

SERVICE 05



Peer Heart-Saver Training

Turning the experience of illness or life abroad into the strength to support someone else.



Supra Mentor Co., Ltd.

Two groups whose needs often go unmet

Individuals living with illness

- Having been through illness, they now want to be there for someone else facing something similar
- Left work or took leave for treatment, leaving a gap in income and career
- Worried that good intentions alone, without training, might unintentionally cause harm

Organizations and support groups

- No one internally for employees managing illness or international staff to turn to — HR is left carrying it alone
- Wanting health-conscious management to be led by people, not just policy
- Patient associations and support groups wanting to raise the quality of the support they offer

Our approach: a certification that trains people with lived experience to become skilled listeners. Graduates can go on to paid peer-support work with Supra Mentor — creating real employment for people navigating illness.

Service Overview

- A staged certification combining video learning (9 modules), a written test per module, and hands-on practice sessions
- Covers the fundamentals of listening, role boundaries, confidentiality, and self-care for supporters themselves
- Built on insight from the Sheri Sobrato Brain Cancer Survivorship Program (UCSF) and Cancer Journey Coaching, in a design unique to Supra Mentor
- Available to companies as a customizable, health-conscious-management training that turns your own experienced employees into skilled listeners

How it works (example)

1. Info session & apply

2. 9 video modules

3. Written test

4. Practice session

5. Certification & paid work

SUCCESS STORIES

Voices from people we've supported

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After leaving my job for treatment, I felt like I'd lost my connection to the world. The day I finished training and had my first conversation as a paid peer, I truly believed for the first time that my experience could help someone else. I've gained more than income from this.

Woman, 30s — cancer survivor, certified Peer Heart-Saver

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There's a community among the peer supporters, so we can exchange information and talk through cases together. Knowing the learning continues afterward gives me real peace of mind.

Adult in their 50s — mental health experience, certified Peer Heart-Saver

* 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

- Overseen by Japan's only Certified Cancer Journey Coach
- A curriculum built first around safety — listening, confidentiality, and boundary-setting
- Ongoing follow-up and supervision after certification — this isn't training that ends the day it ends



How we protect quality

- A staged certification — learning, written test, practice, follow-up — to keep quality consistent
- Rigorous role clarity, training people specifically not to step into medical or clinical territory
- Creates real employment opportunities for people whose income has been affected by illness

For organizations

Bringing this training in-house delivers on health-conscious management (building “people who can listen” inside your company) while also creating employment for people navigating illness — both at once. It fits naturally within CSR and human-capital initiatives.

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 Cancer Medicine & Support Society



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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