

**Kumon Canada, Inc.
Accessibility Plan**

Last Updated: June 2021

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Message from the President

Kumon Canada, Inc. is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence.

We believe in integration, and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and by meeting our accessibility requirements under Ontario's accessibility laws.

Introduction

Kumon Canada, Inc. is a private, educational services company, specializing in supplemental math and reading education from students age three through high school. Kumon Canada, Inc. is a subsidiary of Kumon Institute of Education, which is based in Osaka, Japan.

Kumon is a structured, proven self-learning program that gives your child the critical thinking skills and mindset to learn new materials independently. The key to Kumon Programs is the individualized instruction, carefully planned by an instructor.

Regardless of academic level, your child will progress through the individualized instruction at his or her own pace – advancing step by logical step.

Kumon's disciplined, worksheet approach to learning advances your child's abilities in the classroom and throughout life. In fact, many Kumon students are studying above grade level.

Much like Kumon's approach to individualized instruction, we also believe that people have unique and individualized needs. We strive to be inclusive to people with disabilities, by meeting the needs of our associates and customers alike.

During 2020, Kumon Canada, Inc., formed a diversity, equity and inclusion task force, and people with disabilities or differing abilities are included in our initiatives from a customer and associate perspective.

We introduced quarterly reports to monitor our website accessibility, which is compatible with international standards. There is an email box and a phone line if customers need support.

As always, we support our students with disabilities or differing abilities through individualized study plans and one-to-one instruction where needed. We have a number of students who have disabilities and differing abilities, and our focus is to help improve our students' lives through the development of their math and reading skills.

Kumon Canada, Inc. strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

Our organization/business is committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act. This accessibility plan outlines the steps Kumon Canada, Inc. is taking to meet those requirements and to improve opportunities for people with disabilities.

Our plan shows how Kumon Canada, Inc. will play its role in making Ontario an accessible province for all Ontarians.

Section One: Past Achievements to Remove and Prevent Barriers

This document includes a summary of the accessibility initiatives Kumon Canada, Inc. has completed.

Customer Service

- Kumon Canada, Inc. has taken measures to ensure it is in compliance with the Customer Service Standard.
- Feedback is submitted through a toll free phone number 888-805-1289 or the email of kumon@a11y.com, which are both available to address accessibility issues with <https://www.kumon.com/ca-en/home>. Additionally, customers can call 1-800-ABC-MATH/1-800-222-6284.
- Most recently, feedback received was not related to persons with disabilities and therefore, was not actionable. In the event feedback is received, all requests are reviewed with Management, Human Resources and any relevant party to determine next steps.
- We have determined there are no barriers to receiving feedback at this time. We work with a third-party firm who supports the feedback process and no areas for improvement were identified.

For more information about Ontario's Customer Service Standard, visit ontario.ca/accessibility.

Information and Communications

Over the past several years, Kumon Canada, Inc implemented a feedback process on our customer-facing website, which includes a phone line and an email address. We hired an external consulting firm, who provides quarterly reports of the outcomes and helps Kumon Canada, Inc. to identify areas for improvement based upon inquiries and the internationally-recognized standards.

Employment

Associates of the company are periodically asked if they need support in the event of an emergency and Kumon Canada, Inc. documents these needs. Kumon Canada, Inc. has

been reviewing its hiring practices to determine if there are additional mechanisms for support needed in the recruiting process.

Section Two: Strategies and Actions

Identify the projects and programs your organization plans between now and 2021 to meet the requirements of the Accessibility for Ontarians with Disabilities Act and to remove and prevent barriers to people with disabilities.

Customer Service

Kumon Canada, Inc. is committed to providing accessible customer service to people with disabilities. This means that we will provide goods and services to people with disabilities with the same high quality and timeliness as others.

In order to comply with the Customer Service Standard, Kumon Canada, Inc. is continuously training new staff on customer service requirements and will continue to do so as we hire more associates during 2021.

Information and Communications

Kumon Canada, Inc. is committed to making our information and communications accessible to people with disabilities.

Kumon Canada, Inc. is in the process of reviewing its information and communication practices for persons with disabilities and will introduce corresponding initiatives throughout 2021.

Employment

The Kumon Canada, Inc. is committed to fair and accessible employment practices.

Kumon Canada, Inc. is in the process of assessing its approach to accessibility in hiring practices during 2021.

Procurement

Kumon Canada, Inc. is committed to accessible procurement processes.

List the initiatives your organization is planning and specify the timeframe for each.

Training

The Kumon Canada, Inc. is committed to providing training in the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities.

List initiatives your organization is planning and specify the timeframe for each.

Design of Public Spaces

Kumon Canada, Inc. will meet accessibility laws when building or making major changes to public spaces.

Kumon Canada, Inc. will put procedures in place to prevent service disruptions to the accessible parts of our public spaces.

For More Information

For more information on this accessibility plan, please contact Human Resources at CanadaHumanResources@kumon.com or 416-490-1434.

Your website and social media addresses:

- <https://www.kumon.com/ca-en/home>
- <https://www.facebook.com/login/?next=https%3A%2F%2Fwww.facebook.com%2Fkumon%2F>
- <https://www.instagram.com/accounts/login/>
- https://twitter.com/Kumon_NA
- <https://www.youtube.com/channel/UCiuM9mICeYLXwiGhSTIZCAg>
- <https://www.linkedin.com/company/kumon>

Standard and accessible formats of this document are free on request from Human Resources.