postal address

PO Box 270
5600 AG Eindhoven

088 - 551 50 00

www.lunet.nl

