

For hearts worn down by illness or life far from home.

We can listen, because we've been there. | [Company & Service Overview](#)



Supra Mentor Co., Ltd.

This company began with one survivor

Our founder, Shimazu, has lived through serious illness herself.

What she encountered during her own illness were two things: the Sheri Sobrato Brain Cancer Survivorship Program, born at the UCSF Brain Tumor Center in the US, and Cancer Journey Coaching. She wanted to bring to Japan this model — a multidisciplinary team of specialists supporting “the life that continues beyond treatment.” That desire, starting with the survivorship program, is how Supra Mentor began. She has since presented on the program and on coaching twice at MASCC, multinational association of supportive care in cancer, and today walks alongside others on the same path as Japan's only Certified Cancer Journey Coach.

**“Not experts who understand — people who've been there, and can listen.” This isn't a slogan.
It's simply how we came to exist.**

What we're working toward

Vision

Beyond Labels

Life-shaking experiences do not define a person — they are catalysts for personal evolution. We envision a society where people transformed by such experiences are embraced as uniquely evolved individuals, free to live authentically.

Mission

Your Life Partner

Person-centered 360° mental health care, walking beside each individual through every stage of life — in collaboration with multidisciplinary professionals and trusted medical partners.

Values

Whole Self

Honoring the richness of human experience, we create a safe place where anyone — in any circumstance — can remain fully and wholly themselves.

THE PROBLEM

Invisible struggles are quietly eroding company performance

¥7.6T / year

Japan's productivity loss from employees' mental health struggles — 1.1% of GDP, 7× the cost of psychiatric care (Yokohama City Univ. & UOEH, 2025)

82.7%

of workers in Japan report strong anxiety or stress about their work (MHLW Occupational Safety & Health Survey, 2023)

~50%

of employees who take mental-health leave end up resigning after returning — over 70% among workers in their 20s (2025 survey, n=329)

Stress checks and EAPs are now in place at many companies. The real question now is whether that support actually reaches people.

Two kinds of employees whose needs often go unmet

Employees balancing illness and work

77.9% of all health-related cost is presenteeism — about 5× the cost of medical care itself (MHLW)

- 19.8% of employees diagnosed with cancer leave their jobs; 56.8% of those resign before treatment even begins — often before things get harder, out of a wish not to be a burden (MHLW)
- 1 in 3 people is diagnosed with cancer between their 20s and 60s. AYA-generation patients (roughly ages 15–39) number about 20,000 a year, often right as school, career, and family milestones collide with treatment (National Cancer Center Japan)
- An estimated 499,000 people nationwide continue working while attending cancer treatment. The older someone is, the heavier their financial responsibilities tend to be — and the harder the impact of leaving work (MHLW estimate)

Expatriate and international employees, and their families

4,125,395 foreign nationals now live in Japan — an all-time high, up 9.5% year-on-year (Immigration Services Agency of Japan, end of 2025)

- English-speaking residents are led by US nationals — 66,111 people (end of 2024); UK, Canadian, and Australian nationals add further scale, many in professional and education roles
- Chinese-speaking residents total roughly 970,000 — mainland China (900,738) plus Taiwan (71,125) — about 1 in 4 foreign residents in Japan
- Spanish-speaking residents are led by Peru's historic Nikkei community — 49,114 people, 99% holding permanent or long-term settled status
- Multilingual medical and counseling services remain scarce, and language barriers often keep people from asking for help at all

OUR SOLUTION

Five services that meet these challenges

01 Cancer Journey Coaching

One-on-one support from diagnosis through balancing treatment and work to re-entry (Japanese/English)

02 Counseling (Mental Health Counseling)

Counseling from licensed clinicians, with couple and family formats for expatriate households too

03 Peer Support

Conversation with a trained peer who's been there. A gentle first step (online, paid service)

04 Organic Beauty Counseling

For appearance changes from treatment or a new environment. Appearance care that supports a fresh start

05 Peer Heart-Saver Training

A certification that turns lived experience into the skill of listening — for individuals and companies alike

* For details on each service, see the individual service guides (5 booklets). Adoption of a single service is welcome.

OUR TEAM

Not “experts who understand” — a team that has lived it, and listens



Who supports you

- Clinical psychologists, licensed counselors, and other mental health professionals
- Japan's only Certified Cancer Journey Coach
- Certified, trained peer supporters (not simply volunteers)
- Appearance-care counselors trained in supporting people through visible change



Lived experience

- Many of our team members have themselves lived through illness or life abroad
- “I know how that feels” isn't a sales line here — it's our team's lived reality
- Our specialists work together, supporting each person from multiple angles



Support in 5 languages: 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.

We don't stop at “things seem better”



- In Cancer Journey Coaching, we run a 5-point check-in (PESH) before and after every session and record the change
- In Counseling, we track wellbeing using global-standard psychological measures (PHQ-9, GAD-7, WHO-5, and others)
- After each session, clients receive notes and a visual snapshot of where they stand — so support never stops between sessions

HR teams receive, in numbers, what actually changed after adoption.

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 along the way
- 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
- Notes and reflections follow every session, so support never has a gap before the next one
- On harder days, we're flexible about format — voice-only or message-based, whichever fits

AI is there around the clock; people show up for what matters most. Combining the two means support reaches even the hours between sessions, when someone is on their own.

A circle of support that creates employment



Peer Heart-Saver Training → Paid peer-support work

People whose income or career has been affected by illness can, through training and certification, go on to work as paid Peer Heart-Savers. The move from “being supported” to “supporting others” becomes real employment — we’ve built the business so that people who received support can become the next generation of supporters.

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 Oncology Alliance in Japan



Conference record

Two poster presentations at MASCC, the multinational association of supportive care in cancer conference, 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)

PLANS

Our plans (all individually quoted)

Employee benefit package

Session allowance for employees living with illness and their families, plus HR seminars on balancing treatment and work. Monthly fee by headcount

Expat & international support

Pre-departure briefing, multilingual sessions during the assignment, and family support. Time-zone friendly

Peer supporter training

Turning your own employees with lived experience into skilled internal listeners

Talks & seminars

Speaking on balancing treatment and work and cross-cultural mental health, plus Cancer Journey Coaching workshops and webinars (in-person delivery preferred)

You can start with just one service

1. Discovery call

A 30-minute conversation on your needs, population, and languages

2. Plan design

One service is fine to start. We design scope, limits, and reporting

3. Internal launch

A multilingual announcement kit; briefings available too

4. Employees book directly

No manager in the loop — anonymity protected

5. Quarterly report

Anonymous aggregates only. No personal data is ever shared

Let's start with a conversation.

Individuals: start with a free 30-minute consultation or free chat (with Shimazu herself). Organizations: quotes are free.
info@supramentor.net | <https://supramentor.net>