

SERVICE 02



Counseling (Mental Health Counseling)

A safe place to finally say what you've been carrying alone.



Supra Mentor Co., Ltd.

Two groups whose needs often go unmet

Employees balancing illness and work

- Trouble sleeping, low mood, ongoing anxiety — the emotional weight after a diagnosis hasn't found anywhere to land
- Holding it all in because they don't want to worry their family
- Family members supporting a loved one through illness (caregivers), themselves running on empty

Expatriate and international employees, and their families

- Life abroad, parenting, and marriage strain all colliding with the stress of the assignment itself
- Accompanying family members (spouses, children) isolated locally, destabilizing the whole household
- No one to talk to about it all in their own language

Our approach: multilingual counselors with clinical experience, working one-on-one. For expatriate families, we also offer couple and family counseling.

Service Overview

- Online counseling with clinicians and licensed counselors with real clinical experience. Weekly or biweekly sessions to slowly put words to “what’s here, right now”
- Evidence-based approaches including cognitive behavioral therapy and stress management, covering depression, anxiety, adjustment difficulties, neurodivergence, and coming to terms with illness
- Beyond one-on-one, we also offer couple, family, and group formats — expatriate family issues (marital strain, an isolated accompanying spouse, a child struggling to adjust) can be addressed as a household
- Regular tracking with global-standard psychological measures (PHQ-9, GAD-7, WHO-5) makes change visible over time

How it works (example)

1. Free 30-min consult

2. A wellbeing check-in

3. Weekly-to-biweekly sessions

4. Family or couple formats too

5. Recovery, made visible

SUCCESS STORIES

Voices from people we've supported

“

I followed my husband on assignment two years ago. I couldn't speak the language, had no friends, and one day I realized I'd gone a whole day without talking to a single person. Meeting a counselor who spoke my language, and just having her say 'that sounds really hard,' was where things started to turn around.

Woman, 30s — accompanying spouse on overseas assignment (family counseling)

“

I had flashbacks to a frightening experience, and could talk it through when my emotions felt most unsteady. Talking helped me understand what exactly I was afraid of. What helped most was coming away with concrete ideas — both for taking care of myself, and for how to talk with the people around me.

Woman, 30s — undergoing brain tumor treatment, employed full-time

* To protect privacy, these accounts are composites drawn from multiple experiences and do not identify any one individual.

Our team, and our commitment to quality



Who supports you

- Clinical psychologists and other counselors with genuine clinical experience
- A multilingual team spanning Japanese, English, Chinese, Spanish, and Ukrainian
- When diagnosis or medication is needed, we refer people to the right medical provider — the division of roles is strict



How we protect quality

- Regular tracking with PHQ-9, GAD-7, WHO-5 and other measures — we never stop at “things seem better”
- A judgment-free, confidential space, guaranteed in writing
- Full refund within 7 days if you're not satisfied with your first session

Multilingual support means support that actually lands

Available in Japanese, English, Chinese (Traditional/Simplified), Spanish, and Ukrainian. How deeply mental health support lands depends on whether someone can speak in their own language. Without an interpreter in between, we take in each person's words exactly as they are.

AI plus human support — nothing falls through the cracks



Your AI companion

- Your own AI companion emerges from the “emotional check-in” built on ICF-credentialed Cancer Journey Coaching
- It evolves the more you talk with it, offering day-to-day self-care ideas
- It catches shifts in how you're feeling and helps carry them into your next session



Free human support

- Free chat and the free 30-minute video consultation are always handled by a real human coordinator, never AI
- After each session, your counselor sends notes and reflections, so nothing goes quiet before the next session
- On harder days, we're flexible about format — voice-only or message-based, whichever fits

How you spend the other 168 hours — the full week between sessions — is what really unlocks counseling's effect. Your AI companion's self-care ideas, together with free human chat, carry you through the nights on your own before the next session.

Why organizations trust us



International collaboration

We localize and deliver a survivorship program born at the UCSF Brain Tumor Center



Recognition

AYA Activity Encouragement Award, AYA Oncology Alliance in Japan



Conference record

Two poster presentations at MASCC, plus a presentation on the survivorship program at the AYA Oncology Alliance in Japan conference



Endorsed by

Dr. Susan Chang (Director, Neuro-Oncology, UCSF Brain Tumor Center) / Shariann Tom (CEO, Cancer Journey Institute, an ICF-credentialed training organization) / Atsumi Araki (Founder & Director, VELTRA Corporation)

You can start with just one service

For organizations

- You don't need all five services — adoption of a single service is welcome
- Scope, usage limits, and reporting format are designed individually (quotes are free)
- Use is anonymous. HR receives only anonymized, aggregate reporting

For individuals

- Start with a free 30-minute video consultation or free chat (always with a real person)
- It's fine to begin even if you're not sure which service is right for you
- If you're not satisfied with your first session, we offer a full refund within 7 days

Let's start with a conversation.

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