



Summer 2010

- Stay Connected with TELL -

TELL Children & Families - Exceptional Parenting Program

TELL Exceptional Parenting Program has a change in leadership. For almost three years, Birgit Zorb-Serizawa has done an exemplary job as Coordinator of the program and TELL is sad to see her leave. Birgit has been a great support to parents, schools and the entire TELL organization, she will be greatly missed by all.

We are pleased to announce the appointment of Carla Ito as the new Coordinator. Carla has a Masters in Education, Special Education Concentration, from Longwood University in the U.S. Carla has not only had experience working with children with special needs, but has experience overseeing educational programs. Carla is an active volunteer and has assumed leadership roles in a children's English literacy group and La Leche League International. As an active member of the Exceptional Parenting Program, TELL feels fortunate to have Carla on board in her new capacity.

The Exceptional Parenting Group has a new home. All future meetings will be held at the

beautiful facilities at the Wesley Center in Minami Aoyama. Stay tuned for the new schedule of workshops, which will resume in October 2010. TELL encourages interested people to become members. Membership and participation in the workshops are free of charge. The best way to keep apprised of future Exceptional Parenting Program events, as well as other TELL opportunities, is to become a member. Contact Carla at excep.parents@telljp.com.

What else has our Children and Families' staff been up to?

The Children and Families team has been very busy, as demand for formalized assessments for children continues to grow. The staff works closely with children, parents and schools to assist in evaluating educational, psychological and behavioral concerns. The entire Children and Families team recently attended a two-day workshop addressing the needs of children with Autism Spectrum Disorders (ASD). Individuals with ASD have substantial challenges in social interaction and communication. In

2010, the Centers for Disease Control estimates that the prevalence of ASD is 1 in every 110 children. The Ziggurat model is a comprehensive intervention plan that addresses the needs and strengths of children with ASD. The Children and Families team continues to seek best practices in serving our community.



Donate to TELL

TELL is an accredited, registered NPO. Its programs and services are funded through donations and charity events.

If you, or your organization, are interested in donating or becoming a corporate partner, please contact:

Marion - Events, Fundraising and Communications Coordinator

03-4550-1191, Ext 213 / 090-6181-7070 or email event@telljp.com

TELL is grateful for your donations and support!

Volunteer with TELL

Join TELL's team of volunteers. A great opportunity to make friends, gain experience and give back directly to the community. TELL is currently looking for assistance in the following areas:

- * Life Line Counselors
- * Data entry
- * PT volunteer receptionist
- * Graphic designers

Whether you want to share your professional skills or learn new ones, TELL provides a wide range of volunteer opportunities. See the TELL website for details and to download an application form.

TELL contact details and information

TELL provides three main services:

1. **TELL Life Line** provides free daily, anonymous telephone counselling and information accessible anywhere in Japan.
2. **TELL Counseling** provides professional face-to-face counseling to adults and couples by licensed therapists, as well as psychiatric evaluation and medication, as well as educational workshops.
3. **TELL Children and Families** is a multi-lingual group of experienced professionals that provides assessments, formal testing, counseling and therapy for children and teens with learning, emotional, behavioral and/or family problems.



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Access www.bluejava.com/tell for a database of English-language services in Japan, including emergency information. The database allows users to recommend or update entries.



A web-based, clinically validated electronic anxiety and depression screening program that asks you a series of questions about depression, anxiety and panic symptoms.



Newsletter

- Stay Connected with TELL -

Summer 2010

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1 July 2010

Walk and Run for Life by Alena Eckelmann

The last cherry blossoms swayed in a warm breeze and a sunny blue sky welcomed a cheerful crowd of runners, walkers and their supporters to the Chidorigafuchi Park at the Tokyo Imperial Palace. There could not be a better location for the TELL Charity Walk and Runathon, an annual event that has become a fixture on both the capital's charity and race calendars.

This year saw a record number of participants again; women and men, young and old, foreign or Japanese, seasoned runners or weekend joggers. Although they all had their specific reasons and goals for attending, what united them was their support of TELL.

Adelaine from The Netherlands, with her husband and three little sons, went for the 5k race. "This is the first time we have participated in a charity run. We are not really experienced runners but this is a nice opportunity to do something with the

whole family and do something good for the community at the same time."

Jo from England also ran the 5k race for the first time this year. "I only started running this year



but my friend who has participated many times encouraged me to join. Now, I will definitely come back next year and also tell my friends to join in."

Michel, aged 16 from Seattle, joined in with her friends from school and very well they did indeed. Michel came in 7th place in the Women 5k run. "I had walked the 5k before but this was the first time I ran it. It was much harder than I thought but

I will definitely do it again next year."

Seiji, a Japanese man, went for the 10k race. "I started marathon running this year and I want to run many races for practice. Doing something for charity at the same time is a good idea. I really like the atmosphere here today."

Ann and David are two friends from the US. Ann had walked the course three times and she walked again this year. David attended the fourth time this year running 10k. "I like supporting this event because TELL is such a good charity with excellent services for the community. There is also a nice community atmosphere here; some of my friends are also running or volunteering today," commented Ann.

With so many happy faces and cheerful smiles around, it is easy to forget that there are people in Tokyo who are battling against adverse situations, be it problems at home or at work. TELL is working to provide them with a lifeline and professional counseling. Isn't that a very good reason to walk or run for?

TELL on the Move Spotlight on Lambiasi & Hayashi Architects

On 28-29 May 2010 TELL moved to its new location at the Wesley Center in Minami Aoyama, just a few minutes walk from the old office

TELL chose architects, Lambiasi and Hayashi Architects (www.lh-arch.com), established in 2008 by James Lambiasi and Kentaro Hayashi. TELL fully collaborated in the creative process. The end result is a light and airy setting conducive to professional and confidential face-to-face counselling and assessments.

Photo by Naomi Kuruzumi



We asked James a few searching questions for our newsletter ...

TELL: What are the principles of your design practice?

JL: Strong communication with our client to make design a collaborative effort. Very much like at TELL, where the role of a counselor is to provide information and learning tools to help clients make sound decisions....

...We provide the technical know-how and through models and drawings help to visualize the design; this brings the client into the design process and

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Contact TELL:

- **Life Line**
03-5774-0992
- **Face-to-face Counseling**
03-4550-1146 (English)
03-4550-1147 (Japanese)
- **Online resources**
www.telljp.com
- **Business Office**
03-4550-1191
- **Life Line Administration**
03-4550-1191, Ext 212

Upcoming Events:

- **Saturday September 11 to Saturday November 27 - Fall Telephone Counselor Training**
- **October - Exceptional Parenting Program will resume**
- **Friday November 5 - TELL Annual Connoisseurs' Auction**

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TELL on the move - cont from page 1...

serves to inform our design decisions better.

TELL: What were the specific challenges in working with a NPO?

JL: As TELL is a very integral presence in the foreign community, we knew that their new office is a long term future investment and we needed to base many decisions on this. Although the budget was tight, the room layout and construction materials had to function well over 30 years from now, and given that TELL is an organization that utilizes full time staff as well as many volunteers, making these predictions made it all the more challenging.

TELL: What were your architectural goals in designing the space for TELL, and is there an aspect of the design that you find most successful?

JL: Despite the program necessity of so many private rooms, we wanted to convey an overall feeling of openness and light

spatial connection. The office construction is mostly white wall partitions, but by strategically using natural oak paneling and some bold touches of color as accents, we were able to tie the space together. One part of the office I am particularly pleased with in the employee area is the multi-functional conference room. The sliding partitions open up to an adjacent "bar counter," providing a great communication hub for the staff to chat and have impromptu meetings.

TELL wishes to thank the following organizations for their support in helping TELL move: Lambiasi and Hayashi Architects, Steelcase Furniture, Zai Nippon Interboard Senkyoshi Shadan, Allied Pickfords, JOHO Technology, and PBXL.



... and Honorary Chair, Mrs. Shimazu (right)

Samaritans Honor Dr. Akiyama



On April 22, 2010, Bill Wright of the Samaritan Institute presented a Certificate of Honor to Dr. Tsuyoshi Akiyama, Chairman of the TELL Board of Directors since 1999. This distinguished honor has been presented to only 6 people during the last 40 years.

Tsuyoshi Akiyama joined TELL in 1982. He served TELL as phone counselor between 1983 and 1984, as referral psychiatrist since 1983 till now, as professional therapist supervisor between 1991 and 1998, as board member since 1995 till now, as acting clinical director for 1998 and as board chair since

1999. In 2008 Tsuyoshi Akiyama received the Tokyo American Club Distinguished Achievement Award for this activities for TELL.

Tsuyoshi Akiyama graduated from Tokyo University in 1979 and began practicing psychiatry in Japan. In addition to his service for TELL, he currently serves as Secretary of Finances for World Psychiatric Association and as a board member for World Federation of Mental Health, Japanese Society of Psychiatry and Neurology and Japanese Society of Transcultural Psychiatry.

Today, the Samaritan Institute is one of the largest providers of professional counseling. TELL is the only mental health organization in Japan accredited by the Samaritan Institute. The Samaritan program has been acknowledged by the American Medical Association, the American Association of Pastoral Counselors, the President's Commission on Mental Health, and a number of major religious denominations.

Bon Voyage Kathleen & Tracy!

As a parting gift for TELL, volunteers Kathleen M. Pike PhD and Tracy Flannery organized a successful fundraiser to offset costs resulting from TELL's move to its beautiful new home at the Wesley Center. Both Kathy and Tracy have served the TELL board well; Kathy for over a decade, and Tracy for approximately 3 years. Kathy and her husband Lou Forster will be moving to New York at the end of June 2010. Tracy and her husband John are relocating to India. We cannot thank Kathy and Tracy enough for their efforts, tireless support, financial contributions, and cheerful hard work for TELL and the community.

Moving was the theme of the event, and was represented from invitations made out of moving materials to the "interior design" of the new TELL office space including

office furniture created from moving cartons complete with a sign "the psychiatrist is in." As a result of the generosity of long time TELL supporters, we were able to raise approximately 18 million yen, about half the cost of the build out.

Kathy Pike has served on the TELL Board for over a decade in various capacities, including Vice Chair and Chair of the Management Committee. Kathy serves on the board of US TELL. Please go to the TELL website to see the testimonials on display honoring Kathy's commitment to TELL and the community in partner with her husband Lou Forster.

<http://www.telljp.com/index.php?en/testimonial/>

Tracy Flannery joined the TELL Board in 2007 and has served as Treasurer for the past three years. Tracy retired from a career in commercial lending in 1997 and has served as a volunteer

since that time, while living in Argentina, the US and in Japan.

We will miss both Kathy and Tracy a great deal and wish them well in their future endeavors and adventures.

It's not sayonara but bon voyage as you relocate. Thank you Kathy and Tracy!



Lou Forster, Kathy Pike, British Ambassador and Mrs. Warren, Tracy Flannery, Dr. and Mrs. Akiyama.

photo by Kelly Godbout

Connoisseurs' Wine Auction 2010

Be sure to reserve November 5th, Friday for an evening at the Italian Embassy residence. It promises to be one of the social highlights of the season and a chance to enjoy the ambience of the beautiful home of Ambassador Petrone and his wife, tucked away in Mita surrounded by stunning 17th Century gardens with a historical burial site.

November 5th is the date of TELL's Connoisseurs' Wine Auction of premiere wines in specially selected lots. It will be a gala evening including wine-tasting, a fabulous buffet and silent auction of wonderful items and delights you don't want to miss. Tickets are expected to sell quickly! Hope to see you at TELL's Wine Auction.

Over 1000 Participants at the TELL Runathon



Thank you to all our kind sponsors and donors who made the Runathon 2010 such a success. All in the younger crowd who participated went home with gifts from IKEA and book certificates from JASCD (Japan Association for Supervisory and Curriculum Development). The student helpers from ASIJ helped to make the course pleasant for all the runners and walkers. Guy Totaro "Guido" kindly showed up and kept the children fascinated as he told stories and made magical animals with those long, slinky

balloons. BRASTEL put together another wonderful Start/Finish banner with all our donors' logos. Not a single person went home disappointed.

TELL would like to thank all who came out to cheer, walk, run and contribute to our organization. Salt&Pepper set up the beautiful KANEBO sports drinks display for thousands to enjoy. Refreshing Coca-Cola drinks were available for the thirsty participants. Thanks to the many volunteers for making the day so successful. We hope to see you again next year on the

first Saturday of May!

Special thanks to Susan Griffen and Bob Poulson, Co-chairs of the 2010 Runathon. Also, thanks to Gail Hawkins for organizing team leaders and volunteers for the day. The Goldman Sachs team helped with registration, cheering, setting up and taking down equipment. The CSW at Goldman's is fantastic. Nancy Kroonenberg organized the volunteers, families and truck-load of equipment from ASIJ with Allied Pickfords delivery service to make the day possible. Nancy is retiring from the TELL Board. Many thanks to her for years of support to TELL and initiating the first Runathon.

Details of our generous sponsors are available on our website. Please thank our sponsors by supporting their businesses. Don't forget to tell them you're there because they contributed to TELL's Charity Walk and Runathon. Help those who help us - then, we're all winners!

You've all helped TELL. Thank you very much.



One winner Izzie receiving her prize photo by Alena Eckelman



Izzie with her teachers photo by Patty Spentzos



photo by Alena Eckelman

Fall 2010 Telephone Counselor Training Program

For over 37 years, TELL Tokyo English Life Line has been a leader in mental health services to both the international and Japanese communities. Our Lifeline receives over 7000 calls a year providing free, anonymous and confidential support. People call the Lifeline for many different reasons and last year, with the economic downturn, many people who were struggling with feelings of distress and despair reached out for support. The top general issues raised in calls to the Lifeline are social isolation and loneliness, health issues (including mental health problems such as depression, family and personal relationships difficulties) workplace difficulties, cultural adjust-

ment difficulties, and trauma related matters including abuse, grief and loss. Young people also call the Lifeline to talk about problems with cultural adjustment, friends or family members, or problems at school such as exams or bullying. In addition the Lifeline also gets many calls each year related to suicide which continues to be a large problem both worldwide and in Japan.

To keep the Lifeline operating TELL needs volunteers to answer these calls. Individuals from all countries and cultural backgrounds who are over 21 and can speak English are welcome to apply. Each year TELL operates two telephone

counselor training programs to teach you the skills needed. In addition, the skills learnt in this training are equally valuable in the workplace and in all interpersonal relationships. Helping others in need is a very personally rewarding experience and provides an opportunity to give something back to the community and make a real difference in someone's life. One volunteer stated:

"Listening to someone who is perhaps depressed, worried, or frightened and who doesn't know where to turn to, is perhaps the most valuable thing we can do for a fellow human being."

Fall Training Schedule:

Our Fall training will begin on September 11 and finish on November 27, taking place on most Tuesday and Thursday evenings from 6.30 - 9.30pm and also including three Saturday daytime sessions: Sept 11, October 16 and November 27. Daytime training is also available each Spring, starting in February. Email us at lls.assist.telljp.com or check our website for further information about the topics covered in the training and for an application form.

We are now accepting applications and conducting interviews for the Fall training for Sept 11.