

Children's Services Centre

Lunet

# Information Guide Children's Services Centre 2025-2026

Working together on a good life



# 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 and Geldrop.

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.





# Contents

<b>1. How we work</b>	6
<b>2. Personal Support Plan</b>	8
<b>3. Continuity and treatment</b>	10
<b>4. Days off and public holidays</b>	12
<b>5. Out-of-school supervision (BSB)</b>	14
<b>6. Communication about your child &amp; privacy</b>	17
<b>7. Client transportation</b>	18
<b>8. Practicalities</b>	20
<b>9. Medical affairs</b>	23
<b>10. Contact details for Children's Services Centre</b>	24
<b>11. Contact persons</b>	27
<b>12. Do you have a problem or complaint?</b>	28

# 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.

## **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.

## **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.

## **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 support workers. 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.

## **Home-based support**

You want to take good care of your children. But sometimes your child may need so much from you that you could use some extra help at home. This support is provided at your home and fits your family's situation.

Do you feel stuck or feel like you have to manage everything alone? We are happy to help. We are specialised in supporting parents and guiding families. If you have questions about this, you can ask your child's counsellor.

# 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](http://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.

We think it's important to define what attendance and absence mean and to have agreement on these terms.

## Definitions and glossary

We use the following definitions and terms:

**Attendance:** Your child is considered present when they attend the KDC according to the agreed schedule.

**Sick:** Your child is sick or (partially) absent because of a medical appointment and reported sick by phone to the group before 9:00 AM.

**Absence:** Your child is reported absent to the group at least 4 days before the date of absence, with a valid reason.

**No Show:** Your child is not present and has not been reported absent, or was reported absent after 9:00 AM.

## Policy regarding illness and No Show

### **Illness**

Your child must be reported sick by phone to the group before 9:00 AM.

If your child is reported sick often or for a long time, you will be invited for a meeting. In this meeting, we will talk about what your child's absence means for the treatment.

### **No Show**

When there is a No Show, we will send you an invoice. The amount we charge for a No Show is equal to the amount Lunet cannot claim from the municipality because of the No Show. The current amount is € 109.50\*.

\*The municipality may change the rate as of January 1, 2026.  
Lunet will then adjust the rate accordingly.

# 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.

The closing days of the KDC do not count as days off for your child.

We recommend taking a maximum of three consecutive weeks off during the summer, preferably between 13 July and 21 August 2026.

## 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 2025 for the period up to 15 January 2026.
- Submit your child's days off before 1 December 2025 for the period up to and including August 2026.

## Closure dates for 2025/2026

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

- Thursday 25 December 2025, Christmas Day
- Friday 26 December 2025, Boxing Day
- Thursday 1 January 2026, New Year's Day
- Friday 2 January 2026, Day off
- Monday 6 April 2026, Easter Monday
- Monday 27 April 2026, King's Day
- Monday 4 May 2026, Study Day
- Tuesday 5 May 2026, Liberation Day
- Thursday 14 May 2026, Ascension Day
- Friday 15 May 2026, Day off
- Monday 25 May 2026, Whit Monday

On these days, there will also be no out-of-school supervision (BSB). Additionally we have changes in BSB services on the following days:

- 5 December 2025: no BSB due to St. Nicholas' Eve
- 24 December 2025: BSB until 3:30 PM
- 31 December 2025: BSB until 3:30 PM





# 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 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.

The preschool support (voorschoolse begeleiding, VSB) always takes place at the location of your child's group.

New registrations and extra BSB days are only possible on Tuesdays, Wednesdays, and/or Thursdays.

## Drop-off and pick-up times for VSB and BSB

A child can attend preschool support (VSB) every day from 8:00 AM to 9:00 AM.

Afterschool support (BSB) is available from 3:30 PM to 5:00 PM for the locations in Geldrop and De Kempen, or 6:00 PM for the locations in Eindhoven.

On Wednesdays, a child can attend BSB from 12:30 PM.

If a child is registered for BSB, clear drop-off and pick-up times will be agreed upon. At the locations in Eindhoven, taxis pick up the children no later than between 5:30 PM and 5:45 PM. At the locations in Geldrop and De Kempen, taxis pick up the children between 4:45 PM and 4:50 PM. If you pick up your child yourself, please do so no later than 15 minutes before closing time.

## Cancelling VSB and BSB attendance

We expect your child to attend VSB and/or BSB on the agreed-upon days. Unfortunately, flexible attendance options are not possible. If your child will be arriving later to VSB/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. Please note that arrangements may differ per municipality. If you encounter any difficulties, a care coordinator from Lunet can assist you. Our care coordinators are available on weekdays from 9:00 AM to 5:00 PM at phone number 088 – 551 60 00.



# 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 closing party. 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

The safety of your child is very important to us, especially during transport to and from our location.

You are responsible for providing a car seat and suitable equipment to transport your child safely. If special safety measures are needed to transport your child safely, we will make agreements with you about this.

**The law says that children up to 135 cm must always sit in an approved car seat or booster seat.**

### Important points for a good car seat:

- The car seat must have an approval label (ECE R44/04 or i-Size/R129).
- The seat must be suitable for your child's height and weight.
- The straps of the seat must be easy to adjust.
- The seat must be taken out of the taxi every day, so please make sure it is not too heavy.
- If you use a booster seat, make sure the car seatbelt goes correctly over your child's shoulder and hip.

## Which car seats do we recommend?

- Titaniumbaby Car Seat Niklas i-Size
- Puck Lewis i-Size group 2/3
- Puck Booster Seat i-Size William

If you have any questions, please contact your child's group staff member. Together we will make sure transport is safe for all children.

## 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 8:00 AM to 5:00 PM.

## Drop-off and pick-up

The children are expected to arrive at the KDC each day by 9:00 AM. The 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. From 18 August 2025, Lunet will no longer provide lunch. From that date, all children must bring their own lunch to the KDC.

The three fixed eating moments will stay the same:

- Eating fruit (bring your own)
- Healthy lunch (bring your own)
- Drink and a snack (provided by Lunet)

Important rules and guidelines for lunch:

- Healthy lunch
  - Please give your child healthy and nutritious food. For example: wholegrain bread, vegetables, fruit, cheese, chicken or hummus. We kindly ask you not to pack unhealthy snacks like sweets, biscuits or crisps. You can find more information about healthy food at [www.voedingscentrum.nl](http://www.voedingscentrum.nl).
- No warm lunch
  - Please do not pack lunch that needs to be heated.
- Dietary needs and allergies
  - Does your child have a special diet or allergy? Please tell the group's carer.
- Packaging
  - Please put the lunch in a lunchbox or reusable container.

Together we will make lunch time healthy and enjoyable for all children.

### **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. If this is not possible, it will be discussed with you and included in the support plan. 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 your child's counsellors. 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, fruit container and lunchbox to your child to take home.

### **Coffee morning and end of the treatment year**

Twice a year, the group invites you to a coffee morning or afternoon. In June, the treatment year is closed in a fun way. Your child's support staff will inform you about this in time.

### **Information evening**

Around September/October, there will be an information evening for all parents and carers. You will receive a personal invitation.

### **Smoking**

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

### **Emergencies**

In case of emergencies, unexpected decisions may need to be made to ensure your child's safety. You will be informed about this as soon as possible. We kindly ask for your understanding.

### **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, you will receive a letter from the GGD inviting you to a GGD health examination. This takes place at your local GGD location. The GGD checks your child's general physical development and health. We advise you to take part in this.

## 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 AM or between 3:30 and 5:00 PM. On Wednesdays, until 2:00 PM.

## 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 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:

Louis Machielsen

06 - 44 19 75 19

l.machielsen@lunet.nl

Location Nuenenseweg en de Kempen:

Jolien Oosterbaan

06 - 10 91 91 00

j.oosterbaan@lunet.nl

## Coordinating supervisor KDC

Janet Kuijken

06 - 41 01 22 61

j.kuijken@lunet.nl

## 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](http://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](mailto:ri.v.d.burgt@lunet.nl). She will connect you with the appropriate person.





# Notes

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.



## Want to know more?

**Postal address**

PO Box 270  
5600 AG Eindhoven

**088 - 551 50 00**

[www.lunet.nl](http://www.lunet.nl)

