



## FREQUENTLY ASKED QUESTIONS

**Enrollment Assistance-** We assist with your enrollment request and provide the information you need to make it a seamless process.

### Admission Process – Here is the Process to enroll your child!

1. The first step is to call 8197296254 or (080) 4083-7999 and speak to our admission counselor.
2. To get a call back, you may fill in the pop up form available on the YKROK home page or the pre enquiry form available at <http://eduflex.co.in/YKROK/forms/enquiry.jsp>
3. Our admission counselor will understand the basic requirements and also set up a time slot to visit the centre.
4. At the centre visit, you will meet the Centre Head, Nurse, Child care workers and Teachers.
5. A parent interaction takes places to ascertain needs and services
6. Both the Admission and the Online Enrollment process forms are available on [http://eduflex.co.in/YKROK/forms/ykrok\\_adm\\_terms.jsp](http://eduflex.co.in/YKROK/forms/ykrok_adm_terms.jsp)
7. For securing a space, the fees will be remitted as per payment terms with your company's corporate tie up plan.
8. A Kit Pay link will be generated to secure the enrollment.
9. If required, our counselors will inform you whether we require a ticket number from your company or registration form signed by your manager or your employee id number. After we receive this, you will need to fill in the admission forms.

### What forms and fees do we need?

- Payment of the onetime registration fees, the quarterly terms fees and the refundable security deposit.
- Complete admission forms to be submitted along with:
  - 7 passport size photographs of the child
  - 2 passport size photographs of each parent an authorized pick up
  - Copy of birth certificate (in English)
  - Copy of immunization record (in English)
- Submit employee ID number to receive corporate tie up discount
- Complete the enrollment process and receive an invoice with an enrollment date.
- Interaction between parents and centre head to complete child personal record with child assessment and parents needs & services.
- Complete parents bio- metric or access entry process.
- Discuss phase in process and YKROK support to new child and parents.

To complete the admissions process, we will require the following information:

- a) Pre-admission enrollment information on needs and services;

- b) Admission and child care agreement signed by the parent at enrollment;
- c) Initial and updated health care assessments, completed and signed by the child's doctor, based on the child's most recent visit;
- d) Health history completed by the parent at admission;
- e) Medication record;
- f) Authorization form for emergency medical care;
- g) Results of developmental and behavioral screenings from the doctor;
- h) Record of persons authorized to pick up child;

### **How do you make your admissions decisions?**

Our enrolments are open throughout the year. There is no session or batch system.

YKROK is the best Day Care in Bangalore. Since many YKROK centres are operating at capacity levels. Priority on the waitlist is determined by a number of factors, including, but not limited to, whether an older sibling has been a student, sign-up date, the age of the child and the spaces available. The waitlist is ranked by sibling priority and then date of application. We do not give a waitlist "number." In our Onsite centres, we the Center Head is maintaining the priority wait list. We do our best to be fair to all of our applicants and give you as much information as possible about your status.

### **We've been offered a spot for our child. What do we need to do to secure that?**

To hold your child's space in our centre, we require a signed contract and deposit payment within one week's notice of admission, as stated in the emailed offer. All admission fees and monthly fees are non-refundable.

### **Are the first days are shorter for new children? Please read our settling Policy.**

#### **1<sup>st</sup> 7 days of the Child in YKROK:**

The phasing time of a child is typically 7 – 10 days.

The 1<sup>st</sup> day of the child is only spending an hour in the centre accompanied by the parent/s where there is close interaction between the parents/child and the teacher.

The 2<sup>nd</sup> day is an increased time spent in the centre up to 3 hours keeping the comfort level of the child in mind.

In the next 3<sup>rd</sup> and 4<sup>th</sup> day, based on the child response and adaptability the time is further extended up to the program time selected by the parents.

#### **Settling Phase:**

Settling phase is done through play, storytelling, finding out the interest of the child and closely interacting with them. In case the child is unable to settle, the parents are asked to come and help the teacher settle the child.

Once the child is phased in, the interaction with the peers and the other teachers start.

Involvement of the child in activities, games, arts and crafts is introduced as per the appropriate age of the child.

### **Is there an orientation for New Parents?**

We offer a Parent Orientation Open House during our staff training and transition time. This is a great opportunity for new families to meet their new teachers and explore their new rooms.

## **ABOUT YKROK / Why should I choose YKROK for my child?**

### **THE EXPERIENCE**

#### **Who we are**

YOUR KIDS “R” OUR KIDS is a leading Corporate Day Care Company established in year 2002. It offers a truly premium experience in early learning & care, offering wide range of facilities for child development from ages 3 months to 8 years.

- Proven Child Care Operating System with over 200 Corporate tie ups with leading companies including, Accenture, Robert Bosch, Wipro, Hewlett Packard Enterprise, Volvo, Alstom Transport, and TCS.

We are committed to provide only the best to children, parents and our corporate partners.

#### **What’s in it for the Parent?**

The Service

The Approach

The Curriculum

Preferential Corporate Tie up Pricing

Professionalism Guaranteed

#### **• YKROK Offers:**

Ages between 3 months to 12 years:

- Smaller teacher child ratios, more personal attention
- Employ trained & well qualified child care workers to ensure utmost care and well being of kids
- Future prospects: The best Formal schools grab our graduates
- Pick up of After School kids from their bus stops
- Nutritious Meals
- Corporate tie up audits to monitor quality
- Parents get CCTV streaming access of their children.

- Children will never be handed over to unverified people..
- Our all female staff is police verified and all our centres are safety standard compliant
- Our classroom walls are half height & transparent giving children a sense of space and safety at all times.
- All our centres have indoor play areas, filled with safe, high quality equipment to ensure both fun and safety!
- We follow stringent hygiene standards at YKROK.
- All our centres are cleaned 12 times a day to maintain high levels of cleanliness.
- In order to keep infections at bay, children are checked for fever every day upon entry into the centre.
- Toys and other tools are cleaned every week and food is prepared in clean kitchens to ensure optimum hygiene.
- Our parent customer service number can be used to reach out to speak our team at the Head Office
- Our empathetic and proactive staff ensure that children are always engaged, fed and supported, so that a parent can be stress free

### **Logistic and Practical Matters**

Does Mrs. Suman Kapoor and Mr. Bharat Kapoor manage the centres directly?

Yes, Mrs. Suman Kapoor and Mr. Bharat Kapoor and her team of more than 35 in-charges and the HO team centrally manage all the centres. Each centre has a representative Centre Head who is responsible for foolproof execution of caring for children, lesson plans & activities.

### **What ages do you serve? What Programs are offered?**

- ☐ Child Daycare services with different program options for various age groups (3 months to 8 years)
- ☐ Infant and Toddler Programs (ages 3 –24 months)
- ☐ Play School, Nursery and Kindergarten programs (ages 2 –6 years)
- ☐ After School care with an enrichment program (ages 3 -8 years)
- ☐ Emergency Backup care for 1 day or a few days for children ages 3+

### **What are your hours of operation? YKROK is open Monday–Friday**

- ☐ 8AM-7:30PM –Full Day Extended Timings
- ☐ 8AM-5:30PM-Full Day Timings
- ☐ 8AM-3:30PM-Half Day Timings
- ☐ Summer Camp

### **Global Curriculum**

#### **Your Kids ‘R’ Our Kids Philosophy Compared to Other Day Care centres**

Your Kids ‘R’ Our Kids curriculum has undergone an accreditation with IPC in the United States, the world's original accreditation framework for international preschools.

IPC is the most prestigious and highly ranked international best practices in early childhood education. IPC's curricula and rigorous academic program is applied accurately and consistency across our centres. IPC requires our head teachers to undergo rudimentary training.

Listed is a comparative chart between Your Kids 'R' Our Kids' teaching philosophy and those attributed to the other Pre Schools and Montessori teaching methods for young children.

### **Your Kids 'R' Our Kids Offerings:**

Motto: Name of the company brand is also our most cherished principle

Nurturing prepared environment with center-based activities

Balance of teacher-directed and child-initiated activities during a typical day following a predictable monthly plan schedule

USA Accredited curriculum by “IPC” based on developmental milestones of motor and verbal skills achievement by age

Standards-based curriculum linked to International, national and state School Requirement standards

Children grouped by age in six months increments

Each day has specific teaching plans and scheduled routines

Large and small group planned activities to engage children

Staff of teachers exceed annual state training requirements

21<sup>st</sup> Century curriculum with STEAM & Brain Development

Day Care professionalized with family-friendly policies & features

### **Other Providers Offerings:**

Motto: Respect of the Child

Nurturing prepared environment similar to home-living set up

Predominantly child directed choices of activities available referred to as "child's work" without specific scheduled routines

In house developed curriculum dealing with all aspects of young child's acquisition of knowledge

Skill acquisition is based on sensitive periods of learning by individual child

Mixed age groups

Each day is driven by self interest of child with minimal interruptions

Children urged to follow own interest and move at own pace

NTT and Midwifery House Certification preferred

Rote learning to read and write at very young ages.

Typical classrooms very crowded with many children per teacher & Materials not within children's reach for them to explore

### **Parent Engagement**

- **YKROK Centre Head and Teacher/Nurse Availability**  
Your child's head teacher or nurse and the YKROK Centre Head are always available to chat at pick-up or drop-off times. They truly look forward to telling you about your child's day and learning more about what he/she may be doing at home. If a particular situation should need more time than at **pick-up and drop-off**, we would be happy to schedule an extra meeting. And, of course, you are also welcome to contact us via phone.
- **Open Classroom Policy**  
Parents are permitted to stop by at any point during the day to observe your child's classroom.
- **Escalation Matrix**  
A level 1, 2, 3 matrix is in place for parent issue resolution and follow up solution including after centre hours escalation.  
Level 1 - Centre Head  
Level 2 - Operations Manager  
Level 3 - Director

### **How can families get involved?**

We welcome and encourage parental involvement in a variety of ways. Our parents plan and organize special events and support the program and staff.

We host family activities throughout the year. These events are a great opportunity to get to know other families and to see your child in action with their school friends. We offer these at different times of the day and different days so that working families have an opportunity to join us.

Parents are always welcome for lunch, birthdays or simply for visits. Please make arrangements for celebrations with your child's teacher. We also invite parents to share their talents, occupations or hobbies with us.

### **How do you communicate with the families?**

We feel that it is extremely important to be in close contact with parents in regard to your child's day. We can talk with you during morning or afternoon pick-up, or you can call during the day. Since drop-off and pick-up can be rushed and busy times for children, parents and staff, if you would like to have more than a few moments to chat, we encourage you to set up a phone conference or a personal conference time with the classroom teacher.

We communicate in writing in a number of ways: Today We Did (a daily e-mail highlighting the activities of each class with reminders for calendar events), a parents' bulletin board, and notes and letters in your child's mailbox. We also have every month 1<sup>st</sup> Saturday parent-teacher Meeting.

### **Can we speak with a current YKROK family?**

A number of parents have offered to speak to incoming families or families considering our Center. If you would like to be connected to one of them, please let the Center Manager know.

### **Accountability**

Centre Head, teachers are held accountable to parents and the head office team. This is to ensure that open channels of communication are practiced and families are briefed weekly on accomplishments, incidents, and family involvement tips that can further the learning process at home.

### **Program Structure\_Does my child need to be here all day? When can I pick up my child?**

No. You are welcome to pick your child up early;

### **Do you offer part-time schedules?**

We offer a full-time schedule, and part time both.

### **Do you run on a 12-month or 9-month calendar? Do I need to pay tuition for the entire year?**

We are a twelve-month program and fees are paid on a quarterly basis in advance. We are open year round.

### **Who can pick up my child from YKROK?**

For your child's security and your peace of mind, you must give written permission for any individual to pick up your child other than you.

### **Does my child need to be toilet-trained?**

No. We understand that most two-year olds are not yet toilet trained as we catered 3 months old also. When your child is ready, we work closely with the parent and child to toilet train the child in a consistent, calming, encouraging manner. We celebrate success and keep a positive upbeat attitude when the child has an "accident." The parent and school should follow a consistent and similar schedule, or the child's training will be erratic. Your child's teachers will keep you posted on progress—please keep us abreast of all news, for example, when your child comes to Preschool with only underwear on!

### **Will my child move to an older class during the year?**

In general, we do not move children from one class to the next except if the child is ready to move to the next level. They stay with children their own age and have a greater opportunity to bond with their teachers and form friendships with the other children of the class.

### **How often do you clean the classrooms?**

To decrease the spread of illnesses and germs, general housekeeping is done over twelve times per day from 7:30AM-7:30PM. Infant toys are sanitized daily and beds once weekly. A professional cleaning crew also takes care of cleaning, vacuuming and mopping on a nightly basis.

### **Do the children nap? What about the older children?**

We offer rest time each afternoon. We provide a bed especially designed for child care for all children with the expectation that they will use the time to rest. As the children get older, we will allow other quiet naptime activities. A washable, size-appropriate, labeled blanket needs to remain at the Preschool for rest-time and will be sent home weekly for washing.

### **Do you let the children watch television?**

Occasionally, we will use video to enhance a lesson or demonstrate a point directly related to a project, for example to show an animal in motion, an example of a dance or for a "tour" of Israel. These will be used for specific educational purposes, and we will limit the duration of the videos.

## **DAY CARE STAFF**

### **What are the ratios of children to teachers?**

The ratio is determined by the age of the children and the size of the classroom.

Age Group	Teacher/Nurse: Child Ratio
Infant (3m - 14 m)	1:3
Toddler (14-24 m)	1:5
Preschool (24-36 m)	1:6

Nursery/KG (3-5 yrs) 1:10

After School-age 1: 12

**What is the kid-childcare worker ratio that you have?**

Each class has a dedicated childcare to help two teachers of the class with storing of Childs personal belongings and changing their clothes. The washrooms across have separate maids to assist the children with washing and cleaning.

### **What are the staff qualifications?**

Head teachers meet the YKROK requirement and often exceed the necessary qualifications. All have taken formal early childhood education classes, and many hold degrees in a related field.

Assistant teachers also exceed basic requirements. Most of our assistant teachers are grade 12<sup>th</sup> passed. Others have early childhood education training and/or several years of experience working in an early childhood setting.

### **What is the hiring process for new teachers? Do you do background checks?**

The nurses are all trained from leading hospitals and take care of infants below 14 months of age. Our preschool teachers are full-time, go through an interview process with the Director, HR and our current teaching staff. They spend time in a classroom for a working interview as well. We check references and perform thorough background checks for all staff, including substitute teachers.

### **Do you have ongoing trainings for the staff?**

We provide numerous opportunities for continuing education and professional development throughout the year, including trainings, mentoring and classes, as well as CPR and First Aid certification.

## **FACILITIES**

**What are the facilities that are unique to YKROK ?**

Our unique facilities include award winning day boarding facility, CCTV monitored environment, preparation of nutritious meals, safe and comfortable rooms, imported round-edged equipment, and many more.

## **HEALTH, SAFETY AND SECURITY**

### **How secure is the building?**

We take security concerns very seriously. We have trained our Staff and Center Manager in disaster management, monitors situations that would affect the safety and security of our children and makes plans accordingly. We will keep parents up-to-date when specific situations arise.



We have evacuation and emergency response systems in place to best protect the students and staff in our program. We conduct periodic fire/evacuation/security drills for the entire building; we have CCTV monitored in head office 12 hours a day. We have access machine in every center.

Here are some behind-the-scenes aspects you' ll want to know:

- **Electronic Security** - Our facilities include a secure coded entry so only staff and families with the protected code can access the entrance. This means unauthorized visitors are never a risk to your child' s safety.
- **Hiring Process** - Teachers are given extensive background and police checks, and many of our corporate tie ups require medical screening as well.
- **Front Desk** - Our front desk is always staffed so there' s no worry about an unauthorized entry. Our watchful eyes focus on safety first, and we monitor any guests who may drop in for a visit.
- **Security Cameras** - Every childcare classroom has security cameras for front desk monitoring.
- **Emergency Training** - Staff are regularly provided refresher first aid & fire emergencies

### **INDIA' S MOST QUALITY AUDITED CENTRES**

Nationally less than 1% of daycares are corporate audited programs - nearly 100% of our child care centers are audited with over 200 employers.

That' s a big difference, and that means YKROK kids are getting the very best.

### **What is A CORPORATE TIE UP AUDIT?**

- Audit is an official review process performed by our corporate tie up.
- It involves committee, staff and family participation, classroom observations, and health and safety checks.

### **FOOD PROGRAM**

YKROK centres provide children nourishing and attractive food according to a written plan, developed by a qualified full-time Child Care Nutrition Specialist. Teacher/assistant teacher/nurses, and food service personnel share the responsibility of updating parents on what is getting served on a daily basis, and upon meeting the parents during pick up time, always in an effort to inform parents what the child ate.

### **WRITTEN MENUS, INTRODUCTION OF NEW FOODS**

YKROK develops, in advance, written menus showing all foods to be served during that month and will make them available to parents. The YKROK centre will date and retain these menus amended to reflect any changes in the food actually served. Sometimes a certain food item is not available. The substitutions will be of equal nutrient value.

### **FEEDING PLANS**

Before any child enrolls in a YKROK centre, the centre need to obtain a written history of any special nutrition or feeding needs the child has. The staff need to review this history with the child's parents. The written history of special nutrition or feeding needs will be used to develop individual feeding plans and, collectively, to develop centre menus.

### **CHILD CARE NUTRITIONIST**

Our Nutrition Specialist is employed full time to work with the centre head and listen to parents' feedback. She also develops and implements the centre's nutrition plan.

### **MEAL SERVICE, SEATING, AND SUPERVISION**

The children eat all their food in their home rooms or respective groups.

### **SOCIALIZATION DURING MEALS**

Teacher/assistant teacher/nurses sit at the table and eat the meal or snack with the children. Family style meal service is encouraged, except for infants and very young children who require that a Nurse feeds them. Extra assistance and time is provided for slow eaters. Eating is an enjoyable experience at the YKROK centre.

### **How do you handle allergies?**

Please remember to alert us to any food allergies. We will offer children alternative snacks if necessary. This is one of the reasons why we do not allow children to share their food or bring from home.

### **FEEDING INFANTS**

Parents are required to meet the Centre Head and Infant Nurse to discuss the child's food program. YKROK centre has a designated place set aside for breastfeeding mothers who want to come during work to breastfeed.

The centre will offer solid foods and fruits to infants 6 months of age and younger only upon the recommendation of the parent.

The following weekly sample menu will be followed for **Infants ages 3 months - 6 months**

<b>Days</b>	<b>9:00 am</b>	<b>11:00 am</b>	<b>1:00 pm</b>	<b>3:00 pm</b>	<b>5:00 pm</b>	<b>7:00 pm</b>
<b>Monday - Friday</b>	Milk	Cerelac/Milk	Milk	Milk	Cerelac/Milk	Milk

### **INTRODUCTION OF SOLID FOODS TO INFANTS AGES 6 - 13 MONTHS**

Introduction of solids and fruits for breastfed infants need to be started at six months of age unless the parent specifically recommends otherwise.

<b>Meal Time</b>	<b>Mon</b>	<b>Tue</b>	<b>Wed</b>	<b>Thu</b>	<b>Fri</b>
<b>9.00 am</b>	Milk	Milk	Milk	Milk	Milk
<b>11.00 am</b>	Ragi beetroot dosa + green chutney	Oats sprouts upma	Veg Dalia	Onion dosa + coconut chutney	Sago Kheer

<b>1.00 pm</b>	Mashed Rice + onion capsicum tomato veg + whole black masoor dal	Mashed Rice + Lobia dry veg + rasam + grated carrot	Mashed rice + palak dal + chopped tomato	Mashed Rice + Potato methi veg+ orange masoor dal	Mashed Rice+ cabbage chana dal + toor dal + chooped tomato
<b>3.00 pm</b>	Mix Fruit	Papaya	Mix fruit	Banana	Stewed Apple
<b>5.00 pm</b>	Mashed Bisebeli rice + with veg + Grated cucumber	Mashed Rice + knoll –khol veg + orange masoor dal	Mashed Rice + Beetroot carrot veg + toor dal	Mashed Veg pulao + kadhi + grated beetroot	Mashed Rice + tindli veg + orange masoor dal
<b>7.00 pm</b>	Milk	Milk	Milk	Milk	Milk

### NUTRITION FOR TODDLERS AND PRESCHOOLERS

Meal	Mon	Tue	Wed	Thu	Fri	Sat
<b>Breakfast</b> <b>10.00am</b>	Veg Dalia	Veg Poha	Oats Upma	Sago Khichadi	Rava Dosa+ Green chutney	Ragi porridge
<b>Fruit Before Lunch</b>	Mix Fruit	Papaya	Mixfruit	Banana	Papaya	Mix fruit
<b>Lunch</b> <b>12.30pm</b>	Chapati + Rice + bottlegourd veg + Toor dal +grated beetroot	Chapati + Rice + Soya veg keema + yello moong dal	Chapati + Rice + lady finger veg + half split green moong dal + grated beetroot	Veg Pulao + toor dal tadka + finely chopped cucumber and tomato	Chapati + Rice + capsicum onion potato veg + yellow moong dal	Chapati + Rice + mix veg curry + orange masoor dal
<b>Milk</b> <b>3:00 pm</b>	Milk	Milk	Milk	Milk	Milk	Milk
<b>Snacks</b> <b>3:30pm</b>	Veg cutlet	Tomato soup	Corn Chaat	Kurmura bhel	Wheat Sheera	Mix veg soup

<b>Dinner</b> <b>5.30pm</b>	Chapati + Rice + mix veg curry + mix dal	Lemon Rice + orange masoor dal + chopped tomato	Chapati + Rice + ridge gourd veg + whole black masoor dal	Chapati + Rice + spring onion potato veg + orange masoor dal	Whole moong dal veg khichadi + orange masoor dal + finely chopped tomato	Tomato rice + half split green moong dal + grated cucumber
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**MEAL AND SNACK PATTERNS FOR AFTER SCHOOL CHILDREN**

Meal	Mon	Tue	Wed	Thu	Fri
<b>Lunch</b> <b>12.30pm</b>	Puri + Rice + potato veg + toor dal + finely chopped cucumber	Brinjal Rice + yellow moong dal curry	Chapati + Rice + Radish besan veg + orange masoor dal	Chapati + Rice + tomato onion capsicum veg + half split green moong dal	Chapati + Rice + Cabbage potato veg + yellow moong dal
<b>Milk</b> <b>3:00 pm</b>	Milk	Milk	Milk	Milk	Milk
<b>Snacks</b> <b>3:30pm</b>	Rava Sheera (Sooji)	Mix Veg Soup	Veg Sandwich	Wheat Pasta (Red gravy)	Poha tikki
<b>Dinner</b> <b>5.30pm</b>	Chapati + Rice + Longbeans veg + orange masoor dal	Pav Bhaji ( no pav)( chgapati	Moong dal carrot veg khichadi + toor dal tadka + grated beetroot	Chapati + Rice + Chow – chow veg + whole masoor dal	Chapati + Rice + Sweet pumpkin veg + toor dal

**Ongoing Support**

Each YKROK location has its own Operations Manager who will work closely with you and your child to best achieve your needs.

1. Daily support from the Centre Head
2. Operations Manager handles and manages all aspects of your involvement with YKROK including needs and services
3. Your first point of contact available for immediate assistance during centre hours is the centre head followed by the Operations Manager.