

A Few Words from CLAIR on Using the JET Online Counselling Service

1 April 2019

Dear JET Participant,

CLAIR established the JET Online Counselling Service for JET Programme participants with the aim of ensuring that current JET participants are able to do their best at foreign language instruction, international exchange, sports instruction, and other internationalisation activities in their communities, under optimal mental and physical health, during their terms of appointment in Japan. We ask that you please read the following carefully so that you are able to make use of this service for your own well-being.

We expect that this service may be useful in solving problems for JET participants, as 81% of the users considered it helpful in finding a solution for their problems according to a previously conducted survey. It is, however, impossible to solve every problem 100 percent. Counselling allows you to have someone listen to your problems, and is a process which enables you, with the help of a counsellor, to identify and organise your problems. However, please keep in mind that ultimately it is you who must solve your problems, and in certain situations, there may be problems that cannot be solved.

Additionally, this service is unable to provide a diagnosis of a mental illness or disorder, and the counsellors are unable to prescribe medication. Depending upon the circumstances, you may need to see a specialist medical practitioner, such as a psychiatrist, and assume a more active role in taking care of your mental health. As a JET participant, this type of medical care is covered by your health insurance, and we recommend that you keep this in mind as a possible course of action.

With regards to the Skype Counselling provided by this service, each JET participant may receive up to 7 sessions from 1 April 2019 to 31 March 2020. This limit was set to ensure that as many JET participants as possible are able to use this service. Moreover, it also encourages users to engage in more effective counselling through careful planning. It is also recommended that JET participants first try using Web Mail as expressing your problems in written form may help to organise your thoughts and hence lead to more productive counselling sessions. We ask that you make additional arrangements for your own counselling in situations where you have long-term issues or problems that go beyond the scope of this service. The JET Mental Health Counselling Assistance Programme is also available for counselling costs not covered by health insurance, therefore, please consider making use of this programme in conjunction with any counselling arrangements you make.

Furthermore, as it can take up to several days for you to receive a response or appointment from this service, it cannot be used for emergency or crisis situations. Should you encounter such a situation, please refer to the various helplines and resources listed in the appendices of the General Information Handbook (GIH), available here: <http://jetprogramme.org/en/gih/>.

In closing, we hope that you will keep the above points in mind when making use of this service to aid in resolving any mental health issues you may encounter, to ensure that you are able to work to the best of your abilities and that you lead both a mentally and physically healthy daily life in Japan.

Director

Department of JET Programme Management

Council of Local Authorities for International Relations (CLAIR)